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<Date>

<PROV_NM>
<ATTN>
<FRST_LN_ADDR> <SEC_LN_ADDR>
<City_NM>, <STE_CD> <ZIP_CD>

Re: Acupuncture benefits for Cigna customers with coverage through Tufts Health Plan beginning January 1, 2020

Dear <PROV_NM>,

Beginning January 1, 2020, customers with coverage through Tufts Health Plan, a strategic alliance partner, will have access to our national network of acupuncturists.

What you need to know

The administrative processes for these customers will be similar to patients with standard Cigna coverage.

ID cards for these customers will have the Tufts Health Plan logo in the upper left-hand corner. Similar to Cigna ID cards, they will include benefits eligibility, claim submission, and contact information.

Network participation reminder

As a reminder, you must be contracted and credentialed with Cigna or American Specialty Health (ASH), as applicable, to provide in-network care for our customers with benefits coverage for acupuncture.

Credentialing information is available on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Medical Resources > Doing Business with Cigna > Credentialing and Recredentialing), or ASHLink.com.

Additional information

If you have any questions, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

Thank you for the care you provide our customers.

Sincerely,

<Name>
<Title>

At a glance

- Customers with coverage through Tufts Health Plan, a strategic alliance partner, will have access to our national network of acupuncturists beginning January 1, 2020.
- The administrative processes for these customers will be similar to patients with Cigna coverage.
- You must be contracted and credentialed with American Specialty Health or Cigna, as applicable, to be considered an in-network provider.
- For additional information, contact Cigna Customer Services at 1.800.882.4462 (800-88-Cigna).

Sample customer ID card



Commercial Plans
tuftshealthplan.com
Open Access Plus

MEMBER NAME

ID#: 999999999 01 GROUP#:99999000

Copayments

Preventive: \$0

ER: \$200

OV: \$25

Member Services: (866) 352-9114

Behavioral Health: (800) 232-1164

AWAY FROM HOME CARE



RxBin: 004336

RxPCN: ADV

RxGROUP: RXTHP