



## IMPORTANT CONTACT INFORMATION

Cigna Health and Life Insurance Company

Updated December 2017

### Open Access Plus, administered by QualCare, Inc. (dba QANI Administrators), A Cigna Company (effective October 1, 2016)

Find the contacts you need to get in touch with us for information about your patients with an Open Access Plus (OAP) plan, administered by QualCare, Inc., a Cigna company. Such plans are underwritten or offered by Cigna Health and Life Insurance Company. Participating providers are those in the Cigna Open Access Plus (OAP) network for Shared Administration. Please refer to the patient's ID card for additional contact information.

If you want to:	Use the following:
Update your contact or demographic information	Email: <a href="mailto:Intake_PDM@Cigna.com">Intake_PDM@Cigna.com</a> Fax: 1.877.358.4301 Mail: Cigna Provider Data Management Two College Park Drive Hooksett, NH 03106
Verify patient eligibility and benefits	QualCare: 1.844.883.2423 <a href="https://navinet.navimedix.com">https://navinet.navimedix.com</a> , select "QualCare, a Cigna company" after log in
Predict the total cost of services and patient liability for specific medical procedures	<a href="https://navinet.navimedix.com">https://navinet.navimedix.com</a> , select "QualCare, a Cigna company" after log in
Submit claims (paper and electronic)	QualCare PO Box 940 Piscataway, NJ 08855-0940  Change Healthcare (formerly Emdeon <sup>®</sup> ) payer ID 22312* Refer to the patient ID card
Check the status of a claim	QualCare: 1.844.883.2423 – automated interactive voice response (IVR) <a href="https://navinet.navimedix.com">https://navinet.navimedix.com</a> , select "QualCare, a Cigna company" after log in
Receive electronic remittance advice (ERA) and electronic funds transfer (EFT)	Change Healthcare (formerly Emdeon) payer ID 22312*

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Together, all the way.®



If you want to:	Use the following:
Submit or inquire about a claim appeal or dispute	<p>QualCare Out-of-Area Attention: Administrative Appeals PO Box 940 Piscataway, NJ 08855-0940</p> <p>Utilization management appeals (excluding high-technology radiology and diagnostic cardiology): QualCare Out-of-Area Utilization Management Appeals PO Box 760 Piscataway, NJ 08855-760</p> <p>High-technology radiology and diagnostic cardiology utilization management appeals: eviCore healthcare 730 Cool Spring Blvd, Suite 800 Franklin, TN 37067</p>
Request pharmacy prior authorization	Cigna Pharmacy: 1.800.244.6224
Request precertification for inpatient and outpatient services	QualCare: 1.844.883.2423
Request precertification for high-technology radiology and diagnostic cardiology	eviCore healthcare <a href="http://eviCore.com/pages/providerlogin.aspx">eviCore.com/pages/providerlogin.aspx</a> 1.888.693.3211
Request precertification for sleep diagnostic tests	<a href="http://Cigna.SleepCCX.com">Cigna.SleepCCX.com</a> Phone: 1.877.877.9899 Fax: 1.866.536.5225
Request medical necessity review for chiropractic services and physician and occupational therapy	American Specialty Health American Specialty Health (ASH) 1.800.972.4226 <a href="http://ashlink.com">ashlink.com</a>
Request precertification for durable medical equipment, home healthcare, and home infusion therapy services	CareCentrix 1.877.466.0164 <a href="http://carecentrixportal.com">carecentrixportal.com</a>
Order digital and digitally programmable analog hearing devices and supplies	Amplifon Hearing Health Care <a href="http://amplifonusa.com/hearing-care-providers">amplifonusa.com/hearing-care-providers</a> 1.855.531.4695
Call Provider Service or Customer Service	QualCare: 1.844.883.2423
Obtain a behavioral health referral	1.800.926.2273



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If you want to:	Use the following:
Submit or inquire about health care professional credentialing	Cigna: 1.800.88Cigna (882.4462)
View health care professional directory	<a href="https://sarhcpdir.cigna.com/web/public/mcaOAPProviders">Health care professional directory</a> <a href="https://sarhcpdir.cigna.com/web/public/mcaOAPProviders">https://sarhcpdir.cigna.com/web/public/mcaOAPProviders</a>

\* To receive EFT and ERA, you must be enrolled thru Change Healthcare (formerly Emdeon).



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