

# NetworkNews

FOR HEALTH CARE PROFESSIONALS PARTICIPATING IN THE CIGNA AND FORMER GREAT-WEST HEALTHCARE NETWORK

## Featured Articles

### New eCourses Available



New eCourses have been added to the **Education and Help** section of the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)): **E-mail CIGNA**, **Resources** and **Direct Contracted Providers Only**. Each eCourse has step-by-step instructions on the features and services available to you online. Access these **eCourses** when it's convenient for you.

eCourses are available free to registered users of the CIGNA for Health Care Professionals website. Log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) > Education and Help. If you are not registered, visit the CIGNA for Health Care Professionals website today and click on 'Register Now' to enroll.

eCourse	Features and Services
E-mail CIGNA	<ul style="list-style-type: none"> <li>▪ Obtaining coverage positions</li> <li>▪ Determining covered services</li> <li>▪ Requesting fee schedules online</li> </ul>
Resources	<ul style="list-style-type: none"> <li>▪ Secure Information</li> <li>▪ Policies, Procedures, Guidelines and Forms</li> <li>▪ Benefit Plans and Products</li> <li>▪ Member Health and Wellness</li> <li>▪ Being a CIGNA HealthCare Provider</li> </ul>
Direct Contracted Providers Only	<ul style="list-style-type: none"> <li>▪ View fee schedule changes</li> <li>▪ Update demographic information</li> <li>▪ Request a copy of your agreement</li> </ul>

### Laboratory Services

The CIGNA participating provider network includes two of the largest national laboratories, Laboratory Corporation of America (LabCorp) and Quest Diagnostics, Inc. Referring services to either of these labs can cost your patients who are CIGNA participants up to 70%-75% less than the same services provided by some hospital-based facilities and some other laboratories. You and your patients have greater choice and access to an extensive list of quality patient service centers by using a CIGNA in-network laboratory.

Contact:

- LabCorp at [www.labcorp.com](http://www.labcorp.com) or 1.888.522.2677; or
- Quest Diagnostics, Inc. at [www.questdiagnostics.com](http://www.questdiagnostics.com) or 1.800.377.7220.

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## CIGNA Cost of Care Estimator® Enhancements

The CIGNA Cost of Care Estimator® can help accurately estimate what your patients with CIGNA administered plans may owe for your services. The tool provides a printed [Explanation of Estimate](#), which can be used to help your patients understand their benefits and out of pocket costs. Over 70,000 estimates have been generated since April 2009, highlighting more than \$6.5 million in patient liability.

The information provided on the estimate can help set financial expectations for you and your patients by helping them understand their costs and what you can expect to be paid from CIGNA on their behalf. This information can help minimize your patient billing administrative costs, which can help lower patient bad debt and shorten your revenue cycle.



### New Accessibility

Once you log in to the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)) there are **two easy ways to access the Estimator**.

- Click **Estimate Patient Liability** to search for your patient and create an estimate, or
- Click **Verify Eligibility and Benefits** to search for your patient. While you are reviewing the patient's eligibility and benefits, click **Estimate Costs** to create an estimate.

After you enter some basic information about your patient and the service(s) to be provided, you will receive an estimate that details the total cost, how your patient's CIGNA coverage is applied, and what they can expect to pay from their CIGNA health accounts and/or out of pocket, based on information available at the time the estimate is generated.

### Enhanced Features

The Estimator is now available for inpatient and outpatient facility services/treatments as well as all professional services in all care settings (e.g., outpatient, facility, specialty), for your patients enrolled in:

- CIGNA Preferred Provider Organization (PPO),
- Open Access Plus (OAP),
- Open Access Plus In-network (OAPIN), and
- Exclusive Provider Organization (EPO) health plans, including all individuals covered by a CIGNA Choice Fund® plan.

The printed [Explanation of Estimate](#) has been improved to indicate if your patient has funds available in their Health Savings Account (HSA), Flexible Spending Account (FSA), or Health Reimbursement Account (HRA) for those patients with automatic claim forwarding (ACF) enabled. For additional information about ACF, log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) > Resources > CIGNA Choice Fund to read the Frequently Asked Questions (FAQs).

CIGNA is working to improve the way we interact with you to help enhance your experience and reduce the cost and complexity of doing business with us. We support the use of electronic data exchange and self-service capabilities by participating in industry initiatives and offering online tools, such as the CIGNA Cost of Care Estimator, as a way to help streamline your interactions with us.



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## DME Transitioning to CareCentrix

CareCentrix will be the exclusive national provider of durable medical equipment beginning on February 1, 2010. For details, refer to the November Network News article. Log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) > Resources > CIGNA CareCentrix DME HCPCS codes, for a complete list of services and CPT codes covered by CareCentrix as of February 1, 2010.

## Tobacco Cessation

CIGNA understands it's not easy for your patients to quit smoking. As a physician, you're in a prime position to help influence your patients' health outcomes and encourage them to improve their health. Encourage your patients to learn what programs and benefits may be available to them through their CIGNA plan.

People who smoke impact the health of others around them, including children, and they contribute to higher medical costs. In fact, studies show the annual medical claims are 27 percent higher for people who smoke compared to their non-smoking and counterparts<sup>1</sup>.



The CIGNA Quit Today<sup>®</sup> program combines coaching, behavior change support, and nicotine replacement therapy. The program includes:

- information that can help your patients
  - gain a better understanding of the health consequences of tobacco use,
  - learn about techniques and products available to help resist urges to use tobacco and deal with withdrawal symptoms,
  - make the choice to live a healthier, tobacco-free life;
- a dedicated wellness coach to help motivate your patient to start and maintain necessary changes to remain tobacco free; and
- free nicotine replacement therapy available to most participants.

The CIGNA Quit Today program is available online through the secure CIGNA website, [www.mycigna.com](http://www.mycigna.com). Your patient with CIGNA coverage for the program can self enroll by calling 1.866.417.QUIT (7848). With the patient's permission, program coaches will send an outreach letter to you at the time of enrollment.

<sup>1</sup>Health Affairs, March 2002 and American Journal of Health Promotion 2001

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## Submitting H1N1 Claims

CIGNA is reimbursing health care professionals and facilities for the administration of the H1N1 vaccine to all participants enrolled in CIGNA insured medical benefit plans, including former Great-West Healthcare insured plans. Certain self-insured benefit plans, that have chosen to opt out, may not adhere to this coverage policy. Detailed guidelines have been developed for the prophylactic administration of the H1N1 vaccine to promote accurate claim processing.

### Vaccine Administration

Use G9141 or 90470 for prompt payment as these codes are not be subject to copayment or deductible and coinsurance. You may bill with either G9141 or 90470 to submit for H1N1 vaccine administration reimbursement as both codes will be processed in the same manner.

### Complete both steps 1 and 2:

Step 1		
Bill G9141 - Influenza A (H1N1) immunization administration (includes the physician counseling the patient/family) for the administration of the H1N1 vaccine.	<b>or</b>	Bill 90470 - H1N1 immunization administration (intramuscular, intranasal), including counseling when performed.
Facilities should use revenue code 771 with G9141 or 90470 when submitting claims for the H1N1 vaccine administration.		
Step 2		
Bill V04.81 - need for prophylactic vaccination and inoculation, influenza, as the appropriate ICD-9 code.		

### Vaccine Serum

No reimbursement will be made for CPT code 90663 or HCPCS code G9142, which both represent the H1N1 vaccine product. The U.S. government is making the vaccine available at no cost to you; therefore CIGNA will only provide coverage for the administration of the vaccine, in accordance with the current recommendations of the Center for Disease Control (CDC) Advisory Committee on Immunization Practices (ACIP).

### H1N1 with Seasonal Influenza Vaccine

If you are submitting the seasonal influenza vaccine with the H1N1 vaccine claim, bill the codes outlined above along with one of the appropriate seasonal flu vaccine codes and one of the appropriate codes for the administration of the seasonal influenza vaccine.

### Access the H1N1 Vaccine Coding Guidelines available on the secure websites:

- CIGNA for Health Care Professionals website: [www.cignaforhcp.com](http://www.cignaforhcp.com) > Resources > Policies, Procedures, Guidelines and Forms > H1N1 Vaccine Coding Guidelines; and
- Secure Provider Portal: [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers) > Important Updates > H1N1 Vaccine Coding Guidelines.



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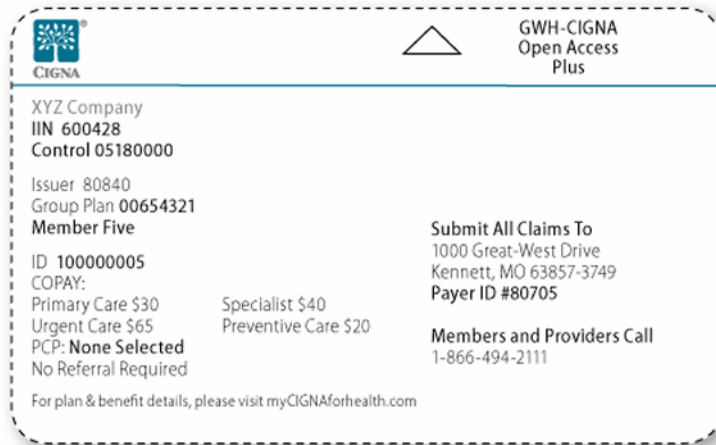
## Great-West Integration News

### Transitioning to the CIGNA Brand

You will start seeing changes to the key identifiers and communications you receive from us about your patients in former Great-West Healthcare plans, beginning this month. ID cards, the Explanation of Payment (EOPs), Electronic Remittance Advice (ERA), and other electronic transactions are changing to remove the Great-West Healthcare logo and stand-alone Great-West Healthcare name.

### Participant ID Cards

The new GWH-CIGNA ID cards show only the CIGNA logo. Be sure to access the Guide to the New GWH-CIGNA ID Cards to read more about the changes and see sample cards. The Guide is available on the CIGNA website at [www.cigna.com](http://www.cigna.com) > Health Care Professionals > Medical > Guide to the New GWH-CIGNA ID Cards, as well as on the secure CIGNA for Health Care Professionals ([www.cignaforhcp.com](http://www.cignaforhcp.com)) and the Secured Provider Portal ([www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers)). The guide will help you locate important information on the card so you can identify the network and the correct claim and customer service channels.



### Explanation of Payment Changes

The Explanation of Payment (EOP) associated with the new GWH-CIGNA ID cards now shows only the CIGNA logo. To identify an EOP that is associated with a GWH-CIGNA ID card, notice these key features:

- "GWH-CIGNA" appears in the remark code for claims processed with a network provider discount;
- A return address of 1000 Great-West Drive appears on page one;
- The Payer ID 80705 is on the bottom of page two.

Important to note: EOPs for patients who still carry the ID card with the Great-West Healthcare logo are not changing at this time.

Detailed information about how to read EOPs is available on the Secured Provider Portal at [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers) > Claims Inquiry > [View a sample Explanation of Payment](#).



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## Great-West Integration News (Continued)



### Electronic Transaction Changes

All Electronic Data Interchange (EDI) transactions for participants enrolled in former Great-West Healthcare plans have changed their co-branding, as of January 1, 2010. Your EDI transactions will show the following changes, regardless of the ID card presented by participants in former Great West Healthcare or GW CIGNA plan:

- Electronic Remittance Advice (ERA)  
The ERA payer previously showed as Great-West Life & Annuity Insurance Company. "GreatWestHealthcare-CIGNA" now appears as the payer name. Additionally, a payer ID field has been added to the ERA. ERAs for participants with a Great-West Healthcare or GWH-CIGNA ID card will now show the payer ID 80705. You may also see the CIGNA logo on the ERA depending on the vendor you use.
- Other EDI Transactions  
All other EDI transactions, including eligibility and benefits (270/271), claim status (276/277) and health care services review (278) transactions are now co-branded. The company name "Great-West Life" is now replaced with "GreatWestHealthcare-CIGNA."

### Administrative Articles

### Reference Guides Available Online

You can access the electronic and print versions online 24/7.		
		
<b>CIGNA Health Care Professional Reference Guide</b>	Visit <a href="http://www.cignaforhcp.com">www.cignaforhcp.com</a> > Resources > Look up information about > Provider Reference Guides  To request a hard copy, call 1.877.662.8041.	To request a CD-ROM, call 1.877.662.8041.
<b>Great-West Healthcare, now part of CIGNA, Reference Guide</b>	Visit <a href="http://www.greatwesthealthcare.com/providers">www.greatwesthealthcare.com/providers</a> > Tools & Resources > Healthcare Professional Reference Guide  To request a hard copy, call 1.888.663.8081	
<b>Note:</b> The online versions are updated real-time and can be downloaded and printed.		



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## Precertification of Coverage

CIGNA continually reviews its precertification process and requirements in an effort to help support access to quality care for plan participants. The January 2010 precertification requirements update incorporates new 2010 Current Procedural Terminology (CPT<sup>®</sup>) and Healthcare Common Procedure Coding System (HCPCS) codes that require precertification, as well as other additions and removals.

To view the existing list of services requiring precertification of coverage and planned updates, log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) and click on 'Precertification' under 'Popular Links'. If you are not currently registered for the CIGNA for Health Care Professionals website, you will need to complete the registration process to log in. Go to [www.cignaforhcp.com](http://www.cignaforhcp.com) and click on 'Register Now', located in the left side bar. You can also access the list through the former Great-West Healthcare website, [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers).

Reminder: As of January 1, 2009, CIGNA and the former Great-West Healthcare now use one combined precertification list. The process for obtaining precertification has not changed. Contact CIGNA, former Great-West Healthcare or the authorized delegate, as you do today, to request precertification.

## CIGNA Medicare Access<sup>®</sup>

CIGNA Medicare Access<sup>®</sup> plan participants will have an ID card showing the plan name on the front and the back of the card contains payer ID, address, and the dedicated Customer Service number.

Call CIGNA Medicare Access Customer Service at 1.800.577.9410 to verify eligibility, benefits or claims status.

The correct payer ID for CIGNA Medicare Access electronic claims is 86033. All CIGNA Medicare Access electronic claims submitted using a payer ID other than 86033 will be rejected.

If your system uses the claim mailing address to identify where your electronic claims are sent, use the mailing address below to be sure your claims are sent to payer ID 86033:

CIGNA Medicare Access  
PO Box 696018  
San Antonio, TX 78269-6018

## Submitting Information Changes

Have you recently changed addresses, specialties, phone numbers, tax identification numbers or have doctors left your group? It is important to notify CIGNA and the former Great-West Healthcare of these changes. Demographic information is used to process claims, send you communications and is published in CIGNA and former Great-West Healthcare provider directories.

Submit changes electronically using the online form available on the CIGNA for Health Care Professionals website at [www.cignaforhcp.com](http://www.cignaforhcp.com) and on the Great-West Healthcare website at [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers).

For more information, call:

- 1.800.88CIGNA (882.4462) for CIGNA changes.
- 1.888.663.8081 for Great-West Healthcare changes.



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## Modifier and Payment Policies

CIGNA now applies its reimbursement and modifier policies to claims submitted to Great-West Healthcare as of August 6, 2009. While the policies have been integrated, the procedure for submitting claims remains the same. Refer to the Great-West Healthcare Integration News article in the [July 2009](#) issue of the *Network News* ([www.cigna.com](http://www.cigna.com) > Health Professionals > Newsletters) for detailed information about the reimbursement and modifier policy integration.

### Reimbursement Policies

- [National Correct Coding Initiatives \(NCCI\) Editing for Facilities \(NEW\)](#)  
A NCCI Editing for Facilities policy was implemented beginning December 1, 2009.
- [Refractive Vision Services](#)  
The Refractive Vision Services policy was posted on October 15, 2009 as a guideline to promote transparency of the existing submission and reimbursement process for refractive vision services. This policy does not represent a substantive change in policy, process or reimbursement.

Visit [www.cignaforhcp.com](http://www.cignaforhcp.com) > Resources > Modifiers and Reimbursement Policies for more information on CIGNA Modifiers and Reimbursement Policies or to view the policies.

## Go Green! Go Electronic!

Would you like to **reduce paper** in your office? Sign up now to receive certain announcements and important information from us right in your email box. When you sign-up for the secure CIGNA for Health Care Professional website ([www.cignaforhcp.com](http://www.cignaforhcp.com)), you can:

- **Share, print, and save** - electronic communications make it easy to circulate copies
- **Access anytime, anywhere** - view up-to-date information on line when you need to
- Receive time-sensitive information from us **quickly and securely**



By registering, you will receive some correspondence electronically, including the *Network News* and other select communications. Some correspondence will still be sent regular mail.

If you are a registered user, please check the 'My Profile' page to make sure your information is up-to-date.

If you are not a registered user, but would like to begin using the CIGNA for Health Care Professionals website and receive electronic updates, go to [www.cignaforhcp.com](http://www.cignaforhcp.com) and click on 'Register Now'.

## Use the Network

CIGNA and former Great-West Healthcare, now part of CIGNA, contractually require participating providers to direct participant referrals to other in-network contracted physicians and facilities, except in the case of an emergency, as otherwise required by law, or unless approved by CIGNA in advance of the service being provided. Failure to adhere to this requirement may result in further action up to and including termination from the network.

Referring participants to other participating providers helps maximize the benefits available through their CIGNA or Great-West Healthcare plans, while helping to minimize their out-of-pocket expense.

Access the CIGNA online provider directory at [www.cigna.com](http://www.cigna.com) for a complete listing of CIGNA participating physicians and facilities. Access the Great-West Healthcare online provider directory at [www.greatwesthealthcare/providers.com](http://www.greatwesthealthcare/providers.com) for a complete listing of Great-West Healthcare participating physicians and facilities.



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## Tools for Improving Claim Processing

CIGNA uses ClaimCheck<sup>®</sup>, a code auditing software, to expedite accurate claim processing. The ClaimCheck 8.5 Knowledge Base Version 43 with National Correct Coding Initiative (NCCI) Version 15.2 was implemented on August 17, 2009. The next update to Knowledge Base Version 44 with NCCI Version 15.3 is scheduled to occur on February 15, 2010.

You may view both ClaimCheck and NCCI code edits by using Clear Claim Connection<sup>™</sup>. This disclosure tool allows users to enter Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) codes and immediately view the code audit results prior to submitting a claim. Clear Claim Connection shows NCCI edit definitions and the rationale behind a ClaimCheck edit.

More information about ClaimCheck and Clear Claim Connection is available on the secure CIGNA for Health Care Professionals website at [www.cignaforhcp.com](http://www.cignaforhcp.com) (eServices > View Claim Coding Edits).

To learn more about code edits on claims associated with Great-West Healthcare ID cards or GWH-CIGNA ID cards, visit the Secured Provider Portal at [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers) > Tools & Resources > Clinical Edit Verification.

**Note:** Claim coding edit results are guidelines and are not a guarantee of claim payment.

### Additional Coding Information:

ClaimCheck audits codes based on how services are reported on a professional claim form (CMS 1500). The following examples are commonly billed to CIGNA:

- The CIGNA Modifier 26 Policy states to submit the code without a modifier (e.g., 26 or TC) when reporting the global value of a CPT or HCPCS code. If the code is submitted twice, (i.e., once with modifier 26 and once with modifier TC) ClaimCheck will only allow one and finds the other a duplicate service, which is not reimbursed.
- Submitting for ambulatory surgical center (ASC) facility service fees by appending modifier SG to a code submitted more than once per date of service may lead to a duplicate edit. If so, the second service will not be reimbursed.
- As NCCI guidelines indicate, knee arthroscopies of the second and third compartments should be submitted using HCPCS add-on code G0289 [Arthroscopy, knee, surgical, for removal of loose body, foreign body, debridement/shaving of articular cartilage (chondroplasty) at the time of other surgical knee arthroscopy in a different compartment of the same knee] when performed with a primary knee arthroscopy procedure (CPT 29866-29889). CPT codes 29874 [Arthroscopy, knee, surgical; for removal of loose body or foreign body (eg, osteochondritis dissecans fragmentation, chondral fragmentation)] and 29877 [Arthroscopy, knee, surgical; debridement/shaving of articular cartilage (chondroplasty)] should not be used to report the additional compartment procedures, and will not be reimbursed when reported with the other primary knee arthroscopy codes identified above.
- CIGNA supports physicians' efforts to treat participants in the office setting when appropriate rather than referring them to emergent or urgent care. Accordingly, separate reimbursement is allowed for after-hours CPT codes 99050 and 99058 if submitted with office visits 99201-99205 or 99212-99215. After-hours services represented by CPT codes 99051 – 99056 and 99060 do not support physicians' treating patients in the office, therefore separate reimbursement is not allowed for these services.

## Access the Archives!



Visit [www.cigna.com](http://www.cigna.com) > Health Professionals > [Newsletters](#) to access articles from previous issues of *Network News*. Article topics are listed for each of the archived issues.

To access the current *Network News* on the Great-West Healthcare website, visit [www.greatwesthealthcare.com/providers](http://www.greatwesthealthcare.com/providers) > Health Care Professional Newsletter > Important Updates.

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## Legal Statement

*We reference CIGNA and Great-West Healthcare to accommodate all covered individuals. For CIGNA covered individuals, disregard Great-West Healthcare references.*

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**The term “Health care professional” is referred to in contracts as “provider”.**

