

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 <u>CignaOscar.com</u> 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 <u>HiOscar.com/providers</u> 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.



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

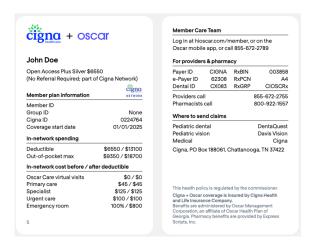
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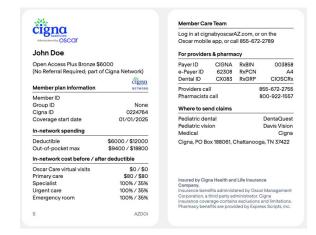
Cigna Healthcare Administered by Oscar c/o Oscar Management Corporation PO Box 52146 Phoenix, AZ 85072-2146



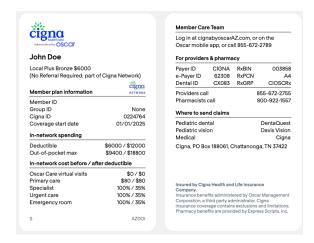
Sample ID cards

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











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. |



Check the status of a claim

To check the status of a claim, visit <u>HiOscar.com/providers</u> 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 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 | |



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 | 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.