

CIGNA AND HEALTHPARTNERS STRATEGIC ALLIANCE

Quick Reference Guide for Health Care Professionals

Updated: November 2018

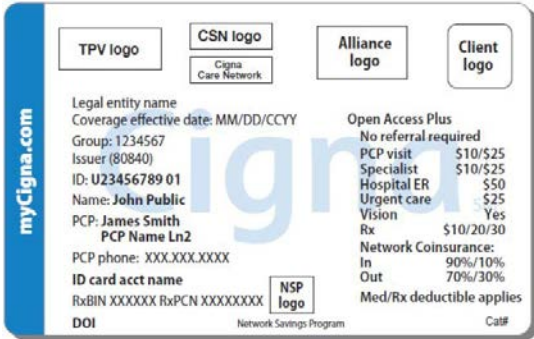
Cigna and HealthPartners® formed a Strategic Alliance in 2006 to better serve commercial business in select geographic territories.

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.

			
ID	12345678	Group 35974	Renewal Mo.
Name	JANE A DOE		January
Care Type	Robin Broad Network		
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Office Visit	\$15.00		
Urgent Care	\$100.00		
Convenience Care	\$10.00		
RxBIN 003585 RxPCN 24002	healthpartners.com/robin		
			
Member Services Phone 855-831-3888 HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN 55440-1309 Emergency & Urgently Needed Care For emergencies call 911 and/or get immediate medical attention. For medical advice call the CareLine™ nurse service any time at 800-551-0859. Precertification Contact CareCheck™ at 800-316-9807 for any admission at an out-of-network hospital or facility. Claims Submission providers: healthpartners.com/eservices Medical: HealthPartners Claims, P.O. Box 1289, Minneapolis, MN 55440-1289 Pharmacy providers: healthpartners.com/formulary Coverage includes optometry care through the PHCS network.			
AWAY FROM HOME CARE Offered by HealthPartners Insurance Company			

Sample ID card: HealthPartners UnityPoint Health administration

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

			
ID	12345678	Group 34584	Renewal Mo.
Name	JANE A DOE		January
Care Type	Open Access		
<hr/>			
Office - Primary	\$20.00		
Office - Specialty	\$35.00		
Urgent Care	\$20.00		
Convenience Care	\$20.00		
RxBIN 003585 RxPCN 24002	healthpartnersunitypointinthealth.com		
			
Member Services Phone 866-843-3461 HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309 Emergency & Urgently Needed Care For emergencies call 911 and/or get immediate medical attention. For medical advice call the CareLine™ nurse service any time at 800-284-9745. Precertification Contact CareCheck™ at 800-316-9807 for any admission at an out-of-network hospital or facility. Claims Submission providers: healthpartners.com/eservices HealthPartners Claims, P.O. Box 1289, Minneapolis, MN, 55440-1289 Pharmacy providers: healthpartners.com/preferredrx Coverage includes optometry care through the PHCS network.			
AWAY FROM HOME CARE Offered by HealthPartners UnityPoint Health			

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.

	Cigna, GHW-Cigna, & “G” ID Cards	HealthPartners (including Robin) & HealthPartners UnityPoint Health ID Cards
Online inquiries		
Website to access <i>Note: You will need to be a registered user to access most information.</i>	Cigna for Health Care Professionals website: CignaforHCP.com	HealthPartners website: HealthPartners.com/provider
Online inquiries that can be performed	<ul style="list-style-type: none"> • 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)		
EDI transactions that can be performed	<ul style="list-style-type: none"> • 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 	

	Cigna, GHW-Cigna, & "G" ID Cards	HealthPartners (including Robin) & HealthPartners UnityPoint Health ID Cards
Electronic data interchange (EDI) (Continued)		
Vendors to use for submitting claims electronically	<ul style="list-style-type: none"> • 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/
Payer ID	62308	HealthPartners.com/provider-public/edi/clearinghouses/
Transactions by telephone		
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Cigna 1.800.88Cigna (882.4462) • GWH-Cigna or "G" ID cards 1.866.494.2111 <p>(Verify the appropriate customer service number on the patient's ID card)</p>	1.800.883.2177
<ul style="list-style-type: none"> • Contact Provider Services 	<ul style="list-style-type: none"> • Cigna 1.800.88Cigna (882.4462) • GWH-Cigna or "G" ID cards 1.866.494.2111 	1.800.444.4558
Appeals		
Payment appeal	<ul style="list-style-type: none"> • 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	