



IMPORTANT CONTACT INFORMATION

Find the contacts you need to get in touch with us for information about your patients with Cigna coverage.* Please note that call, claim, and service channels may differ based on the patient's ID card.

If you want to:	Use the following:
<p>Update your contact or demographic information</p>	<p>If you are located in AL, AR, DC, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, USVI, or VA:</p> <p>Email: Intake_PDM@Cigna.com Fax: 888.208.7159 Mail: Cigna Provider Data Management 2701 North Rocky Pointe Dr., Suite 800, Tampa, FL 33607</p> <p>If you are located in CT, DE, IL, IN, MA, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, or WV:</p> <p>Email: Intake_PDM@Cigna.com Fax: 877.358.4301 Mail: Cigna Provider Data Management Two College Park Dr., Hooksett, NH 03106</p> <p>If you are located in AK, AZ, CA, CO, KS, MO, NV, OR, UT, WA, or WY:</p> <p>Email: Intake_PDM@Cigna.com Fax: 860.687.7336 Mail: Cigna Provider Data Management 400 North Brand Blvd., Suite 300, Glendale, CA 91203</p>
<p>Perform online transactions:**</p> <ul style="list-style-type: none"> • Verify patient eligibility • Inquire about patient coverage and covered services • Predict the total cost of service and patient liability for specific medical procedures • Request precertification for services • Inquire about precertification for services • View claim-coding policies and payment guidelines • Review medical or pharmacy coverage positions • View the prescription drug list • View sample ID cards • Obtain a Reference Guide • Request a copy of your contract • Request fee schedule information 	<p>Cigna for Health Care Professionals website: CignaforHCP.com</p>

Together, all the way.™



If you want to:	Use the following:
Perform Electronic Data Interchange (EDI) transactions:** <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 • Submit claims electronically • Receive electronic remittance advice • View list of EDI vendors 	Cigna.com/EDIVendors
Perform telephone transactions:** <ul style="list-style-type: none"> • Learn about electronic services • Verify patient eligibility and coverage • Check the status of a claim • Request precertification for services • Request an exception to the prescription drug list 	800.88Cigna (882.4462) For patients with GWH-Cigna or “G” ID cards: 866.494.2111 Customer Service numbers are also included on the patient’s ID card.
Submit a paper claim	Refer to patient’s ID card
Submit or inquire about an appeal or dispute	800.88Cigna (882.4462) Cigna National Appeals PO Box 188011 Chattanooga, TN 37422 Fax: 877.815.4827 For patients with GWH-Cigna or “G” ID cards: Cigna National Appeals PO Box 188062 Chattanooga, TN 37422-8062 Fax: 877.804.1679
Submit or inquire about health care professional credentialing	800.88Cigna (882.4462)
Obtain information about organ and tissue transplant network	Cigna <i>LifeSOURCE</i> Transplant Network® CignaLifeSOURCE.com 800.668.9682
Contact a dental network	Cigna.com 800.Cigna24 (244.6224) For patients with GWH-Cigna or “G” ID cards: 866.494.2111
Obtain other telephone numbers and addresses	Refer to the patient’s ID card

Other important contacts:	
Cigna Behavioral Health	CignaforHCP.com 800.926.2273
Cigna Home Delivery Pharmacy	800.285.4812
Cigna Specialty Pharmacy Services (specialty medications administered by injection or infusion, and certain oral medications)	800.351.3606
Medical management (including precertification)	CignaforHCP.com 800.88Cigna (882.4462) For patients with GWH-Cigna or "G" ID cards, 866.494.2111 Customer Service numbers are also included on the patient's ID card.
MedSolutions® (for high-technology radiology and nuclear cardiology precertification)	MedSolutions® Cigna.MedSolutionsonline.com 888.693.3297 Exceptions: Strategic Alliance customers in MA and RI, all customers in other Alliance service areas, and all customers in AK, HI, and MT: CignaforHCP.com 800.88Cigna (882.4462)
Pharmacy prior authorizations (small molecule and specialty drug)	800.592.5108
TheraCare® (specialty therapy management program)	800.633.6521

* Excluding customers with third party administrator plans.

**Not all transactions are available for all Cigna plans.



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