HealthPartners
CIGNA Alliance
To better serve our members, HealthPartners, Inc. and CIGNA have formed a strategic alliance making a national network available to HealthPartners and CIGNA employer groups and individual customers. The focus of this alliance is providing access to quality care and improving health through a comprehensive network.

**What you should know:**

- The alliance national network is comprised of the CIGNA Open Access Plus provider network and the HealthPartners provider network.
- HealthPartners service area is Minnesota, North Dakota, Western Wisconsin and South Dakota.
- CIGNA membership (including Behavioral Health) within the HealthPartners service area will utilize the HealthPartners provider network (except in South Dakota).
- HealthPartners membership (including Behavioral Health and Transplant networks) will utilize the CIGNA Open Access Plus provider network in areas outside the Minnesota, North Dakota, Western Wisconsin and South Dakota service area.
- The key distinguishing factor in determining if the member is accessing the alliance national network as a CIGNA member or HealthPartners member is the member ID card.

Sample ID card - CIGNA Plan Administration (Claims are submitted to CIGNA address on back of card)

Sample ID card - HealthPartners Plan Administration (Claims are submitted to HealthPartners address on back of card)

***These ID card samples are examples.***
Perform the following online transactions:
- Verify patient eligibility and coverage
- Check the status of a claim
- Request precertification for services (CIGNA only)
- View claim coding policies and payment guidelines

Review Administrative Information including:
- Medical coverage positions
- Pharmacy formulary
- Update address information
- Quality and Quality Improvement Programs
- Clinical Guidelines
- Utilization Management Including:
  - Financial Incentives Criteria
  - Contact a Medical Director
- Member Rights and Responsibilities and Complaint processes and procedures
- Confidentiality Privacy

**IF YOU WANT TO:**

Perform the following electronic transactions:
- 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 advice

Perform the following through telephonic transactions:
- Learn about electronic services
- Verify patient eligibility and coverage
- Check the status of a claim
- Request precertification/prior authorization services
- Check credentialing status
- Request an exception to the prescription drug list

**CIGNA Managed Care and PPO**
Payer ID: 62308
CIGNA Medicare Advantage PFFS
Payer ID: 86033

Post-N-Track
http://www.post-n-track.com/
1.860.257.2030

Existing Clearinghouse or contact Emdeon
http://www.emdeon.com/
1.877.469.3263

**HEALTHPARTNERS RELATED INQUIRIES**

HealthPartners has multiple options for electronic claims submission—Visit www.HealthPartners.com/Provider and click “Explore Electronic Transactions (EDI)”

http://www.cignaforhcp.com

http://www.healthpartners.com/provider/
<table>
<thead>
<tr>
<th>IF YOU WANT TO:</th>
<th>USE THIS SERVICE FOR CIGNA RELATED INQUIRIES</th>
<th>USE THIS SERVICE FOR HEALTHPARTNERS RELATED INQUIRIES</th>
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</thead>
<tbody>
<tr>
<td>Contact Provider Services or for general inquiries</td>
<td>1.800.88CIGNA(882.4462)</td>
<td>1.800.444.4558</td>
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<tr>
<td>Submit a payment appeal</td>
<td>Cigna National Appeals</td>
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<tr>
<td></td>
<td>PO Box 188011</td>
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<td></td>
<td>Chattanooga, TN 37422</td>
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<td></td>
<td>1.800.88Cigna</td>
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<td></td>
<td>Fax:1.877.815.4827</td>
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<td>Submit a clinical appeal</td>
<td>Refer to contact information on the authorization/denial letter</td>
<td>Refer to the contact information received on the authorization/denial letter</td>
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<td>Transplants</td>
<td>1.800.668.9682</td>
<td>1.799.773.2177</td>
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