



## IMPORTANT CONTACT INFORMATION

Find the contacts you need to get in touch with us for information about your patients with Cigna coverage.\* Please note that call, claim, and service channels may differ based on the Cigna participant's identification (ID) card.

If you want to:	Use the following:
<p>Update your contact or demographic information, or notify us of errors/changes to the way you are currently listed in our provider directories, including:**</p> <ul style="list-style-type: none"><li>• Name</li><li>• Type/Degree</li><li>• Specialty</li><li>• Product and network tier</li><li>• National Provider Identifier (NPI) number</li><li>• Medical group or hospital affiliation</li><li>• Office email address</li><li>• Address</li><li>• Office phone number</li><li>• Whether you are accepting new patients</li></ul>	<p>Submit demographic changes to Cigna electronically by logging in to <a href="http://CignaforHCP.com">CignaforHCP.com</a> &gt; Working With Cigna &gt; Update Directory Information. If you have not registered, please go to the <a href="#">registration page</a> to begin the process.</p> <p>Or</p> <p>Practitioner &amp; Group Changes: Fax: 877.358.4301 Email: <a href="mailto:Intake_PDM@cigna.com">Intake_PDM@cigna.com</a></p> <p>Hospital &amp; Ancillary Changes: Fax: 646.459.2180</p> <p><b>Exceptions</b></p> <p>If you are located in the following markets, submit updates electronically on <a href="http://CignaforHCP.com">CignaforHCP.com</a> or as directed below.</p> <p><b>U.S. Virgin Islands</b> Email: <a href="mailto:Intake_PDM@cigna.com">Intake_PDM@cigna.com</a> Fax: 340.774.7175 Mail: V.I. Equicare, Inc. V.I. Medical Foundation Bldg, Ste 209A PO Box 9620 St. Thomas, VI 00801</p> <p><b>California</b> Email: <a href="mailto:CA_DirectoryCompliance@Cigna.com">CA_DirectoryCompliance@Cigna.com</a></p>
<p>Perform online transactions:***</p> <ul style="list-style-type: none"><li>• Verify patient eligibility</li><li>• Inquire about patient coverage and covered services</li><li>• Predict the total cost of service and patient liability for specific medical procedures</li><li>• Request precertification for services</li><li>• Inquire about precertification for services</li><li>• View claim-coding policies and payment guidelines</li><li>• Review medical or pharmacy coverage positions</li><li>• View the prescription drug list</li><li>• View sample ID cards</li><li>• Obtain a Reference Guide</li><li>• Request a copy of your contract</li><li>• Request fee schedule information</li></ul>	<p>Cigna for Health Care Professionals website: <a href="http://CignaforHCP.com">CignaforHCP.com</a></p>

If you want to:	Use the following:
Perform transactions using a multipayer website or vendor via electronic data interchange (EDI).*** <ul style="list-style-type: none"> <li>• Verify patient eligibility and coverage</li> <li>• Inquire about patient coverage and covered services</li> <li>• Check the status of a claim</li> <li>• Request precertification for services</li> <li>• Submit claims electronically</li> <li>• Receive electronic remittance advice</li> <li>• View list of EDI vendors</li> </ul>	Refer to <a href="https://www.cigna.com/EDIVendors">Cigna.com/EDIVendors</a> for a list of directly connected Cigna vendors.
Enroll to receive electronic funds transfer (EFT) or direct deposit	Log in to <a href="https://www.cigna.com/signaforhcp.com">SignaforHCP.com</a> > Working with Cigna > Electronic Funds Transfer > Enroll in Electronic Funds Transfer (EFT) Options.
Perform telephone transactions:*** <ul style="list-style-type: none"> <li>• Learn about electronic services</li> <li>• Verify patient eligibility and coverage</li> <li>• Check the status of a claim</li> <li>• Request precertification for services</li> <li>• Request an exception to the prescription drug list</li> <li>• In the Texas market, request the Texas SB 418 Written Verification; a representative is available Monday to Friday, from 6 a.m. to 6 p.m. and from 9 a.m. to 12 p.m. on weekends and holidays</li> </ul>	Phone: 800.88Cigna (882.4462)  For patients with “G” ID cards: Phone: 866.494.2111  Customer Service numbers are also included on the patient’s ID card.
Submit a paper claim	Refer to patient’s ID card
Submit or inquire about an appeal or dispute	Phone: 800.88Cigna (882.4462) Website: <a href="https://www.cigna.com/signaforhcp.com">SignaforHCP.com</a> Fax: 877.815.4827 Mail: Cigna National Appeals PO Box 188011 Chattanooga, TN 37422  For patients with “G” ID cards: Fax: 877.804.1679 Mail: Cigna National Appeals PO Box 188062 Chattanooga, TN 37422-8062
Submit or inquire about provider credentialing**	Phone: 800.88Cigna (882.4462)
Obtain information about organ and tissue transplant network	Cigna LifeSOURCE Transplant Network® Phone: 800.668.9682 Website: <a href="https://www.cigna.com/signalifesource.com">CignaLifeSOURCE.com</a>
Contact a dental network	Phone: 800.Cigna24 (244.6224) Website: <a href="https://www.cigna.com/signaforhcp.com">SignaforHCP.com</a>  For patients with “G” ID cards: Phone: 866.494.2111
Obtain other telephone numbers and addresses	Refer to the patient’s ID card

Other important contacts:	
Cigna Behavioral Health	Phone: 800.926.2273 Website: <a href="http://CignaforHCP.com">CignaforHCP.com</a>
Home delivery pharmacy	Cigna Home Delivery Pharmacy: 800.285.4812 Express Scripts Pharmacy, a Cigna company: 800.211.1456
Accredo, a Cigna specialty pharmacy	Accredo Physician Service Center: 844.516.3319 Website: <a href="http://Accredo.com">Accredo.com</a> > <a href="#">Prescribers</a>
Medical management (including precertification)	Phone: 800.88Cigna (882.4462) Website: <a href="http://CignaforHCP.com">CignaforHCP.com</a>  For patients with “G” ID cards: Phone: 866.494.2111  Customer service numbers are also included on the patient’s ID card.
<p>eviCore healthcare</p> <p>(diagnostic cardiology, gastroenterology, high-tech radiology, integrated oncology, musculoskeletal, and radiation therapy services)</p> <p>Effective February 1, 2021, eviCore will begin managing home health, durable medical equipment (DME), home infusion, and sleep services for Cigna customers.</p>	<p><b>Diagnostic cardiology, high-tech radiology, musculoskeletal, and gastroenterology</b> Phone: 888.693.3297 Website: <a href="http://eviCore.com">eviCore.com</a></p> <p><b>Radiation therapy and integrated oncology</b> Phone: 866.668.9250 Website: <a href="http://eviCore.com">eviCore.com</a></p> <p><b>Home health, DME &amp; Sleep Management Services (effective 02.01.21)</b> Phone: 800.298.4806 Website: <a href="http://evicore.com/ep360">evicore.com/ep360</a></p> <p><b>Exceptions</b> For CareLink customers in MA and RI and Cigna customers in Hawaii and Puerto Rico, use the following contact information:  Phone: 800.88Cigna (882.4462) Website: <a href="http://CignaforHCP.com">CignaforHCP.com</a></p>
Pharmacy prior authorizations	Electronic medical record or electronic health record: CoverMyMeds® or Surescripts®  Website: <a href="http://CoverMyMeds.com/epa/Cigna">CoverMyMeds.com/epa/Cigna</a> Phone: 800.244.6224
Specialty pharmacy condition counseling	Accredo Therapeutic Resource Centers: 844.516.3319 Cigna specialty condition counseling: 800.633.6521

\* Excluding customers with third party administrator plans.

\*\*Excluding providers contracted through a Cigna Strategic Alliance.

\*\*\*Not all transactions are available for all Cigna plans.

