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HealthSpring is now a Cigna company

HEALTHSPRING

You may have heard the news: On January 31, 2012, Cigna acquired HealthSpring, Inc. and its subsidiaries ("HealthSpring"), including Bravo Health, a HealthSpring company, and HealthSpring of Florida. HealthSpring is one of the nation's largest and fastest-growing health plans, whose primary focus is Medicare-eligible individuals. Both Cigna and HealthSpring share a commitment

to helping the people we serve

improve their health, well-being, and sense of security.

As part of Cigna, HealthSpring will be better positioned for continued growth and leadership in the Medicare Advantage industry. The acquisition presents an opportunity to strengthen our presence within the seniors and Medicare segments and enhance our collaborative care capabilities. Together, we will pursue new opportunities and continue relationships with customers as they transition from their careers into retirement years.

Where are HealthSpring customers?

HealthSpring, based in Nashville, Tennessee, currently operates Medicare Advantage plans in Alabama, Delaware, Florida, Georgia, Illinois, Maryland, Mississippi, New Jersey, Pennsylvania, Tennessee, Texas, West Virginia, and Washington, D.C., as well as a national stand-alone prescription drug plan.

What this means to you

Whether you are located in a HealthSpring service area or not, the acquisition does not affect how you interact with Cigna or

HealthSpring. For now, it is business as usual. Continue

to use the processes and procedures that you currently use with Cigna or HealthSpring. There are no changes to:

- Network participation If you participated in just one network prior to the acquisition, you continue to participate in only that network today
- Your contract
- Fee schedules
- Administrative processes Continue to use the same claim, eligibility and benefits checks, and precertification procedures that you use today
- Referral procedures Continue to refer your patients to network participating physicians, facilities, and vendors
- Patient ID cards

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Clinical, reimbursement, and administrative policy updates

In an effort to help support access to quality, cost-effective care for your patients with a Cigna medical plan, we routinely review clinical, reimbursement and administrative policies, medical coverage positions, and our precertification process and requirements. As a reminder, reimbursement and modifier policies apply to claims for your patients with GWH-Cigna ID cards. While the policies have been integrated, please follow the existing procedures for submitting claims.

The following table provides a summary of recent updates. You may also view new and updated policies, in their entirety, prior to the effective dates, on the Cigna for Health Care Professionals website (CignaforHCP.com).

Policy	Effective date	Update	Where to find additional information
Cognitive Rehabilitation	May 21, 2012	Claims will be processed according to the coverage criteria outlined in our existing policy, and denied when services are not medically necessary, as determined by evidence-based medicine.	Cigna for Health Care Professionals website (CignaforHCP.com > Policies and Procedures > Coverage Positions/Criteria > Cognitive Rehabilitation)
Continuous Passive Motion Devices	May 21, 2012	Claims will be denied, as not medically necessary, when E0935 or E0936 is billed with a diagnosis code that is no longer covered within the policy (i.e., any joint other than the knee).	Cigna for Health Care Professionals website (CignaforHCP.com > Policies and Procedures> Coverage Positions/ Criteria > Continuous Passive Motion [CPM] Devices)
Electrical Stimulators	May 21, 2012	Codes that are not for chronic conditions, or that are for services that are considered experimental, investigational, or unproven, will be denied as not medically necessary.	Cigna for Health Care Professionals website (CignaforHCP.com > Policies and Procedures> Coverage Positions/ Criteria > Electrical Stimulators)
		Codes that will not be covered: E0720, E0730, E0740	
Intraocular Lens	May 21, 2012	Several codes have been added to the "covered" and "not covered" lists.	Cigna for Health Care Professionals website (CignaforHCP.com > Policies
		Codes that will not be covered: V2787, V2788, C1780, Q1003, V2630, V2631, V2632, 66985, 66986, C1780, Q1003, V2630, V2631, V2632	and Procedures> Coverage Positions/ Criteria > Intraocular Lens [IOC] Implant)
		Two new codes that will be added and require precertification: Q1004 and Q2005 (new technology codes).	
Neuropsychological Testing	May 21, 2012	Claims will be denied as not medically necessary when billed with an ICD-9 code other than those listed as covered.	Cigna for Health Care Professionals website (CignaforHCP.com > Policies and Procedures> Coverage Positions/
		Codes that will not be covered: 96116, 96118, 96119, 96120	Criteria > Neuropsychological Testing)
Home Traction	May 21, 2012	Codes for services that are considered experimental, investigational, or unproven for all indications will be denied.	Cigna for Health Care Professionals website (CignaforHCP.com > Policies and Procedures > Coverage Positions/
		Codes that will not be covered: E0830, E0840, E0849, E0850, E0855, E0860	Criteria > Home Traction)

If you are not registered for the Cigna for Health Care Professionals website, please complete the registration process to log in and access these policies. Go to CignaforHCP.com and click on "Register Now," located in the left side bar. If you do not have Internet access, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

Precertification updates

Cigna's list of services requiring precertification was updated January 1, 2012 to include new Current Procedural Terminology (CPT) codes released by the American Medical Association (AMA), as well as Healthcare Common Procedure Coding System (HCPCS) codes released by the Centers for Medicare and Medicaid Services (CMS). We have included the list of new codes requiring precertification.

About our precertification program

Our precertification program helps ensure that our customers' care will be covered under their plan's medical necessity requirement and that it will be cost-effective, in-network care. To accomplish this, we require that referring (ordering) physicians request and obtain precertification for certain services. It is the responsibility of the rendering facility or health care professional to validate that precertification has been obtained prior to performing the service for individuals whose benefit plans require precertification.

To view the complete list of services requiring precertification of coverage, please log in to 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 CignaforHCP.com and click on "Register Now," located in the left side bar. You can also access the list through the Secured Provider Portal, GWHCignaforHCP.com.

New codes requiring precertification as of January 1, 2012

15271, 15273, 15275, 15277, 15777, 22633, 22634, 33230, 33231, 38232, 64633, 64634, 64635, 64636, 74174, 81212, 81213, 81214, 81215, 81216, 81217, 81225, 81226, 81227, 81275, 81355, 81400, 81401, 81402, 81403, 81404, 81405, 81406, 81407, 81408, 90869, 92558, 93998, 0276T, 0277T, 0278T, 0279T, 0280T, 0281T, 0282T, 0283T, 0284T, 0285T, 0286T, 0287T, 0288T, 0289T, 0290T, 0291T, 0292T, 0293T, 0294T, 0295T, 0296T, 0297T, 0298T, 0299T, 0300T, 0301T, C9287, C9366, C9732, G0448, J0221, J0257, J0490, J0588, J1557, J1725, J2507, J7180, J7183, J9228, L6715, L6880, Q4122, Q4123, Q4124, Q4125, Q4126, Q4127, Q4128, Q4129, Q4130, S8130, S8131

National Injectable Fee Schedule change for May

Based on a review of current market trends, reimbursement for 66 HCPCS codes on Cigna's National Injectable Fee Schedule, representing oncology and intravenous immunoglobulin (IVIG) services, will be decreased from the current average sale price (ASP) + 8% to ASP +6%. The change begins with services performed on May 31, 2012. We have included the list of affected HCPCS codes.

To view a list of the current reimbursement rates, please visit the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Cigna Reimbursement Policies and Payment Policies > Injectables and Oncology Agents). The new rates will be available on the site May 1, 2012.

Affected HCPCS codes

J1561, J1562, J1566, J1569, J2323, J2505, J9000, J9001, J9010, J9015, J9017, J9020, J9025, J9031, J9033, J9035, J9040, J9041, J9045, J9050, J9055, J9060, J9065, J9070, J9098, J9100, J9120, J9130, J9150, J9151, J9160, J9178, J9181, J9185, J9190, J9200, J9201, J9206, J9207, J9209, J9211, J9214, J9217, J9218, J9230, J9245, J9250, J9260, J9263, J9264, J9266, J9268, J9280, J9293, J9303, J9305, J9310, J9320, J9330, J9340, J9355, J9357, J9360, J9370, J9390, J9395

New interactive voice response system

Cigna is working with an industry leading technology company to upgrade its interactive voice response (IVR) telephone system. This will provide a more efficient experience for our medical, behavioral and dental customers, and health care professionals who call the Customer Service number on a Cigna ID card. Upgrades to the system will begin in June 2012 and will continue through August 2012.

New caller information requirements

Beginning in June, three items of information will be required to complete a call using our IVR system. This will enable Cigna to provide the best response to your inquiry. It will also ensure that you are routed correctly if you need to speak to a Customer Service Associate.

Before you call, please be prepared to enter:

- · Patient's Cigna ID
- · Patient's date of birth
- · Health care professional's tax ID

If any of these three items is not entered, or only partial information is entered (e.g., only patient ID and tax ID, or only patient date of birth), you will be asked to call back with the information.



CignaforHCP.com website available soon

We're making some big changes to our secure Cigna for Health Care Professionals website (CignaforHCP.com). Our goal? To help improve your online experience with us.

The website will still provide all of the critical resources, tools, and real-time transactions you use today, plus new enhancements that will help you and your staff work even more efficiently.

Here's a preview of the site improvements:

- A new patient-focused layout that makes it easier to manage your tasks
- One secure website for your patients in both Cigna and GWH-Cigna networks
- The ability to "flag" patients and claims to quickly retrieve them the next time you visit
- Multiple tabs that stay open during your visit – so you can easily switch to a previous view
- A dashboard that "remembers" where you were the last time you logged out

Register today

Register for the website and start improving your productivity right away. You will be able to:

- View patient eligibility and benefits
- Estimate patient liability
- View and submit precertification requests
- · Check the status of your claims
- Sign up to receive electronic payments from Cigna (electronic funds transfer), so you can view, print and share online remittance reports the same day you receive electronic payments from Cigna
- Receive the electronic remittance advice and automatically load it to your accounts receivable system
- Submit questions about fee schedules and specific patient benefits

Log in to CignaforHCP.com, and click "Register Now" to begin using the website today.

Save time: learn online

Ever find yourself saying, "If there were just more hours in the day...?" Let's face it. Everyone can use more time these days. The good news is that you may be able to get a little bit of it back thanks to Cigna's online courses. Cigna eCourses provide a time-saving alternative to traditional training methods, giving you and your staff more time to focus on other office priorities when you need to.

There are many benefits to taking Cigna eCourses:

- · Access courses when you want -Courses are available 24 hours a day, seven days a week at no cost to you.
- No guess work We highlight key information on Cigna operational policies and procedures, electronic service capabilities, and other important topics.

- Choose how, when, and where you want to learn – You can review the eCourses at your own pace when and where it's convenient for you and in the format you prefer – electronically through Adobe Reader® or by printing a hard copy.
- Save your resources You can save a copy of an eCourse to your computer to review later or to share with other staff.

It's easy to access Cigna's eCourses. Just go to the Cigna for Health Care Professionals website (CignaforHCP.com) under the Education and Help tab. If you are not registered for the website, click on "Register Now."

Cigna eCourses offerings

General

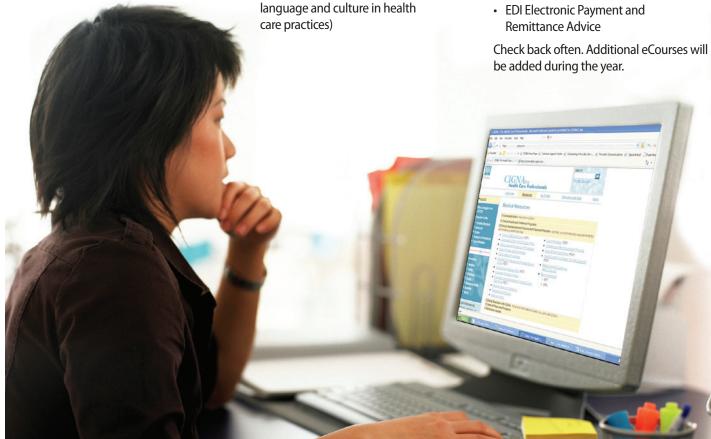
- Working with Cigna (a guide for Cigna network health care professionals)
- 2011 Medicare Compliance Training
- **Cultural Competency (addressing** language and culture in health

Using the Cigna for Health Care **Professionals** website

- Website Overview
- Registration and Log In
- · Eligibility and Benefits
- Cigna Cost of Care Estimator®
- · Online Precertification
- Claim Status Inquiry
- My Practice
- Online Remittance Reports
- Managing Access
- · Email Cigna
- Resources
- · Direct Contracted Providers Only

Electronic Data Interchange (EDI)

- EDI Eligibility and Benefits
- EDI Electronic Claim Submission
- EDI Claim Status Inquiry



ELECTRONIC TOOLS

ICD-10 update

Progress continues on the federally mandated requirements to support the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) for diagnosis coding and the International Classification of Diseases, 10th Revision, Procedure Coding System (ICD-10-PCS) for inpatient hospital procedure coding. Both of these federally mandated changes are required of health plans, hospitals, facilities, and other health care professionals, as well as vendors and trading partners. The compliance date for ICD-10 is October 1, 2013.

The health care industry believes ICD-10 codes will:

- Improve claim processing through more precise coding and fewer rejected claims
- Improve health care reimbursement through improved medical coding accuracy and detail
- Enhance patient care and safety due to detailed drug data, better usage trends, and more accurate analysis of harmful side effects

 Improve utilization management by providing more specific information about a patient's condition and treatment

We are currently making system changes that will allow us to process both ICD-9 and ICD-10 codes.

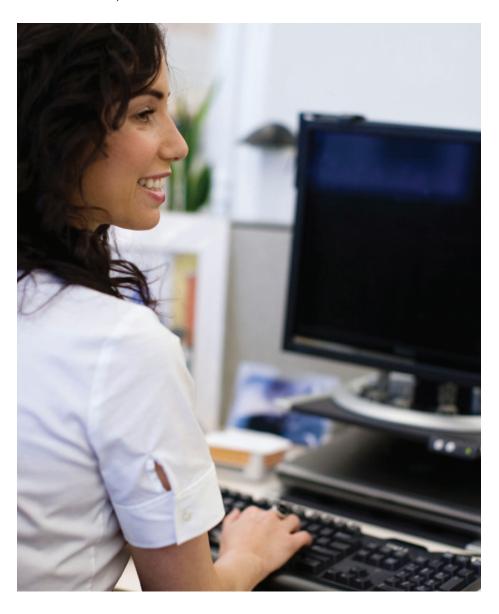
New ICD-10 course

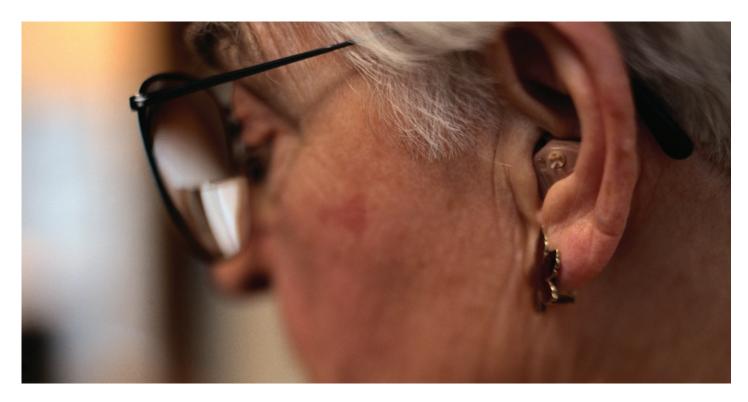
We are planning to release a new ICD-10 overview course in the second quarter of 2012. It will be available on the Cigna for Health Care Professionals website (CignaforHCP.com > Education and Help). This course will provide specific information about ICD-10 changes. Additional information will be communicated once the course is available.

Find the ICD-10 answers you need fast

Please refer to our ICD-10 Frequently Asked Questions (FAQs) to get answers to questions you may have about ICD-10 requirements and changes. The FAQs are located on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > HIPAA 5010/ICD-10 Updates).

For additional information, including specific resources and timelines to help you prepare for the upcoming ICD-10 changes, access the FAQs on the Centers for Medicare and Medicaid Services (CMS) website (CMS.gov > Medicare > ICD-10), or visit the Workgroup for Electronic Data Interchange (WEDI) website (Wedi.org).





Healthy Rewards® program vendor

Hearing aid discounts through HearPO® program

Did you know that one in nine Americans suffers from hearing loss?1 Now your patients with Cigna coverage can obtain cost-effective hearing solutions through HearPO®, a participating Cigna Healthy Rewards® program vendor. HearPO guarantees the lowest price* on more than 1,000 brand-name hearing aids from several industry-leading manufacturers.

HearPO discounts are offered separately from any available plan benefits. These discounts are available at no extra charge or fee to all of your patients with Cigna coverage. You do not need to submit a referral or claim form for your patients to enjoy these savings.

HearPO offers for patients with Cigna coverage:

- · Guaranteed lowest pricing* on hearing aids and 40 percent off hearing health services
- · A 60-day trial period with no restocking fees
- Three-year warranty** (one of the longest warranties found anywhere on hearing aids), covering repairs, loss, and damage
- · Two years of free batteries (160 cells per hearing aid)
- More than 2,600 locations nationwide
- · One-year follow-up care

Patients can learn more about HearPO by visiting myCigna.com or calling 1.800.870.3470. A Cigna representative will be glad to explain the HearPO benefit and discounts. They will also help schedule an appointment with a participating hearing health care professional.

Hearing loss facts:

- One in nine Americans have hearing loss, and this number will double by 2030.
- One in six adults ages 41 to 59 suffer hearing loss.²
- One in three people age 60 and older, and half of those age 85 and older, have hearing loss.²
- 95 percent of hearing loss can be treated with hearing aids.³
- Only 13 percent of physicians screen for hearing loss.³
- ¹ Deafness Resource Foundation (DRF.org).
- ² Kochkin, Sergei. "MarkeTrak VIII: Consumer satisfaction with hearing aids is slowly increasing." *The Hearing Journal* January 2010: 63(1):19-27.
- ³ Better Hearing Institute (betterhearing.org).

Competitor coupon required for verification of price and model. Limited to manufacturers offered through the HearPO program. Local provider quotes only will be matched.

^{**} Some exclusions apply. Limited to one-time claim for loss and damage.



Cigna Care network and physician quality and cost-efficiency displays for 2013

We evaluate physician quality and costefficiency information, designating those who meet specific criteria as "Cigna Care physicians." The methodology used to perform assessments incorporates feedback from health care professionals and is consistent with national standards.

Cigna Care Network and Cigna Care designation

The Cigna Care Network is a benefit design option made available to employers, unions, and other clients that sponsor group health benefit plans. Physicians in certain specialties who meet or exceed specific quality and cost-efficiency criteria receive the Cigna Care designation and are included in the Cigna Care Network benefit design. These health care professionals are identified in the directory with the Tree of Life symbol .

While overall physician reimbursement is unchanged for health are professionals who are designated, the benefit design is intended to encourage patients covered by these plans to consider using a Cigna Care designated physician. Patients who receive services from a Cigna Care designated physician pay a lower coinsurance or copayment than they would pay if they were to receive services from a participating, non-designated physician.

Please note that because the Cigna Care designation reflects only a partial assessment of quality and cost-efficiency for select physician specialties and primary care physicians (PCPs), we encourage those who are covered by a Cigna plan to consider all relevant factors and to speak with their treating physician when selecting a specialist or PCP for their care. We inform them that the Cigna Care designation should not be the sole basis for their decision making.

Physician quality and cost-efficiency displays

Health care professionals and customers can look for symbols to indicate which quality criteria are met. We have included the definition of these symbols. Star displays illustrate cost efficiency for the participating physicians in 22 specialty types that include primary care (e.g., family practice, pediatrics, and internal medicine).

Cost-efficiency stars reflect a physician's cost efficiency relative to peers using the Episode Treatment Group (ETG) methodology. Based on Cigna claim data, this methodology reviews medical costs for an episode of care and includes case-mix adjustment to help account for the differences in the severity of patients' illnesses.

Quality criteria symbols

- National Committee for Quality Assurance (NCQA) recognized
- P Meets Cigna board certification criteria
- Adherence to evidence-based medicine standards with performance in approximately the top 33% of practices in the physician's geographic market
- A American Board of Internal Medicine Practice Improvement Module (ABIM–PIM)

2013 quality and cost-efficiency criteria used for assessment

The 2013 quality and cost-efficiency assessment is based on the following factors:

- National Committee for Quality Assurance (NCQA) physician recognition for diabetes, heart, stroke, and back care; Physician Practice Connections®; and Physician Practice Connections® – Patient Centered Medical Home
- Performance on select evidence-based medicine (EBM) measures
- Satisfaction of Cigna's board certification criteria
- Episode Treatment Group (ETG)
 methodology, an industry standard and
 available through OptumInsight®, used
 to evaluate cost efficiency

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Timeline for Cigna Care designations and physician quality and cost-efficiency displays

June 2012

Physicians will receive a notice concerning the availability of their preliminary 2013 results, and will have the opportunity to review the results, submit inquiries, or request changes or corrections.

September 17, 2012

Cigna Care designation information will be available to individuals in the online provider directory on **Cigna.com** and on our secure website for your patients with Cigna coverage, **myCigna.com**.

December 31, 2012

The physician quality and costefficiency displays will be available to your patients with Cigna coverage on the secure website, **myCigna.com**, and the quality icons will be available on **Cigna.com**. **CONTINUED FROM PAGE 8 CIGNA CARE NETWORK AND PHYSICIAN** QUALITY AND COST-EFFICIENCY **DISPLAYS FOR 2013**

2013 updates to the Cigna **Care Designation Assessment** Methodology

Beginning January 1, 2013, we will update our Cigna Care Designation Methodology to:

- Include primary care physicians
- Enhance the rule set of evidence-based medicine measures

- Give physicians who admit to a Center of Excellence (based on Cigna utilization data) credit towards Cigna Care designation
- Allow Cigna Care designation to be achieved if the physician group accomplishes any of the following:
 - Performs in the top tier for quality and cost efficiency
 - Performs better than the 2.5 percentile ranking for quality and is in the top tier for cost efficiency

• Indicate that the data the designations are based on is from January 1, 2010 to December 31, 2011

For more information regarding the current Cigna Care designation and quality and cost-efficiency displays, please refer to the 2011-2012 Cigna Care Designation and Physician Quality and Cost-Efficiency Displays Methodology available on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Clinical Health and Wellness Programs > Cigna Care Designation). If you do not have Internet access, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

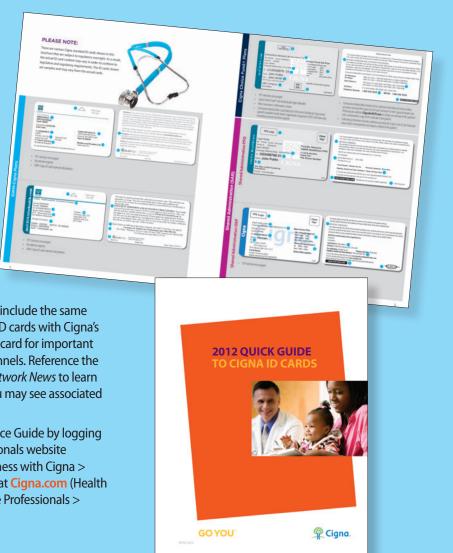
New Quick Guide to Cigna ID Cards available

Cigna's 2012 Quick Guide to Cigna ID Cards is now available. Keep this handy guide at your fingertips to clarify information that appears on Cigna's most common ID cards. It can also help you understand the requirements associated with our various plans.

This guide includes an easy-to-use key to quickly and efficiently process your patient's information. We've also included samples of Cigna's newly designed cards. You may have seen some of Cigna's new ID cards from your patients. These new cards

do not include Cigna's new logo, but they will include the same information that appears on the cards today. ID cards with Cigna's old logo are still valid – continue to use the ID card for important information about call, claim, and service channels. Reference the cover story in the November 2011 issue of Network News to learn about Cigna's new brand and the changes you may see associated with it.

Download a copy of the latest ID Card Reference Guide by logging in to the secure Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Doing Business with Cigna > Cigna ID Card Information.) It is also available at Cigna.com (Health Care Professionals > Resources for Health Care Professionals > Doing Business with Cigna).







Market Medical Executives contact update

Cigna Market Medical Executives (MMEs) are an important part of Cigna's relationship with health care professionals. They provide personalized service within their local regions and help answer your health care related questions. MMEs cover specific geographic areas so they are able to understand the local community nuances in health care delivery. This allows them to provide you with a unique level of support and service.

Reasons to call your MME

- Ask questions and obtain general information surrounding Cigna's clinical policies and clinical programs.
- Ask questions regarding your specific practice and utilization patterns.
- Report or request assistance around a quality concern involving your patients with Cigna coverage or health care professionals that participate in the Cigna network.
- Request or discuss recommendations for improvements or development of Cigna's health advocacy, affordability, or cost transparency programs.
- Recommend specific physicians or facilities for inclusion in our networks or identify clinical needs within the networks.
- Identify opportunities to enroll your patients in Cigna health advocacy programs.

National					
Nicholas Gettas, MD, Chief Medical C	Officer, Regional Accounts 1	1.804.344.3038			
Northeast region Dan Nicoll, MD, Regional Medical Director NJ, NY 1.201.533.4717					
Frank Brown, MD	DC, MD, VA	1.804.344.2384			
Robert Hockmuth, MD	CT, MA, ME, NH, RI, VT	1.603.268.7567			
Peter W. McCauley, Sr., MD, CPE	IL, IN, MN, WI	1.312.648.5131			
Ronald Menzin, MD	Tri-state, NY, NJ	1. 631.247.4526			
Christina Stasiuk, DO	DE, MI, OH, PA, WV	1.215.761.7168			
Southeast region Jordan Ginsburg, MD, Regional Medical Director KS, MO 1.314.290.7308					
Ernest Cook, MD	FL, USVI	1.407.415.0874			
Robert W. Hamilton, MD	GA, AL	1.404.443.8820			
Edward Hunsinger, MD	NC, SC	1.336.945.6597			
Robert McLaughlin, MD	TN	1.423.763.6764			
Mark J. Netoskie, MD, MBA, FAAP	LA, South TX	1.713.576.4465			
Frederick Watson, DO, MBA, CPE	North TX, OK	1. 972.863.5119			
West region Jennifer Gutzmore, MD, Regional Medical Director Southern CA, NV 1.818.500.6459					
Jacob Asher, MD	Northern CA	1.415.374.2520			
John Keats, MD	AZ	1.602.341.9330			
Mark Laitos, MD	CO, MT, NM, UT, WY	1.303.566.4705			
Mary O'Neill, MD, MBA	AK, HI, ID, OR, WA	1.206.625.8846			

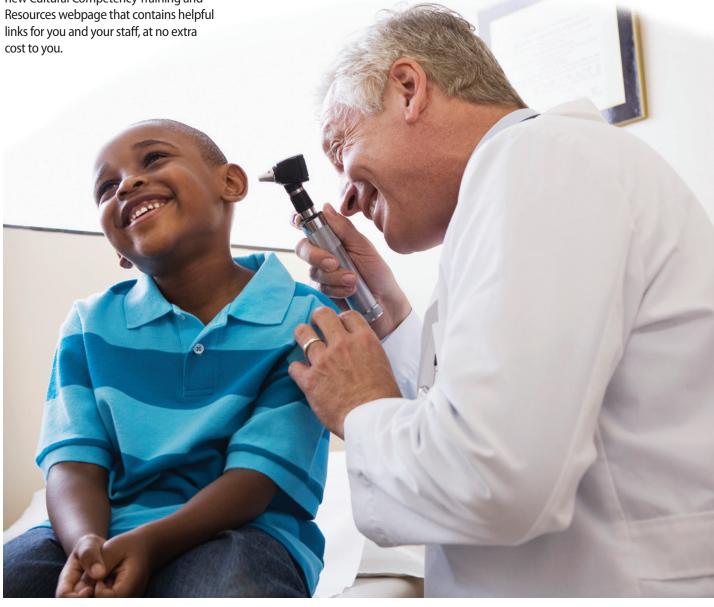
Diversity training and resources available to help you meet patients' needs

In today's cross-cultural society, your patients are bound to have many diverse values, beliefs, and behaviors, along with varying social, cultural, and language needs. Diversity within the general population is anticipated to increase in future years. So, it is crucial that you understand and meet these emerging needs now.

Cigna is committed to offering tools and resources that can help. Our Cigna.com and CignaforHCP.com websites offer a new Cultural Competency Training and Resources webpage that contains helpful links for you and your staff, at no extra cost to you

You can access articles, training, and a video. There is also a brochure entitled Health Equity: Reducing Disparities to Increase Patient Adherence and Improve Health Outcomes. The brochure outlines some of the resources Cigna offers to help create an optimal experience for you and your patients who may face challenges in receiving culturally competent health care.

You can access these new resources on Cigna's website, Cigna.com, and by logging in to the secure Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Cultural Competency Training and Resources).





CONTINUED FROM PAGE 1 HEALTHSPRING IS NOW A CIGNA COMPANY

If you participate in both the Cigna and HealthSpring networks, please continue to use the existing processes for each network until you are notified otherwise. If you only participate in either the Cigna or HealthSpring network, your participation status has not changed.

Future benefits

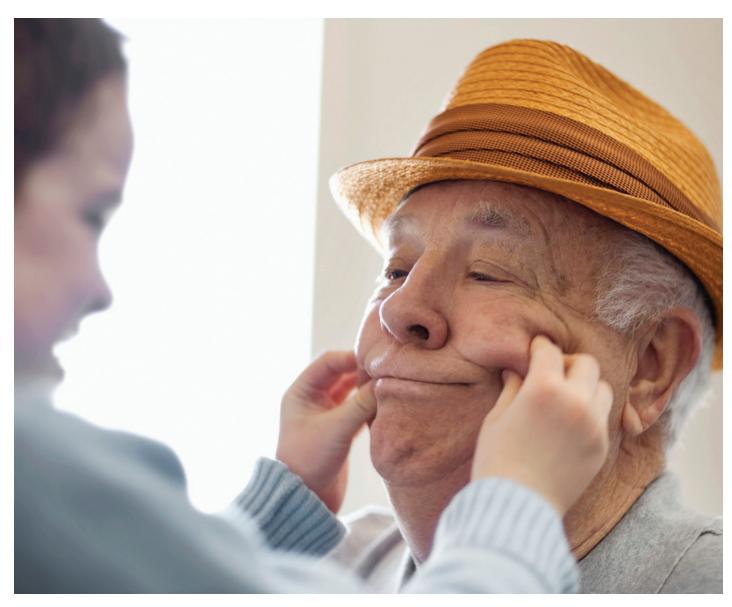
This new relationship can benefit you and your patients in a number of ways:

• HealthSpring's innovative approach to engagement, which aligns incentives around performance and quality of

- outcomes, can enhance Cigna's own engagement model for stronger results.
- We'll be able to offer Cigna's current individual customers consistency as they transition to Medicare, and offer enhanced specialty and clinical capabilities to HealthSpring customers.
- Cigna's largely employer-based business presence will be complemented by the addition of HealthSpring's substantial capabilities and resources for seniors and Medicare-eligible individuals.

In the future, if there are changes to how you interact with us or changes that may affect you, we will notify you in advance. Please use the contacts you use today for Cigna or HealthSpring, as applicable. For Cigna Customer Service, call 1.800.88Cigna (882.4462); for HealthSpring, please call your representative.

The acquisition represents a significant milestone as we develop products and services to treat individuals through all stages of their lives.





Cigna support services for patients with hepatitis C

At Cigna, we understand how important it is for your patients with hepatitis C to adhere to their prescribed medications, especially complex medication treatment that may require close supervision. We offer therapy management and health advocacy programs, as part of our medical, pharmacy and disability plans, to help your patients achieve the best possible outcomes.

Consider these Cigna integrated services that support you and your patient's treatment for hepatitis C:

• Cigna Home Delivery Pharmacy – This service is available to your patients for their prescription needs. Licensed pharmacists that are available 24 hours a day, seven days a week, convenient home delivery (or other preferred location) at no additional cost and automatic refill reminders are all part of the program. For more information, please call Cigna Home Delivery Pharmacy at 1.800.835.3784.

- TheraCare® A personalized team, comprised of a therapy support coordinator and nurse, will work with you and your patient. They provide education on drug therapy and side effects, monitor and encourage optimal adherence, and manage the prior authorization process. Contact TheraCare at 1.800.633.6521 to learn more.
- CoachRx We help patients become more compliant taking their medication through condition education, telephone, text and email reminders, and coaching, all based on the patient's choice.

- Reminders and coaching on required laboratory tests that you order for your patients can also be provided.
- Gaps in Care We focus on adherence challenges and other potential gaps in care observed in your patients where compliance with more disciplined medication therapy can result in greater health benefits. Clinical interventions between pharmacists and other health advocacy teams, such as case managers and disease management nurses, can also be coordinated.

Offering new hope to patients with hepatitis C

Incivek[™] (telaprevir) now on our preferred drug list

Incivek is now covered under the pharmacy benefit as a preferred drug, in addition to Victrelis, which is covered as a non-preferred drug. Both drugs require prior authorization and will only be authorized when used in conjunction with Pegylated Interferon and Ribavirin to achieve the most favorable results. The Hepatitis Prior Authorization & Fax Order Form is available at CignaforHCP.com > Forms > Pharmacy Forms > Hepatitis C Antivirals.



GWH-Cigna behavioral benefits transitioning to Cigna Behavioral Health

On May 1, 2012, Cigna Behavioral Health will begin managing the behavioral benefits for customers with GWH-Cigna ID cards. Currently, these customers access behavioral benefits through ValueOptions®. Cigna is actively expanding its network of behavioral

health care professionals to include current ValueOptions health care professionals. Behavioral health care professionals who are not currently contracted with Cigna Behavioral Health can apply for network participation online at www.CignaBehavioral.com.

To refer a patient with a GWH-Cigna ID card for behavioral benefits, please refer to the Secured Provider Portal (GWHCignaforHCP.com > Find a Health Care Professional).





Tell us what's changed

Have you recently changed addresses, specialty type, phone numbers, tax identification numbers, or have doctors left your group? It's important to notify Cigna of these changes. Demographic information is used to process claims and to send you communications. It's also published in the Cigna health care professional directories.

You may contact us as noted below or submit changes electronically using the online form available on the Cigna for Health Care Professionals website at CignaforHCP.com and on the Secured Provider Portal at GWHCignaforHCP.com.

If you are located in:

AL, AR, DC, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, USVI, or VA

Email: PDMTampa@Cigna.com

Fax: 1.888.208.7159

Mail: Cigna PDM, 2701 North Rocky Pointe Dr., Suite 800, Tampa, FL 33607

CT, DE, IA, IL, IN, MA, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, or WV

Email: ProviderData@Cigna.com

Fax: 1.877.358.4301

Mail: Two College Park Dr., Hooksett, NH 03106

AK, AZ, CA, CO, KS, MO, NV, OR, UT, WA, or WY

Email: PDMGlendale@Cigna.com

Fax: 1.860.687.7336

Mail: 400 North Brand Blvd., Suite 300, Glendale, CA 91203

Urgent care for non-emergencies

Treatment of non-emergency or low-severity conditions in an emergency room can significantly increase your patients' out-of-pocket costs compared to treatment at an urgent care center or a physician's office. Please consider providing same-day appointment availability in your office. When your office is closed, consider whether it would be appropriate to refer

your patients to a participating urgent care center instead of the emergency room for non-life threatening conditions.

For a list of Cigna's participating urgent care centers, view our Health Care Professionals Directory at Cigna.benefitnation.net/Cigna/ docdir.aspx.

Reference guide updates

Cigna's Reference Guides containing our administrative guidelines have been updated. The guides combine information for physicians, hospitals, ancillary facilities, and other health care professionals.

You can access the new Cigna Reference Guides at either of the websites below, including the state-specific guides, where applicable. You must be a registered user to access these sites.

- CignaforHCP.com > Resources > Reference Guides > Health Care **Professional Reference Guides**
- GWHCignaforHCP.com > Tools & Resources > Health Care Professional Reference Guides

If you are not registered for the website, click on "Register Now" to enroll. If you prefer to request a paper copy or CD-ROM, call 1.877.581.8912.

To promote administrative ease, the Cigna Reference Guides include information pertaining to participants with GWH-Cigna ID cards. Please discontinue use of the separate Great-West Health Care Reference Guides and refer to the Cigna Reference Guide for all Cigna business.

Letters to the editor

Your comments or suggestions for the editor are always welcome. Please email NetworkNewsEditor@Cigna.com or write to:

Cigna

Attn: Health Care Professional Communications

900 Cottage Grove Road, Routing B7NC Hartford, CT 06152



Use the network

Cigna contractually requires participating health care professionals to direct patient referrals to other participating, 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.

Referring patients to other participating health care professionals helps preserve the intent of the patient to remain in-network for care. This maximizes the benefits available through their Cigna plans and helps them to minimize their out-of-pocket expenses.

For a complete listing of:

- Cigna participating physicians and facilities, access the Cigna online provider directory at Cigna.com.
- Participating physicians and facilities that provide in-network services to individuals with GWH-Cigna ID cards, access the online provider directory at GWHCignaforHCP.com.

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 register for the secure Cigna for Health Care Professionals website, CignaforHCP.com, you can:

- Share, print, and save electronic communications make it easy to circulate copies
- Access information anytime, anywhere view the latest updates and time-sensitive information online when you need to

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

If you are a registered user, please check the My Profile page to make sure your information is current. 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 CignaforHCP.com and click "Register Now."

The term "health care professional" is referred to in contracts as "provider."

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To access the current Network News on the Secured Provider Portal, visit GWHCignaforHCP.com > Important Updates > Network News (available in English and Spanish).

Visit Cigna.com > Health Professionals > Newsletters to access articles from previous issues of *Network News*. Article topics are listed for each of the archived issues.

Access the Archives

Cigna Attn: Health Care Professional Communications 900 Cottage Grove Road, Routing B7NC Hartford, CT 06152 1.800.882.098.6

