



Quick Reference Guide for Preferred Care and MVP's National Alliance with CIGNA HealthCare

Effective July 1, 2007, Preferred Care and MVP Health Care have formed an alliance with CIGNA HealthCare. The Alliance with CIGNA HealthCare allows:

- **Preferred Care to use CIGNA HealthCare providers as our national network vendor as of July 1.** New ID cards for the majority of Preferred Care products (excluding Preferred Care Gold, Indemnity and Personal Care plans) will have the CIGNA logo on the front, replacing PHCS/MultiPlan.
- **Preferred Care members to use CIGNA HealthCare providers effective July 1, 2007, for treatment or services outside of our service area.**
- **Preferred Care and MVP Health Care's regional, upstate New York provider network is available on July 1, 2007 to treat CIGNA members.** Provider contracts have been amended to allow MVP and Preferred Care providers to see CIGNA members. Your Preferred Care contract fee schedule will apply for covered services rendered to eligible CIGNA members.

CIGNA members will continue to use the CIGNA network for the following services;

- Behavioral Health
- Vision services (optometry)
- Dental care
- Pharmacy

For outpatient lab services, Preferred Care providers should refer CIGNA members to Quest, LabCorp or participating hospitals.

A sample CIGNA HealthCare ID card is shown below. CIGNA members seeking healthcare services should present this, or a similar CIGNA ID card, to you at every visit.



Contacting CIGNA HealthCare to confirm coverage, obtain prior authorization for specific services and for claim inquiries.

Where To Call

CIGNA has one number to call to confirm eligibility, obtain benefit coverage information, prior authorization requirements, or for any claim submission/coverage questions. Please contact CIGNA at **1-800-88CIGNA (882-4462)**.

Use CIGNA's Web site

CIGNA also offers online tools to obtain answers to these potential questions, and more. Please visit www.cignaforhcp.com to view the tools that CIGNA offers to healthcare providers treating CIGNA members. An online demo is available for you to see how to register and use the Web site.

Where to Submit Claims

You must submit claims to CIGNA HealthCare for CIGNA members.

Please use the following claims address for paper claim submission:

CIGNA HealthCare
P.O. Box 5200
Scranton, PA 18505-5200

Please remember to include your National Provider Identifier (NPI) on claims you submit to CIGNA. This will help ensure the timely processing of claims.

For questions about EDI claim submission, please call CIGNA directly at the above number.

Receiving Payment from CIGNA HealthCare

You will receive payment from CIGNA for covered services rendered to CIGNA members, provided all prior authorization and claim requirements are met. Your Preferred Care reimbursement schedule will be used to process claim payment for these services, and when payment is received, you cannot bill the CIGNA member for an additional amount.

You and the member will receive an Explanation of Medical Benefit from CIGNA that will have the following note on it in such instances:

EOP CODE 1349 - *"Thank you for using the MVP Health Care/Preferred Care Network. This represents your savings, so you are not required to pay this amount. This provider is prohibited from billing the patient for the difference. If you have already paid the full amount, please request reimbursement from your provider."*

Provider Advocacy

In the unlikely event that you or your office staff have been unable to resolve a claim payment issue with CIGNA, we are here to help. Please contact the Preferred Care Professional Relations Service Center. Representatives are available weekdays from 7:00 a.m. – 6:00 p.m. (Eastern Time) at **(585) 325-3114 (Option #2)** or **(800) 999-3920 (Option #2)**. TTY users may call **(585) 325-2629** or **(800) 252-2452**. We will investigate the situation and offer assistance whenever possible.



