OPEN ACCESS PLUS, ADMINISTERED BY QUALCARE

Plan information

Open Access Plus plans, administered by QualCare, Inc., a Cigna company, 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.

Important plan information

BENEFIT PLAN INFORMATION	PLAN	
	OPEN ACCESS PLUS IN NETWORK	OPEN ACCESS PLUS
Network	Cigna Open Access Plus*	
Out-of-network coverage	Not covered	Covered at out-of-network benefit level
Emergency services	Covered	
Primary care physician selection	Encouraged	
National ancillary providers	AII*	
To find a participating health are professional	Access the online directory on the Cigna website: https://sarhcpdir.cigna.com/web/public/mcaOAPProviders	

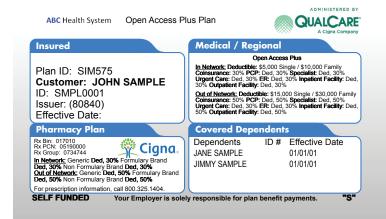
^{*}All Cigna network-participating national ancillary providers participate in the networks aligned with the Open Access Plus plans administered by QualCare.

Together, all the way.



Sample ID cards

Front of card**



Back of card**

Claims Submission

Medical: Payer ID: 22312

QualCare P.O. Box 940

Piscataway, NJ 08855-0940

Pharmacy:

Cigna Pharmacy Service Center P.O. Box 188053

Chattanooga, TN 37422-8053

Pre-Certification

Pre-Certification is required for certain services. To verify pre-certification requirements, call 844.883.2423.

In the case of an emergency, dial 9-1-1 and seek treatment immediately.

Eligibility / Customer Service

CUSTOMERS: Carry this card at all times. To find a provider, please visit www.myqualcarehealth.com. To verify benefits and eligibility, please call 844.883.2423.

Notice: Possession of this card or obtaining pre-certification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility. Willful misuse of this card is considered fraud. MOTORCYCLE HEALTH

We encourage you to use a PCP as a valuable resource and personal health advocate.

What this means for health care professionals

- While written referrals are not required, you can help your patients minimize their out-of-pocket expenses by always referring them to OAP and OAPIN network-participating health care professionals.
- Precertification is required for all inpatient stays.
- Precertification is required for certain outpatient procedures.

Service channels

For this plan, the NaviNet® website should be used for benefits and eligibility lookup, as well as precertification requests. Go to: https://navinet.navimedix.com and select "QualCare, a Cigna company" after log in.

Please note: The Cigna for Health Care Professionals website is not available.

To view eligibility and benefits	 NaviNet® website (https://navinet.navimedix.com, select "QualCare, a Cigna company" after log in) Call QualCare: 1.844.883.2423 	
For precertification and pretreatment requests	• Call QualCare: 1.844.883.2423	
For claims	 Refer to contact information on the back of customer's ID card Mail: QualCare, PO Box 940, Piscataway, NJ 08855-0949 For claim status, call QualCare Customer Service:1.844.883.2423 	
To receive electronic funds transfer payments	 Electronic Funds Transfer (EFT) and electronic remittance advice (ERA) 835 transactions are available through Change Healthcare (formerly Emdeon®) Must be enrolled with Change Healthcare Call QualCare: 1.844.883.2423 	

Questions

If you have questions about a patient's eligibility and benefits, or about billing, please contact us using the information on your patient's ID card.



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^{**} These cards are for illustrative purposes only. Actual ID cards may vary.