CIGNA AND HEALTHPARTNERS STRATEGIC ALLIANCE

Quick Reference Guide for Health Care Professionals

Updated: November 2018

Cigna and HealthPartners® formed a Strategic Alliance in 2006 to better serve commercial business in select geographic territories.

What you should know

• Members who are able to access care through this strategic alliance will have an ID card issued either by HealthPartners (or its related company HealthPartners UnityPoint Health) or Cigna (including GWH-Cigna and “G” ID cards) that contains both company logos.

• The HealthPartners network covers Minnesota, North Dakota, South Dakota, Iowa, Nebraska and parts of Wisconsin.

• Members with HealthPartners or HealthPartners UnityPoint Health coverage (i.e., ID card issued by HealthPartners or HealthPartners UnityPoint Health) are able to access care through the HealthPartners network of health care professionals in the select geographic areas noted above. In all other US locations, members are able to access care through the Cigna network of health care professionals.
  • Providers in Iowa and Nebraska may be contracted directly with HealthPartners (this includes contracts directly with HealthPartners, contracts with UnityPoint Health’s ACO and contracts with Midlands Choice).
  • Providers who have both a HealthPartners and a Cigna contract will be reimbursed at the HealthPartners contracted rate when servicing HealthPartners members.

• Members with Cigna coverage (i.e., ID card issued by Cigna) are able to access care through the HealthPartners network of health care professionals in Minnesota, North Dakota and Western Wisconsin. In all other US locations, members are able to access care through the Cigna network of health care professionals.
  • Providers in the HealthPartners network in Minnesota, North Dakota and Western Wisconsin will be reimbursed at HealthPartners rates. Providers not in this area will be reimbursed at Cigna rates.
Sample ID card: Cigna administration

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

Sample ID card: HealthPartners administration

Please submit claims to the address indicated on the back of the ID card.
Sample ID card: HealthPartners administration (Robin with HealthPartners Products)

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

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Sample ID card: HealthPartners UnityPoint Health administration

Please submit claims to the address indicated on the back of the ID card.
Cigna and HealthPartners Strategic Alliance plan administration

To help answer your questions about the Cigna and HealthPartners 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 HealthPartners or HealthPartners UnityPoint Health coverage** (ID cards issued by HealthPartners or HealthPartners UnityPoint Health), use the information in the last column.

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<th>Cigna, GHW-Cigna, &amp; “G” ID Cards</th>
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<td>Cigna for Health Care Professionals website: CignaforHCP.com</td>
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<td><strong>Online inquires that can be performed</strong></td>
<td>HealthPartners website: HealthPartners.com/provider</td>
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<td>• Check the status of a claim</td>
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<td>• Inquire about patient coverage and covered services</td>
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<td>• Check the status of a claim</td>
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<td>• Request precertification for services (Cigna only)</td>
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<td>• Receive electronic remittance advices</td>
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### Electronic data interchange (EDI) (Continued)

| Vendors to use for submitting claims electronically | Post-N-Track®  
Post-n-Track.com/Cigna  
1.860.257.2030  
Listing of other EDI vendors  
Cigna.com/EDIvendors | Listing of EDI vendors  
HealthPartners.com/provider-public/edi/clearinghouses/ |
|---|---|

<table>
<thead>
<tr>
<th>Payer ID</th>
<th>62308</th>
<th></th>
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</table>

### Transactions by telephone

|  | Cigna  
1.800.88Cigna (882.4462)  
GWH-Cigna or “G” ID cards  
1.866.494.2111  
(Verify the appropriate customer service number on the patient’s ID card) | 1.800.883.2177 |
|---|---|---|
| • 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 | Cigna  
1.800.88Cigna (882.4462)  
GWH-Cigna or “G” ID cards  
1.866.494.2111 | 1.800.444.4558 |
| • Contact Provider Services | Cigna  
1.800.88Cigna (882.4462)  
GWH-Cigna or “G” ID cards  
1.866.494.2111 | 1.800.444.4558 |

### Appeals

| Payment appeal | 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: 1.877.804.1679 | 1.800.444.4558 |
|---|---|---|
| • Contact Provider Services | Cigna  
1.800.88Cigna (882.4462)  
GWH-Cigna or “G” ID cards  
1.866.494.2111 | 1.800.444.4558 |

| Clinical appeal | Refer to the contact information received on the authorization or denial letter |  |