

CIGNA AND MVP HEALTH CARE STRATEGIC ALLIANCE

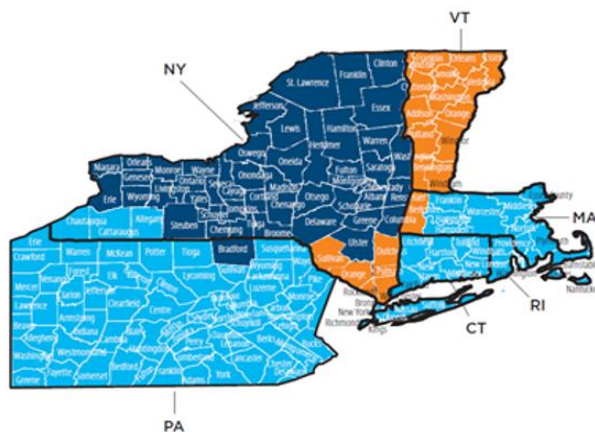
Quick Reference Guide for Health Care Professionals

Updated: February 2023

Cigna has a strategic alliance with MVP Health Care (MVP) to jointly offer health benefit coverage in select geographic areas. Effective January 1, 2023, MVP will have access to our national network of Evernorth Behavioral providers as a part of our continued partnership.

What you should know

- Individuals who are able to access care through this strategic alliance will have an ID card either issued by MVP or Cigna (including GWH-Cigna and “G” ID cards) that contains both company logos.
- When inside the MVP-network areas, **individuals with MVP coverage** (i.e., ID cards issued by MVP) are able to access care through the MVP network of health care professionals in select geographic areas, primarily in New York and Vermont. When outside the MVP-network areas, they are able to access care through the Cigna network of health care professionals throughout the country.
- **Individuals with Cigna coverage** (i.e., ID cards issued by Cigna, including GWH-Cigna and “G” ID cards) are able to access care through the MVP network of health care professionals in select geographic areas primarily in upstate New York. In all other locations, they are able to access care through the Cigna network of health care professionals throughout the country.
- **Important note about joint coverage areas:** Both Cigna and MVP have service areas covering Vermont, Metro New York (Sullivan, Orange, Rockland, Westchester, Putnam, and Dutchess counties), Berkshire County in Massachusetts. In these areas, Cigna and MVP remain separate, and continue to use their own proprietary networks of health care professionals.



* Service area is defined by where the service is actually rendered.

■ MVP Health Care service area*:

Patients enrolled in a MVP Health Care or Cigna plan will both use the MVP Health Care provider network. The MVP Health Care contract rate applies.

■ Overlapping service area*:

Patients enrolled in a MVP Health Care plan will use the MVP Health Care provider network, and the MVP Health Care contract rate applies. Patients enrolled in a Cigna plan will use the Cigna provider network, and the Cigna contract rate applies.

■ Cigna service area*:

Patients enrolled in a MVP Health Care or Cigna plan will both use the Cigna provider network. The Cigna contract rate applies.

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Sample ID card: Cigna administration

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

1 SELF FUNDED NJ Arbitrations: YES
as of: MM/DD/CCYY 2

3 TPV LOGO 4 CAD or NBN logo 5 Client logo

6 Legal Entity Name
7 Coverage Effective Date: MM/DD/CCYY
8 Group: 1234567
9 Issuer (80840)
10 ID: U23456789 01
11 Name: John Public

12 ID Card Acct Name
13 RxBIN 017010 RxPCN 0215COMM
14 RxGroup: 1234567
15 DOI Label

16 PPO
17 Dr. Visit \$15
18 Specialist \$10/\$25
19 Hospital ER \$50
20 Urgent Care \$25
21 Vision Yes
22 Rx \$10/20/30
23 Network Coinsurance:
In 90%/10%
Out 70%/30%
INN DED Ind/Fam \$1000/\$3000
OON DED Ind/Fam \$2000/\$6000
INN OOP Ind/Fam \$2000/\$4000
OON OOP Ind/Fam \$3000/\$6000
Rx DED Ind/Fam \$500/\$1000
Rx OOP Ind/Fam \$1000/\$2000
Med/Rx Deductible Applies

myCigna.com
NSP logo
Network Savings Program
Cat #

Sample ID card: MVP administration

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

MVP HEALTH CARE MVP PPO

Subscriber Name: JOHN SAMPLE
Subscriber ID Number: 800000000 00

Group#: 123456
RxBIN: 004336
RxPCN: ADV
RxGRP: MVPCOMM

Primary Care \$25
Specialist \$40
Urgent Care \$25
Emergency Room \$100
30 Day Retail Pharmacy \$10/\$30/\$50

In-network deductible \$0/\$0
In-network out-of-pocket max \$6,600/\$13,200
Out-of-network deductible \$1,000/\$2,000
Out-of-network out-of-pocket max \$6,600/\$13,200

MVP PPO Cigna logo

For plan information, sign in at mvphealthcare.com
Member Customer Care Center: 1-888-XXX-XXXX
TTY: 1-800-XXX-XXXX
Pharmacy Information: 1-866-XXX-XXXX
Pharmacy Formulary: MVP Commercial
Mental Health/Substance Use Disorder Help: 1-888-XXX-XXXX

Provider Services Department: 1-800-684-9286
Pharmacies | CVS Caremark®: 1-800-364-6331
mvphealthcare.com/provider
Fully Insured Coverage

Send Claims to:
MVP Health Services Corp.
625 State Street
P.O. Box 2207
Schenectady, NY 12301-2207

EVERNORTH First HealthNetwork
MAGNACARE AWAY FROM HOME CARE

MVP HEALTH CARE MVP PPO

Subscriber Name: JOHN SAMPLE
Subscriber ID Number: 800000000 00

Group#: 123456
RxBIN: 004336
RxPCN: ADV
RxGRP: MVPCOMM

Primary Care \$25
Specialist \$40
Urgent Care \$25
Emergency Room \$100
30 Day Retail Pharmacy \$10/\$30/\$50

In-network deductible \$0/\$0
In-network out-of-pocket max \$6,600/\$13,200
Out-of-network deductible \$1,000/\$2,000
Out-of-network out-of-pocket max \$6,600/\$13,200

MVP PPO Cigna logo

For plan information, sign in at mvphealthcare.com
Member Customer Care Center: 1-888-XXX-XXXX
TTY: 1-800-XXX-XXXX
Pharmacy Information: 1-866-XXX-XXXX
Pharmacy Formulary: MVP Commercial
Mental Health/Substance Use Disorder Help: 1-888-XXX-XXXX

Provider Services Department: 1-800-XXX-XXXX
Pharmacies | CVS Caremark®: 1-800-XXX-XXXX
mvphealthcare.com/provider
Fully Insured Coverage

Send Claims to:
MVP Health Services Corp.
625 State Street
P.O. Box 2207
Schenectady, NY 12301-2207

EVERNORTH First HealthNetwork
MAGNACARE AWAY FROM HOME CARE

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Cigna and MVP strategic alliance plan administration

To help answer your questions about Cigna and MVP strategic alliance plan administration, refer to the chart below. **For individuals with Cigna coverage** (ID cards issued by Cigna, including GWH-Cigna and “G” ID cards), use the information in the middle column. **For individuals with MVP coverage** (ID cards issued by MVP), use the information in the last column

	Cigna, GWH-Cigna, and “G” ID Cards	MVP ID Card
Online inquiries		
Website to access <i>Note: You will need to be a registered user to access most information.</i>	Cigna for Health Care Professionals website: CignaforHCP.com	MVP website: MVPHealthcare.com
Online inquiries that can be performed	<ul style="list-style-type: none"> • Verify patient eligibility and coverage • Check the status of a claim • Request precertification 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	<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 precertification for services (Cigna only) • Submit claims electronically • Receive electronic remittance advices 	
Vendors to use for submitting claims electronically	<ul style="list-style-type: none"> • Listing of other EDI vendors Cigna.com/EDIVendors 	Post-N-Track Post-n-Track.com 1.860.257.2030
Payer ID	62308	14165
Transactions by telephone		
<ul style="list-style-type: none"> • Verify patient eligibility and coverage • Check the status of a claim • Request precertification for services • Check credentialing status • Request an exception to the prescription drug list • Learn about electronic services 	<ul style="list-style-type: none"> • Cigna 1.800.88Cigna (882.4462) • GWH-Cigna or “G” ID cards 1.866.494.2111 <p>(Verify the appropriate customer service number on the patient’s ID card)</p>	1.800.684.9286 Available 8:30 am to 5 pm ET

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

	Cigna, GWH-Cigna, and "G" ID Cards	MVP ID Card
Appeals		
Payment appeal	<ul style="list-style-type: none"> • Cigna Cigna National Appeals PO Box 188011 Chattanooga, TN 37422 Fax: 1.877.815.4827 • GWH-Cigna or "G" ID cards GWH-Cigna National Appeals PO Box 188062 Chattanooga, TN 37422-8062 Fax: 1.859.410.2441 1.877.804.1679 	MVP Health Care Attn: Appeals PO Box 2207 Schenectady NY 12301 1-800-684-9286
Clinical appeal	Refer to the contact information received on the authorization or denial letter	

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.