

Cigna Healthcare and HealthPartners' strategic alliance

Quick reference guide for health care providers

Several years ago, Cigna HealthcareSM formed a strategic alliance with HealthPartners[®] to better serve select geographic territories.

What you should know

- Individuals who can access care through this strategic alliance will have an ID card issued either by HealthPartners or Cigna Healthcare (including "G" ID cards) that contains both company logos.
- The HealthPartners service area is Minnesota, North Dakota, and Western Wisconsin (Ashland, Barron, Bayfield, Burnett, Douglas, Pierce, Polk, and Saint Croix counties).
- **Individuals with HealthPartners coverage** (i.e., ID card issued by HealthPartners) can access care through the HealthPartners network of providers in the geographic areas noted above. In all other locations, except Iowa, Nebraska and South Dakota, they can access care through the Cigna Healthcare network of providers throughout the country.
- **Individuals with Cigna Healthcare coverage** (i.e., ID card issued by Cigna Healthcare) can access care through the HealthPartners network of providers in the geographic areas noted in bullet two. In all other locations, they can access care through the Cigna Healthcare network of providers throughout the country.

Sample ID card: Cigna Healthcare administration

Please submit claims to the address indicated on the back of the patient's ID card.

	 Cigna Health and Life Insurance Co. Coverage Effective Date: 01/01/2022 Group: 1234567 Issuer (0040) ID: U23456789 01 Name: Johnathan Sample	Open Access Plus No Referral Required PCP Visit \$15/\$25 Specialist \$20/\$40 Hospital ER \$50 Urgent Care \$25 Vision Yes Rx \$10/20/30 Network Coinsurance: In 90%/10% Out 80%/20% INN DED Ind/Fam \$5000/\$5000 OON Ded Ind/Fam \$3000/\$5000 INN OOP Ind/Fam \$7000/\$7000 OON OOP Ind/Fam \$10000/\$10000 Rx Ded/Fam \$2500/\$3500 Rx OOP Ind/Fam \$3500/\$5000	WWW.CIGNA.COM You may be asked to present this card when you receive care. The card does not guarantee coverage. You must comply with all terms and conditions of the plan. Willful misuse of this card is considered fraud. INPATIENT ADMISSION or INPATIENT ADMISSION AND OUTPATIENT PROCEDURES: Your Network provider must call the toll-free number listed below to pre-certify the above services. Refer to your plan documents for your pre-certification requirements. Failure to do so may affect benefits. In an emergency, seek care immediately, then call your primary care doctor as soon as possible for further assistance and directions on follow-up care within 48 hours. Coinsurance/deductible is paid directly to the doctor/facility by Cigna using individual's available health funds. For Dental Call ABC Company 1-XXX-XXX-XXXX (not a Cigna Co.) For Vision Call XYZ Company 1-XXX-XXX-XXXX (not a Cigna Co.) Cigna Vision P.O. Box 385018, Birmingham, AL 35238-5018 Send Claims to: CAD Name, PO Box XXXX, Anytown, USA 123456-6789 TPV Name, PO Box XXXX, Anytown, USA 123456-6789 All Other: PO Box XXXX, Anytown, USA 123456-6789 Customer Service: 1-800-244-6224 MH/SA 1-800-244-6224 We encourage you to use a PCP as a valuable resource and personal health advocate.
	ABC Company RxBIN 071010 RxPCN 0215COMM RxGroup 1234567 DOI	 Med/Rx Deductible Applies	

Sample ID card: HealthPartners administration

Please submit claims to the address indicated on the back of the patient's ID card.

		Print Date: MM/YY										
ID 12345678 Payer ID 94267 Group 20879 Renews January		Member Services 952-883-5000 or 1-800-883-2177 HealthPartners Member Services, PO Box 1309, Minneapolis, MN 55440										
Name JANE A DOE		For emergencies call 911 and/or get immediate medical attention. For medical advice call the CareLine SM nurse service any time 612-339-3663 or 800-551-0859.										
Care Type Open Access		Admissions Fax information to 952-853-8705 or call 800-316-9807										
Office Visit ###% after deductible Urgent Care ###% after deductible Convenience Care ###% after deductible		Claims Payer ID 94267 healthpartners.com/eservices HealthPartners Claims, PO Box 21024, Eagan, MN 55121										
RxBIN 003585 RxPCN 24002		Vision Optometry care includes PHCS network.										
Sign-in for important plan information. healthpartners.com		Pharmacy healthpartners.com/formulary										
		<table border="0"> <tr> <td>Deductible (Individual/Family)</td> <td>In Network</td> <td>Out of Network</td> </tr> <tr> <td></td> <td>\$#,###/\$#,###</td> <td>\$#,###/\$#,###</td> </tr> <tr> <td>Out of Pocket Max (Individual/Family)</td> <td>\$#,###/\$#,###</td> <td>\$#,###/\$#,###</td> </tr> </table>		Deductible (Individual/Family)	In Network	Out of Network		\$#,###/\$#,###	\$#,###/\$#,###	Out of Pocket Max (Individual/Family)	\$#,###/\$#,###	\$#,###/\$#,###
Deductible (Individual/Family)	In Network	Out of Network										
	\$#,###/\$#,###	\$#,###/\$#,###										
Out of Pocket Max (Individual/Family)	\$#,###/\$#,###	\$#,###/\$#,###										
		AWAY FROM HOME CARE Administered by HealthPartners Administrators										

Strategic alliance plan administration

To help answer your questions about the Cigna Healthcare and HealthPartners strategic alliance plan administration, refer to the chart below.

	Cigna Healthcare and "G" ID cards	HealthPartners ID card
Online inquiries		
	Cigna Healthcare for Health Care Professionals website: CignaforHCP.com	HealthPartners websites: <ul style="list-style-type: none"> • HealthPartners.com/Provider¹ • HealthPartners.com/GuestEligibility² <p>¹ You will need to be a registered user to access most information.</p> <p>² No registration required. The Guest Eligibility section provides limited customer eligibility information.</p>
Inquires that can be performed online.	<ul style="list-style-type: none"> • Verify patient eligibility and coverage. • Check the status of a claim. • Request prior authorization for services. • View claim coding policies and payment guidelines. • Review medical coverage positions. • View the pharmacy formulary. • Update address information. 	
Electronic data interchange (EDI)		
EDI transactions that can be performed online.	<ul style="list-style-type: none"> • Verify patient eligibility and coverage. • Inquire about patient coverage and covered services. • Check the status of a claim. • Request prior authorization for services (Cigna Healthcare only). • Submit claims electronically. • Receive electronic remittance advices. 	

	Cigna Healthcare and "G" ID cards	HealthPartners ID card
Electronic data interchange (EDI) <i>(Continued)</i>		
Vendors for submitting claims electronically.	Listing of EDI vendors: Cigna.com/EDIVendors	Listing of EDI vendors: HealthPartners.com/Provider-Public/EDI/Clearinghouses
Payer ID	62308	94267
Transactions by telephone		
<ul style="list-style-type: none"> • Verify patient eligibility and coverage. • Check the status of a claim. • Request prior authorization for services. • Check credentialing status. • Request an exception to the prescription drug list. • Learn about electronic services. 	<ul style="list-style-type: none"> • Cigna Healthcare 800.88Cigna (882.4462) • "G" ID cards 866.494.2111 <p>(Verify the appropriate customer service phone number on the patient's ID card.)</p>	800.883.2177
<ul style="list-style-type: none"> • Contact Provider Services. 	<ul style="list-style-type: none"> • Cigna Healthcare 800.88Cigna (882.4462) • "G" ID cards 866.494.2111 	800.444.4558
Appeals		
Payment	<ul style="list-style-type: none"> • Cigna Healthcare National Appeals PO Box 188011 Chattanooga, TN 37422 Fax: 877.815.4827 • "G" ID cards National Appeals PO Box 188062 Chattanooga, TN 37422 Fax: 877.804.1679 	800.444.4558
Clinical	Refer to the contact information on the authorization or denial letter.	