## CIGNA Medicare Surround®

Medical Benefits that Supplement Medicare

# Information for Health Care Professionals

#### **Features that Add Value**

- CIGNA Medicare Surround is an indemnity medical plan that helps pay some of the health care costs that Medicare Part A or Part B do not cover, such as deductibles and coinsurance.
- With the CIGNA Medicare Surround indemnity medical plan, you don't need to send claims to CIGNA in most cases. This means less paperwork for you and your staff. Expenses covered by the CIGNA Medicare Surround indemnity medical plan must be submitted to Medicare before being considered for payment under the CIGNA plan. Once Medicare has paid the claim, they will forward it to CIGNA as the secondary payer. If the service is not covered by Medicare, but is covered by the beneficiary's CIGNA Medicare Surround plan, the claim can be submitted to CIGNA at the address on the back of your patient's CIGNA indemnity medical ID card.

#### **Freedom of Choice**

With the CIGNA Medicare Surround indemnity medical plan, individuals can visit any health care professional who accepts Medicare. They don't need to select a primary care physician or get a referral to see a specialist.

### **Quality Service is Part of Quality Care**

- Service is at the heart of everything we do. Our goal is to give you: fast, accurate answers; responsive, courteous and professional assistance; and ease and convenience in finding the information. Our Customer Service Associates are available to assist you 24 hours a day, 7 days a week. You can reach us by calling 1.800.88CIGNA (882.4462), or by calling the number that appears on your patient's CIGNA indemnity medical ID card.
- Access to tools when you need them. The CIGNA for Health Care Professionals website (www.cignaforhcp.com) offers secure online access to real-time transactions, claim status, and eligibility and benefits verification. These services can help you and your staff work more efficiently, allowing you to focus on caring for your patients.

Front: Back: WWW.CIGNA.COM Sample 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 **CIGNA** Connecticut General Life Insurance Co. myCIGNA.com Indemnity Medicare Account: Issuer (80840) Coverage Effective Date: Surround Indemnity ID: U23456789 01 Name: John Public CIGNA Medical Send Claims to: P.O. BOX XXXX, ANYTOWN, USA 12345-6789 **ID** Card Customer Service: 1-800-XXX-XXXX MH/SA: 1-800-XXX-XXXX NMCWEBA



"CIGNA," the "Tree of Life" logo, "CIGNA Medicare Services" and "CIGNA Medicare Surround" are registered service marks of CIGNA Intellectual Property, Inc., licensed for use by CIGNA Corporation and its operating subsidiaries. All products and services are provided by such operating subsidiaries, including Connecticut General Life Insurance Company and CIGNA Health and Life Insurance Company, and not by CIGNA Corporation. CIGNA Medicare Surround is not offered under a contract with the federal government. © 2011 CIGNA.

840038 a 08/11