

## Cigna HealthCare

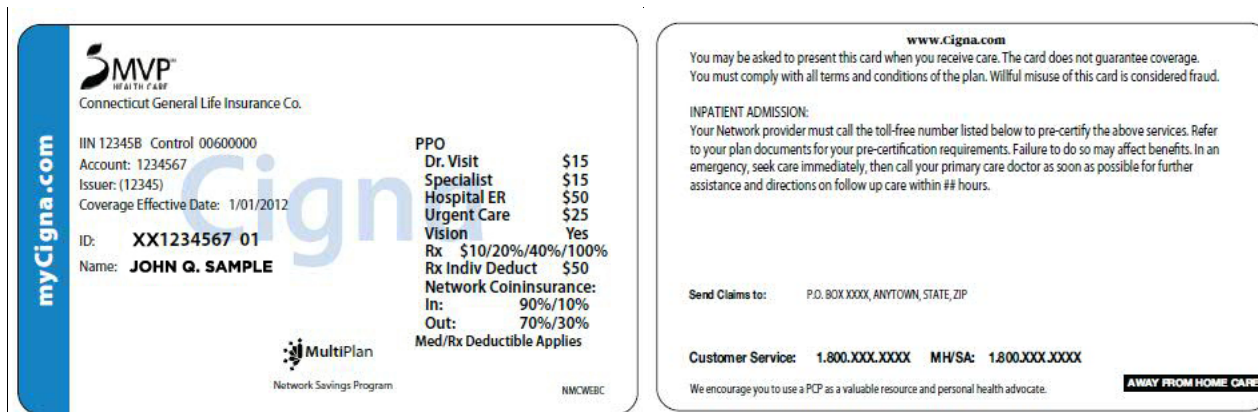
Under MVP's national alliance with Cigna HealthCare, Cigna members may access MVP's Upstate New York health care provider network to receive medical care. Likewise, MVP EPO and PPO members with national coverage have access to Cigna's national network to receive medical care. MVP members with New York HMO and POS plans use Cigna as their national network for covered urgent/emergency care, as well as elective out-of-area care when prior-authorized. However, Cigna members must continue to use the Cigna HealthCare provider network for the following services:

- Behavioral Health
- Dental Care
- Pharmacy
- Routine Vision Services

**Please note:**

Starting on or around March 1, 2016, Cigna members will be able to access the MVP optometry network for non-routine vision services

Here is a sample of a Cigna HealthCare ID card. Cigna members seeking health care services should present this or a similar Cigna ID card to their providers at every visit.



Here are some reminders for providers if they treat a Cigna HealthCare member:

### Where to call?

Cigna has one number to call to confirm eligibility, obtain benefit coverage information, prior authorization requirements, or for any claim submission/coverage questions:

- Call **1-800-CIGNA24 (244-6224)**

Cigna's online tools can help answer questions and provide other information for health care professionals treating Cigna members. An online demo shows providers how to register and use the site's other tools.

- Visit Cigna's website - **[cignaforhcp.com](http://cignaforhcp.com)**

### Where to submit claims

Please be sure to include your NPI on claims submitted to Cigna to help ensure timely processing.

Submit paper claims to the address on the back of the member's ID card.

For information on EDI claim submission, you may either visit **cignaforhcp.com** or call **1-800-CIGNA24 (244-6224)**.

Cigna will pay providers for covered services rendered to Cigna members provided all prior authorization and claim requirements are met. Providers' MVP reimbursement schedule will be used to process claim payment for these services. When payment is received, providers cannot bill the Cigna member for any amounts above and beyond the member's cost share as identified on Cigna's remittance advice.

### Cigna's Other Alliances & Cigna Payer Solutions<sup>SM</sup>

In addition to Cigna's alliance with MVP, Cigna also has similar alliances with a few other health plans, including: Tufts Health Plan, HealthPartners, and Health Alliance Plan. Cigna also administers benefits for a number of Third Party Administrators through its Cigna Payer Solutions<sup>SM</sup> subsidiary.

Members of these plans will have the Cigna logo on their card, and will typically have the MVP logo on their card as well. These members should be treated no differently than MVP and Cigna members.

If a member of one of these health plans presents for services with an MVP provider, they should contact that health plan directly by calling the toll-free number on the back of the member's ID card to verify benefits and eligibility, and submit claims directly to that health plan either electronically or on paper to the claim address found on the back of the ID card.

