

Cigna Payer Solutions Active Accounts Update

For Health Care Providers (Dental)

October 2020

When it comes to providing health benefits for their employees, some employer groups require a high level of customization and flexibility. Therefore, the employer group may choose to align with the capabilities of a combination of third-party administrators (TPAs), business process outsourcers (BPOs), and select health insurers to meet their needs. Cigna Payer Solutions has relationships with select TPAs, BPOs and health insurers that can help the employer group meet their needs. Cigna Payer Solutions provides a breadth of complementary product solutions, including access to our medical network of providers. *Some employer groups may also access the Cigna Medical network, pharmacy benefit management, case management, out-of-network savings program, and/or transplant program, as well as stop-loss coverage.*

In these relationships, Cigna Payer Solutions:

- Provides access to our network.
- Performs medical management and utilization reviews.
- Reprices claims according to our contracted rates and claims logic.
- Provides clinical appeals management.
- Provides contract dispute resolution.

TPAs, BPOs, and insurers:

- Maintain eligibility.
- Administer benefits.
- Pay claims for these shared accounts using their own systems and vendors.

IMPORTANT INFORMATION: How TPA-administered plans are managed

- Payers typically manage **smaller business groups** and often use vendors to process payments.
- Typically **smaller groups use stop loss** coverage at a much higher rate to fund claims.
- These scenarios add to the time it takes to get the explanation of payment (EOP) and payment to you. **Standard turnaround time is 30-45 days.**
- **We require TPAs, BPOs, and insurers to provide eligibility information.** This can help minimize late identification of non-covered individuals.
- Plan designs generally require in-network and out-of-network benefit differentials to encourage plan participants to use health care providers who participate in our network.
- We complete a business review to ensure payers meet established standards for claim payment accuracy, payment response time, and customer call statistics (e.g., speed of answer). Adherence to these standards is contractually required and audited on a regular basis.
- Our staff and provider service partners support health care providers, and resolve claim inquiries or issues.
- We administer the contractual relationship with health care providers to resolve contract language and intent differences.

Additional information

- **ID cards:**
 - Contain the Cigna logo and the letter “S” on the front of the card. This designates that Cigna shares the administration of the plan with a third party.
 - Include the paper and electronic claims submission addresses.
 - Include the TPA or insurer’s telephone number and address(es) for inquiries about eligibility, benefits, claim status, and payment. Please contact the TPA with questions about these topics.
- **Cigna medical utilization management** includes precertification, concurrent care review, and discharge planning.
- The **Payer Solutions Active Accounts list**, updated in October 2020, begins on the next page.

Cigna Payer Solutions Active Accounts Update (October 2020)

TPA or insurer name	Eligibility, benefits, and claims TPA phone number	Link to provider portal
ACS Benefit Services, Inc.	1.800.849.5370	Provider Login
Allegiance Benefit Plan Management, Inc.*	Please refer to ID Card	Provider Login
Ameriben / IEC Group, Inc.	1.800.786.7930	Provider Login
American Fidelity Assurance		
Assured Benefits Administrators	1.800.247.7114	Provider Login
Benefit Administrative Systems	1.800.523.0582	Provider Login
Benefit and Risk Management Services	1.916.467.1400	Provider Login
Benefit Assistance Company, LLC (effective 1/1/20)	1.800.982.7838	
Business Administrators & Consultants, Inc.	1.800.521.2654	
Centivo (effective 1/1/20)	Please refer to ID Card	Provider Login
Continental Benefits**	1.866.805.2515	Provider Login
Cottingham & Butler (SISCO)	1.800.793.5235	Provider Login
CWI Benefit Administrators	1.800.992.8088 or	Provider Login
CWIBenefits - Ascension Student Program	1.800.468.4343	
CWIBenefits - Automated Group Administration, Inc. (AGA)	1.800.888.6472	
CWIBenefits - Benefit Management Administrator	1.800.934.6302	Provider Login
CWIBenefits - Benefit Management, LLC	1.800.290.1368	Provider Login
CWIBenefits - Benveo	1.844.722.9378	
CWIBenefits - Boulder Administrative Services	1.877.406.3699	
CWIBenefits - BPA Benefit Plan Administrators	1.800.277.8973	Provider Login
CWIBenefits - Bywater	1.855.325.2665	
CWIBenefits - Flume Health, Inc.	1.844.693.5863	
CWIBenefits - Fringe Benefits Consortium/San Diego County and	1.888.233.7915	
CWIBenefits - Group Benefit Services, Inc.	1.800.337.4973	
CWIBenefits - Hawaii Mainland Administrators, LLC	1.866.826.5317	
CWIBenefits - Kentucky Health Administrators	1.866.664.3261	
CWIBenefits - Markham Gray Dennis (Britton Benefit Services)	1.800.676.1182	
CWIBenefits - MedBen	1.800.686.8425	
CWIBenefits - Old National (Employee Plans LLC)	1.800.964.7444	
CWIBenefits - Pro-Claim Plus	1.800.551.7334	Provider Login
CWIBenefits - TPA Exchange, Inc.	1.866.487.4157 or	Provider Login
CWIBenefits - Trusteed Plan Services Corporation	1.800.426.9786	Provider Login
Daniel H Cook Associates (Cook Associates)	1.212.505.5050	Provider Login
Delta Health Systems (DHS)	1.800.422.6099	Provider Login
EBA&M (Employee Benefits Administration and Management)	1.800.249.8440	Provider Login
EBIX (formerly IHC Health Solutions, Inc.)	1.888.794.8976	
EMI Health	1.800.662.5851	Provider Login
Employee Benefit Management Services, LLC	1.866.326.7944	
Evolution Healthcare (a division of Trustmark Health Benefits)	1.800.311.3842	Provider Login
FCE Benefit Administrators	1.800.899.9355	
First Choice Health Network (effective 1/1/20)	1.800.467.5281	Provider Login
Gilsbar	1.888.472.4352	Provider Login
Group & Pension Administrators, Inc.	1.866.206.3224	Provider Login
Group Administrators, Ltd.	1.800.323.1683	Provider Login
Healthcomp	1.800.442.7247	Provider Login
Healthcare Highways, Inc.	1.844.869.5640	
Health Cost Solutions, Inc.	1.800.526.3919	Provider Login
Healthgram	1.800.550.6214	Provider Login
HealthPartners	1.800.883.2177	
HealthSCOPE Benefits	1.800.821.9399	Provider Login
HealthSmart Benefit Solutions	1.800.444.3995	Provider Login

TPA or insurer name	Eligibility, benefits, and claims TPA phone number	Link to provider portal
J.P. Farley Corporation	1.800.634.0173	
Key Benefit Administrators	1.800.871.2335	Provider Login
Lucent Health California (formerly Capitol Administrators, Inc., a Lucent Health Company)	1.800.331.5301	Provider Login
Lucent Health Nashville (formerly North America Administrators)	1.800.411.3650	Provider Login
Maestro Health (Integra Employer Health)	1.888.906.4653	Provider Login
Mutual Assurance Administrators, Inc.	1.800.825.3540	
Paragon Benefits, Inc.	1.800.277.9218	Provider Login
Professional Benefit Administrators, Inc.	1.800.435.5694	Provider Login
Right Choice Benefit Administrators	1 800 365 9036	
Scott & White Health Plan	1.844.769.3994	Provider Login
Shasta Administrative Services	1.800.441.4518	Provider Login
Significa Benefits Services LLC (effective 6/1/2020)	1.800.433.3746	Provider Login
S & S Healthcare Strategies		Provider Login
S&S - Advanced Benefit Solutions	1.888.419.1094	Provider Login
S&S - Advantek Benefit Administrators	1.866.556.7655	Provider Login
S&S - Alternative Benefit Plans, Inc.	1.800.241.7319	Provider Login
S&S - Alternative Risk Management	1.800.392.1770	Provider Login
S&S - American National Insurance Company	1.800.899.6803	Provider Login
S&S - American Plan Administrators	1.888.624.6300	Provider Login
S&S - American Trust Administrators	1.800.843.4121	Provider Login
S&S - Anchor Benefit Consulting	1.800.845.7629	Provider Login
S&S - Auxiant (formerly Employee Groups Services)	1.800.475.2232	Provider Login
S&S - Baker Benefits	1.866.991.4900	Provider Login
S&S - Benefit Administration Services, Ltd.	1.800.748.8696	Provider Login
S&S - Benefit Plan Administrators of Eau Claire, Inc.	1.800.236.7789	Provider Login
S&S - BSI Companies (formerly Hewitt Coleman & Associates)	1.888.298.6828	Provider Login
S&S - Caprock Health Group	1.833.227.7625	Provider Login
S&S - Caprock Health Plans	1.800.747.9446	Provider Login
S&S - Caprock Health Plans (Amarillo - MAXOR)	1.855.629.6787	Provider Login
S&S - CareFactor	1.877.304.0761	Provider Login
S&S - Coastal Administrative Services	1.800.870.1831	Provider Login
S&S - Consociate - Benefit Administration	1.800.798.2422	Provider Login
S&S - Cornerstone Preferred Resources	1.281.580.6865	Provider Login
S&S - Corporate Benefit Services, Inc.	1.800.277.9476	Provider Login
S&S - Covenant Services Group, The	1.800.680.8728	Provider Login
S&S - Custom Design Benefits	1.800.598.2929	Provider Login
S&S - Diversified Benefit Administrators (formerly Southern Georgia	1.844.200.7422	Provider Login
S&S - Dunn & Associates Benefit Administrators, Inc.	1.800.880.9960	Provider Login
S&S - Employee Benefit Service Center, The	1.800.310.6645	Provider Login
S&S - Employee Benefit Services, Inc.	1.877.335.0002	Provider Login
S&S - Enterprise Group Planning, Inc. (EGP)	1.800.229.2210	Provider Login
S&S - Entrust, Inc.	1.844.632.7878	Provider Login
S&S - Fox Everett, a division of HUB International Healthcare	1.877.476.6327	Provider Login
S&S - GMR Healthcare	1.888.808.1656	Provider Login
S&S - Gravie Administrative Services, LLC	1.800.201.2920	Provider Login
S&S - Group Benefit Services, Inc.	1.800.995.3569	Provider Login
S&S - Group Insurance Service Center	1.800.242.4472	Provider Login
S&S - Group Management Services	1.440.527.2955	Provider Login
S&S - Health Plans, Inc.	1.800.343.7674	Provider Login
S&S - HealthCare Solutions Group, Inc.	1.800.749.1422	Provider Login
S&S - Healthez (formerly America's TPA)	1.800.444.3005	Provider Login
S&S - Healthnow Administrative Services	1.800.847.7718	Provider Login
S&S - Insurance Design Administration	1.855.606.9294	Provider Login
S&S - IMA, Inc. (Insurance Management Administrators)	1.800.742.9944	Provider Login
S&S - Insurance Program Managers Group	1.800.423.1841	Provider Login
S&S - Integra Administrative Group, Inc.	1.800.959.3518	Provider Login

TPA or insurer name	Eligibility, benefits, and claims TPA phone number	Link to provider portal
S&S - Interactive Medical Services	1.800.426.8739	Provider Login
S&S - International Benefit Administrators	1.800.422.7617	Provider Login
S&S - Leading Edge Administrators	1.888.721.2128	Provider Login
S&S - Managed Care of America, Inc.	1.800.922.4966	Provider Login
S&S - Northern Illinois Health Plan	1.800.732.0202	Provider Login
S&S - Nova Healthcare Administrators	1.855.206.1040	Provider Login
S&S - PATH Administrators (formerly D.H. Evans Associates (DBA	1.800.636.7632	Provider Login
S&S - People's 1st Health Strategies	1.866.881.0676	Provider Login
S&S - Performance Health	1.877.585.8480	Provider Login
S&S - Preferred Administrators	1.800.355.7955	Provider Login
S&S - Professional Claims Management	1.800.590.6500	Provider Login
S&S - Providence Administrative Services	1.800.495.5950	Provider Login
S&S - Q3 Business Technology Corporation	1.877.251.8324	Provider Login
S&S - Regional Care, Inc.	1.800.795.7772	Provider Login
S&S - S&S Healthcare	1.513.772.8866	Provider Login
S&S - Self Funded Plans, Inc.	1.800.722.7374	Provider Login
S&S - Significa Benefit Services	1.800.433.3746	Provider Login
S&S - SIHO Southeastern Indiana Health	1.800.443.2980	Provider Login
S&S - Simplan, The (formerly RH Administrators)	1.806.794.6454	Provider Login
S&S - Special Insurance Services, Inc.	1.800.767.6811	Provider Login
S&S - Stirling Benefits, Inc.	1.800.447.6689	Provider Login
S&S - SuperiorTPA	1.800.223.4590	Provider Login
S&S - Taylor Benefit Resource	1.888.352.5246	Provider Login
S&S - The Benefit Group, Inc.	1.800.333.8602	Provider Login
S&S - Total Plan Concepts (SDF Associates)	1.877.435.2063	Provider Login
S&S - Total Plan Services, Inc. (formerly also known as Empire	1.800.969.5238	Provider Login
S&S - TR Paul, Inc.	1.203.426.8161	
S&S - Tristar Benefit Administrators	1.800.456.4584	Provider Login
S&S - Tucker Administrators	1.800.347.1232	Provider Login
S&S - Ultra Benefits, Inc.	1.800.858.7223	Provider Login
S&S - Underwriters Services Corporation	1.800.678.1536	Provider Login
S&S - United Group Programs, Inc. (OptiMed Health Plans)	1.800.482.8770	Provider Login
S&S - WellNet HealthCare Administrators, Inc.	1.833.507.7060	Provider Login
S&S - WJL Administrative Services, LLC (formerly Health Plan	1.330.953.2307	Provider Login
The Health Plan	1.800.624.6961	Provider Login
The Loomis Company	1.610.374.4040	Provider Login
Cognizant TriZetto Software Group, Inc.		
TriZetto - Creative Plan Administrators, LLC (CPA)	1.860.656.7956	Provider Login
TriZetto - Diversified Administration Corp.	1.860.295.0238	Provider Login
TriZetto - EBSO (formerly Employee Benefit Consultants)	1.800.558.7798	Provider Login
TriZetto - Florida Health Administrators, Inc.	1.954.366.0111	Provider Login
TriZetto - Heritage Consultants, Inc.	1.800.282.2460	Provider Login
TriZetto - Insurance Administrators of America	1.800.283.2524	Provider Login
TriZetto - Pequot Pharmaceutical Network	1.877.883.5980	Provider Login
TriZetto - Preferred Benefit Administrators	1.888.524.2777	Provider Login
TriZetto - Resources One Administrators	1.800.967.2077	
TriZetto - Self Insured Plans, LLC	1.866.960.5066	Provider Login
TriZetto - Worksite Benefits	1.800.486.7664	
Trustmark Health Benefits (formerly Coresource, Inc.)	1.800.223.3943	Provider Login
UltraBenefits, Inc. (effective 6/1/2020)	1.800.858.7223	Provider Login
Unified Group Services (UGS)	1.800.291.5837	Provider Login
US Health Group - (Freedom Life Insurance Company & National	1.866.745.8744	Provider Login
Web TPA, LLC	Please refer to ID card	Provider Login
Zelis Healthcare	1.800.860.1111	

* Allegiance Benefit Plan Management is responsible for administering various aspects of this patient's plan, which may include claim processing, utilization management, or eligibility verification. As this may vary by group, please call the phone number listed on the customer ID card.

** When calling Continental Benefits, a group-specific phone number may be provided.

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