Cigna Healthcare and HealthPartners' strategic alliance

Quick reference guide for health care providers

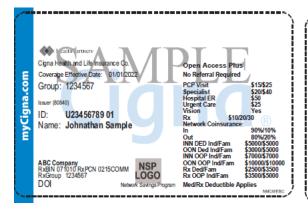
Several years ago, Cigna HealthcareSM formed a strategic alliance with HealthPartners[®] to better serve select geographic territories.

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.

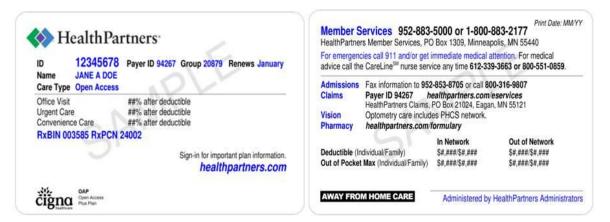






Sample ID card: HealthPartners administration

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



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: • HealthPartners.com/Provider¹ • HealthPartners.com/GuestEligibility² ¹ You will need to be a registered user to access most information. ² No registration required. The Guest Eligibility section provides limited customer eligibility information.	
Inquires that can be performed online.	 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.	 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) (Continued)			
Vendors for submitting claims electronically.	Listing of EDI vendors:	Listing of EDI vendors:	
	Cigna.com/EDIvendors	HealthPartners.com/Provider- Public/EDI/Clearinghouses	
Payer ID	62308	94267	
Transactions by telephone			
 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. 	Cigna Healthcare 800.88Cigna (882.4462) "G" ID cards 866.494.2111 (Verify the appropriate customer service phone number on the patient's ID card.)	800.883.2177	
Contact Provider Services.	 Cigna Healthcare 800.88Cigna (882.4462) "G" ID cards 866.494.2111 	800.444.4558	
Appeals			
Payment	 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.		

