

Additional Administrative Guidelines and Program Requirements for Cigna Healthcare Administered by Oscar Plans

We are bringing together the power of the Cigna Healthcare national and local provider networks and Oscar's innovative digital member experience. Together, our partnership makes for healthy employees and a healthy bottom line.

What you need to know about Cigna Healthcare Administered by Oscar

With Cigna Healthcare Administered by Oscar, you benefit from direct integration with two of most popular Cigna Healthcare provider networks: Open Access Plus and LocalPlus®. These networks will be utilized for Cigna Administered by Oscar plans. Other important information about Cigna Healthcare Administered by Oscar is provided below.

Provider support

855.672.2755

Online portal

Visit CignaOscar.com for a detailed guide on portal setup.

Mailing address

Cigna Healthcare Administered by Oscar
PO Box 188061
Chattanooga, TN 37422-8061

Claim disputes

Cigna Healthcare Administered by Oscar
c/o Oscar Management Corporation
PO Box 52146
Phoenix, AZ 85072-2146

Eligibility and benefits

To confirm eligibility and benefits, visit HiOscar.com/providers 24 hours a day, seven days a week. We are also available to assist you at 855.672.2755, Monday through Friday, from 8:00 a.m. – 9:00 p.m. ET.

Pharmacy services

Cigna Healthcare Administered by Oscar plans utilize Express Scripts® to manage the pharmacy network, formulary, and all aspects of the outpatient prescription drug benefit, including any related medication management programs. Express Scripts adjudicates prescription claims at the point of sale.

Prior authorizations may be required for certain medications. Prior authorizations can be initiated by calling 800.753.2851 or electronically online at bit.ly/express-scripts-easy-epa. For questions about prior authorizations or prescription drug appeals, call us at 800.753.2851.

To access the Cigna Healthcare Administered by Oscar drug formulary, click [here](#).

Insured by Cigna Health and Life Insurance Company. Insurance benefits administered by Oscar Health Administrators, a third party administrator. Cigna insurance contains exclusions and limitations. Pharmacy benefits provided by Express Scripts, Inc. For complete details on product availability and coverage, please refer to your plan documents or contact a representative.

Prior authorization

Cigna Healthcare Administered by Oscar plans may require authorization for certain services. A list of services can be accessed online at HiOscar.com/prior-authorization. It is important to submit any elective or pre-service requests in advance to ensure everything is in place for your patients to get the right care. To confirm authorization requirements for a specific code or service, or submit an authorization request, or check the status of an existing authorization, please reference our provider portal at <https://Provider.HiOscar.com> or call 855.672.2789. We encourage you to submit authorization requests for medical services through our provider portal, however, authorization requests may also be submitted by faxing the Authorization Request Form to 844.965.9053.

Please note all authorization requests for behavioral health services must be submitted by faxing 844.965.9053 or calling 855.672.2755. For services where Cigna Healthcare Administered by Oscar plans delegate utilization review, you will be transferred to or instructed to contact the appropriate vendor.

If prior authorization is not obtained, services are subject to post-service (retrospective) review. Some services that may be a part of an ongoing course of treatment may also be subject to concurrent review. Inclusion of a benefit in the Cigna Healthcare Administered by Oscar Authorization List is not a guarantee of coverage. Coverage of these benefits may vary by plan and the Authorization List is subject to change.

Review for certain services is delegated to eviCore healthcare (eviCore). For access to the clinical criteria utilized by eviCore or to download the Authorization Request Form, please visit evicore.com/resources/healthplan/cigna-plus-oscar. For other services not indicated in these resources, call us at 855.672.2755 or follow the instructions on the Cigna Healthcare Administered by Oscar Authorization Request Form.

Prior authorization appeals

Phone: 855.672.2755

Fax: 844.965.9054


Mail:

Cigna Healthcare Administered by Oscar
c/o Oscar Management Corporation
PO Box 52146
Phoenix, AZ 85072-2146

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Sample ID cards

Customer ID cards will include details about the network the plan aligns with and will look like the samples below:



John Doe

Open Access Plus Silver \$6550
(No Referral Required; part of Cigna Network)

Member plan information

Member ID
Group ID
Cigna ID
Coverage start date

In-network spending

Deductible
Out-of-pocket max

In-network cost before / after deductible

Oscar Care virtual visits
Primary care
Specialist
Urgent care
Emergency room

Member Care Team

Log in at hioscar.com/member, or on the Oscar mobile app, or call 855-672-2789

For providers & pharmacy


Payer ID CIGNA RxBIN 003858
e-Payer ID 62308 RxPCN A4
Dental ID CX083 RxGRP CIOSCRx

Providers call 855-672-2755
Pharmacists call 800-922-1557

Where to send claims

Pediatric dental DentaQuest
Pediatric vision Davis Vision
Medical Cigna
Cigna, PO Box 188061, Chattanooga, TN 37422

This health policy is regulated by the commissioner. Cigna + Oscar coverage is insured by Cigna Health and Life Insurance Company. Benefits are administered by Oscar Management Corporation, an affiliate of Oscar Health Plan of Georgia. Pharmacy benefits are provided by Express Scripts, Inc.



John Doe

Open Access Plus Bronze \$6000
(No Referral Required; part of Cigna Network)

Member plan information

Member ID
Group ID
Cigna ID
Coverage start date

In-network spending

Deductible
Out-of-pocket max

In-network cost before / after deductible

Oscar Care virtual visits
Primary care
Specialist
Urgent care
Emergency room

Member Care Team

Log in at cignabyoscarAZ.com, or on the Oscar mobile app, or call 855-672-2789

For providers & pharmacy

Payer ID CIGNA RxBIN 003858
e-Payer ID 62308 RxPCN A4
Dental ID CX083 RxGRP CIOSCRx

Providers call 855-672-2755
Pharmacists call 800-922-1557

Where to send claims

Pediatric dental DentaQuest
Pediatric vision Davis Vision
Medical Cigna
Cigna, PO Box 188061, Chattanooga, TN 37422

Insured by Cigna Health and Life Insurance Company. Insurance benefits administered by Oscar Management Corporation, a third party administrator. Cigna insurance coverage contains exclusions and limitations. Pharmacy benefits are provided by Express Scripts, Inc.



Alex Calder-Smith

LocalPlus Silver \$1950
(No Referral Required; part of Cigna Network)

Member plan information

Member ID
Group ID
Cigna ID
Coverage start date

In-network spending

Deductible
Rx deductible
Out-of-pocket max

In-network cost before / after deductible

Oscar Virtual Urgent Care
Primary care
Specialist
Urgent care
Emergency room

Member Care Team

Log in at hioscar.com/member, or on the Oscar mobile app, or call 855-672-2789

For providers & pharmacy

Payer ID CIGNA RxBIN 003858
e-Payer ID 62308 RxPCN A4
Dental ID CX083 RxGRP CIOSCRx

Providers call 855-672-2755
Pharmacists call 800-922-1557

Where to send claims

Pediatric dental DentaQuest (State Regulated)
Pediatric vision Davis Vision
Medical Cigna
Cigna, PO Box 188061, Chattanooga, TN 37422

Cigna + Oscar coverage is insured by Cigna Health and Life Insurance Company. Benefits are administered by Oscar Management Corporation, an affiliate of Oscar Health Plan of California. Pharmacy benefits are provided by Express Scripts, Inc.



John Doe

Local Plus Bronze \$6000
(No Referral Required; part of Cigna Network)

Member plan information

Member ID
Group ID
Cigna ID
Coverage start date

In-network spending

Deductible
Out-of-pocket max

In-network cost before / after deductible

Oscar Care virtual visits
Primary care
Specialist
Urgent care
Emergency room

Member Care Team

Log in at cignabyoscarAZ.com, or on the Oscar mobile app, or call 855-672-2789

For providers & pharmacy

Payer ID CIGNA RxBIN 003858
e-Payer ID 62308 RxPCN A4
Dental ID CX083 RxGRP CIOSCRx

Providers call 855-672-2755
Pharmacists call 800-922-1557

Where to send claims

Pediatric dental DentaQuest
Pediatric vision Davis Vision
Medical Cigna
Cigna, PO Box 188061, Chattanooga, TN 37422

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Insured by Cigna Health and Life Insurance Company. Insurance benefits administered by Oscar Health Administrators, a third party administrator. Cigna insurance contains exclusions and limitations. Pharmacy benefits provided by Express Scripts, Inc. For complete details on product availability and coverage, please refer to your plan documents or contact a representative.

Submit claims

Claim type	Network	Submit to
Medical services	Open Access Plus and LocalPlus	Electronic payer ID: 62308 Cigna + Oscar PO Box 188061 Chattanooga, TN 37422-8061
Behavioral health and substance abuse services	Evernorth Behavioral Health, Inc.	Electronic payer ID: 62308 Cigna + Oscar PO Box 188061 Chattanooga, TN 37422-8061
Pediatric vision services	Davis Vision	Vision care processing PO Box 1525 Latham, NY 12110
Pediatric dental services	DentaQuest, LLC	Electronic payer ID: CX014 DentaQuest, LLC Attn: Claims department PO Box 2906 Milwaukee, WI 53021-2906 Provider portal: http://providers.dentaquest.com/onboarding/start/ Phone: 855-418-1624
Prescriptions/specialty pharmacy	Express Scripts	Express Scripts ATTN: Commercial claims PO Box 14711 Lexington, KY 40512-4711
Transplant services	Cigna LifeSOURCE Transplant Network®	Cigna LifeSOURCE Transplant Network NAC claims PO Box 6471 Indianapolis, IN 46206 Please send transplant claims to the contracted vendor for the particular customer.

Insured by Cigna Health and Life Insurance Company. Insurance benefits administered by Oscar Health Administrators, a third party administrator. Cigna insurance contains exclusions and limitations. Pharmacy benefits provided by Express Scripts, Inc. For complete details on product availability and coverage, please refer to your plan documents or contact a representative.

Check the status of a claim

To check the status of a claim, visit HiOscar.com/providers 24 hours a day, seven days a week. We are also available to assist you at 855.672.2755, Monday through Friday, from 8:00 a.m. – 9:00 p.m. ET.

Utilization management

Cigna Healthcare Administered by Oscar plans delegate utilization review (UR) for certain service categories. For the services below, Cigna Healthcare Administered by Oscar plans utilize the outside vendors listed. To verify coverage or authorization requirements, please call 855.672.2755.

Delegate	Service categories delegated for UR
eviCore	Medical: specialty outpatient services <ul style="list-style-type: none"> • Cardiac imaging • Genetic testing • Medical and radiation oncology • Musculoskeletal management (including injections for pain management) • Radiology • Joint and spine surgery
American Specialty Health	Chiropractic services Physical therapy Occupational therapy
Express Scripts	Prescriptions Specialty pharmacy
LIBERTY Dental	Pediatric dental
Davis Vision	Pediatric vision

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Our network vendors

For pediatric dental, pediatric vision, and prescription/specialty pharmacy services, Cigna Healthcare Administered by Oscar engages with the network vendors listed below. Providers of these services must be in the respective vendor networks, and claims must be submitted to the address listed.

Service	Vendor	Contact
Pediatric vision services	Davis Vision	Vision Care Processing PO Box 1525 Latham, NY 12110
Pediatric dental services	DentaQuest, LLC	Electronic Payer ID: CX014 DentaQuest, LLC Attn: Claims department PO Box 2906 Milwaukee, WI 53021-2906 Provider portal: http://providers.dentaquest.com/onboarding/start/ Phone: 855-418-1624
Prescriptions/specialty pharmacy	Express Scripts	Express Scripts ATTN: Commercial claims PO Box 14711 Lexington, KY 40512-4711

Legal Statement

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Insured by Cigna Health and Life Insurance Company. Insurance benefits administered by Oscar Health Administrators, a third party administrator. Cigna insurance contains exclusions and limitations. Pharmacy benefits provided by Express Scripts, Inc. For complete details on product availability and coverage, please refer to your plan documents or contact a representative.