

# Guide to the GWH-CIGNA NETWORK



Cigna maintains a separate network for individuals who have ID cards with the GWH-Cigna identifier in the upper right corner. This network is referred to as the GWH-Cigna network.

There are some variations between the GWH-Cigna and Cigna networks, such as claim and service channels, contractual relationships with ancillary vendors, Explanations of Payment (EOP), and electronic data interchange (EDI) transactions. This guide will help you understand the differences and determine if the services you provide are considered in-network.

## Providing in-network services

**When a patient presents the GWH-Cigna ID card, services are in-network if:**

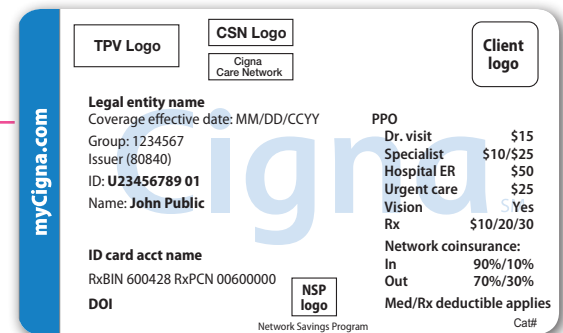
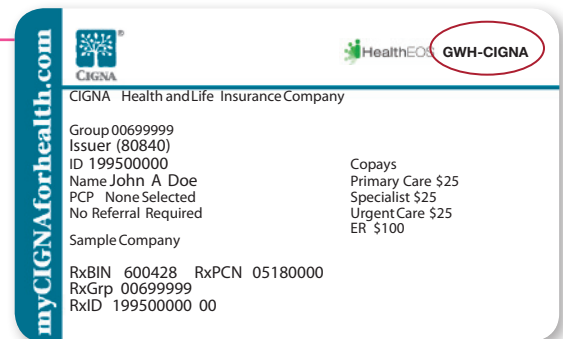
- you have been notified in writing that individuals covered under plans formerly administered by Great-West Healthcare are now covered under your Cigna participating provider agreement;
- you received a letter informing you that you provide in-network services to participants in both the Cigna and GWH-Cigna networks; or
- you have a provider agreement identifying a Great-West Healthcare company.

Otherwise, these services are out-of-network.

**When a patient presents the Cigna ID card, services are in-network if:**

- you have a provider agreement with Connecticut General Life Insurance Company or a Cigna HealthCare HMO.

If you only have a provider agreement that identifies a former Great-West Healthcare company, you are an out-of-network health care professional for patients with a Cigna ID card.



**GO YOU<sup>SM</sup>**



## Network differences

### Claim and service channels

It is important that the correct claim submission processes are followed for both the Cigna and the GWH-Cigna networks. Currently, claim submission is different depending on the network. Follow the information found on the patient ID card, including:

- Claim address and claim submission process
- Precertification procedures
- Customer service number and web address

For additional information, access the Important Contact Information found on the Secured Provider Portal, [GWHCignaforHCP.com](http://GWHCignaforHCP.com).

### Ancillary vendor relationships

The GWH-Cigna and Cigna networks may have different contractual relationships with vendors such as radiology and laboratory. When you refer a patient with the GWH-Cigna ID card for these services, use the Provider Directory and the Cigna Reference Guide found on the Secured Provider Portal, [GWHCignaforHCP.com](http://GWHCignaforHCP.com) to find an in-network vendor.

### EOPs and EDI transactions

The GWH-Cigna identifier also appears on paper EOP documents and on EDI transactions. You can identify an EOP associated with a GWH-Cigna ID card by the 1000 Great-West Drive claim address and the GWH-Cigna remark code. EDI transactions associated with the GWH-Cigna ID card will include the GWH-Cigna identifier in the payer name field.

## Need more information?

**Cigna**  
[CignaforHCP.com](http://CignaforHCP.com)  
1.800.88Cigna (882.4462)

**GWH-Cigna**  
[GWHCignaforHCP.com](http://GWHCignaforHCP.com)  
1.866.494.2111



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