CIGNA AND HEALTHPARTNERS STRATEGIC ALLIANCE

Quick Reference Guide for Health Care Professionals
Updated: August 2019

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, or cards issued for “Robin with HealthPartners” members) 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.

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 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.

<table>
<thead>
<tr>
<th>Online inquiries</th>
<th>Cigna, GHW-Cigna, &amp; “G” ID Cards</th>
<th>HealthPartners (including Robin) &amp; HealthPartners UnityPoint Health ID Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website to access</strong></td>
<td>Cigna for Health Care Professionals website: CignaforHCP.com</td>
<td>HealthPartners website: HealthPartners.com/provider</td>
</tr>
<tr>
<td><strong>Note:</strong> You will need to be a registered user to access most information.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Online inquiries that can be performed** | - 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)** | - 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 | |
<table>
<thead>
<tr>
<th><strong>Vendors to use for submitting claims electronically</strong></th>
<th><strong>Listing of EDI vendors</strong></th>
</tr>
</thead>
</table>
| • Post-N-Track<sup>®</sup>  
Post-n-Track.com/Cigna  
1.860.257.2030  
• Listing of other EDI vendors  
Cigna.com/EDIvendors | HealthPartners.com/provider-public/edi/clearinghouses/ |

<table>
<thead>
<tr>
<th><strong>Transactions by telephone</strong></th>
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</tr>
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</table>
| • 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  
(Verify the appropriate customer service number on the patient’s ID card)  
• Contact Provider Services  
1.800.88Cigna (882.4462)  
• GWH-Cigna or “G” ID cards  
1.866.494.2111 | 1.800.883.2177  
1.800.444.4558 |

<table>
<thead>
<tr>
<th><strong>Appeals</strong></th>
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</tr>
</thead>
</table>
| 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 |

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