

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.

Sample
CIGNA
Medicare
Surround
Indemnity
Medical
ID Card

Front:



Back:

