

STRATEGIC ALLIANCE

Information for Cigna-contracted providers

Cigna has strategic alliances with nationally recognized health care companies, including Tufts Health Plan, HealthPartners, Health Alliance Plan (HAP), and MVP Health Care.

What this means for patients

Your patients who are enrolled in an alliance health plan have access to providers and hospitals that participate in the Cigna network and alliance network associated with their health plan.

What this means for Cigna-contracted providers

- Providers should treat customers with alliance health plans as they would customers with a Cigna plan.
- Providers can identify customers with an alliance health plan by viewing their customer ID card, which includes the alliance and Cigna logos. Sample ID card images are shown below.

SCENARIO



JOHN SMITH

is a patient with an **alliance plan**. When he is in the **alliance health service area**, he utilizes their network of providers and hospitals.

Cigna-contracted providers should treat him like they would patients with a Cigna plan. However, providers should submit claims to the alliance payer ID, which can be found on the back of the patient's customer ID card.

John is traveling **outside the alliance service area** and needs to be treated by a provider or hospital while he is away. He can go to any **Cigna-participating provider or hospital**, and receive care at the **in-network benefit level**.



Together, all the way.®



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