We've made some improvements to our secure Cigna for Health Care Professionals website (CignaforHCP.com) with YOU in mind.

The Cigna for Health Care Professionals website still provides access to all the resources, tools, and real-time transactions you use today, plus new features that you can customize to fit your needs.

Newly designed CignaforHCP.com website now available

Get started today
Start using the newly designed website today by logging in to CignaforHCP.com.
If you are not a registered user, visit CignaforHCP.com, and click “Register Now.”
As a registered user, you will also have access to several eCourses, including a tutorial on how to use CignaforHCP.com, and on ICD-10 coding procedures and electronic claims filing guidelines.
Locating eCourse offerings on the redesigned website is simple. After logging in to CignaforHCP.com, click on “Resources.” Courses are located under the eCourses heading. In addition to eCourses, you will find other useful information such as the Cigna Reference Guides.

Let us know what you think
Use the “Feedback” button in the bottom right corner of the newly designed website to let us know what you like about CignaforHCP.com and how we can continue to make improvements.
If there’s a topic you would like to learn more about through our eCourses or other online resources, email NetworkNewsEditor@Cigna.com.
We hope you enjoy the new CignaforHCP.com as we continue improving your online experience with us.
Clinical, reimbursement, and administrative policies

In an effort to support access to quality, cost-effective care for your patients with a Cigna insured or administered medical plan, we routinely review clinical, reimbursement and administrative policies, medical coverage positions, and our precertification requirements. As a reminder, reimbursement and modifier policies apply to all claims, including those for your patients with GWH-Cigna ID cards. However, please continue to follow separate claims submission procedures for these patients.

The following table lists planned updates to our coverage policies. Information about these updates, including an outline of the specific changes, is available on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Clinical Reimbursement Policies > Coverage Policy Updates) 30 days prior to the effective date of the updated policy. On this page, you may also view new and updated policies, in their entirety, 90 days prior to the policies’ effective date.

If you are not registered for CignaforHCP.com, please register so you may 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).

Planned medical policy updates

<table>
<thead>
<tr>
<th>Policy name</th>
<th>Update effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acupuncture</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Cardiac Events</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Cardiac Rehabilitation</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Cranial Orthotic Devices</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Gait Analysis</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Nutritional Support</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Photodynamic Therapy (PDT) for Dermatologic and Ocular Conditions</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Plasma Brain Natriuretic Peptide</td>
<td>October 22, 2012</td>
</tr>
<tr>
<td>Wheelchair and Power Operated Vehicles</td>
<td>October 22, 2012</td>
</tr>
</tbody>
</table>

Please note that these planned updates are subject to change. For the most up-to-date information, please visit CignaforHCP.com.

National Correct Coding Initiative

In keeping with industry standards on correct coding and accurate claim payment, we will update our National Correct Coding Initiatives (NCCI) Editing for Facilities policy. Edits will be added to and removed from the existing list, and become effective on February 1, 2013.

The policy will continue to apply to all or any portion of a covered facility claim, including GWH-Cigna claims, that is based on billed (or a percentage of billed) charges submitted to us on a UB-04 form. As a reminder, supporting documentation is not required when the claim is submitted. However, documentation should be maintained, as it may be requested during the pre- or post-payment review process.

To view the NCCI Editing for Facilities policy or the NCCI Code Edit List, please visit the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Clinical Reimbursement Policies and Payment Policies > Modifiers and Reimbursement Policies). If you are not registered for CignaforHCP.com, please register so you may log in and access this information. Go to CignaforHCP.com and click on “Register Now,” located in the left side bar.

About the NCCI

The NCCI was developed by the Centers for Medicaid & Medicare Services (CMS) to promote correct coding and accurate claim payment. The NCCI policy was originally implemented in 2009 to support this industry standard. The policy is reviewed and updated annually.
MedSolutions, Inc. and Medicare primary claims

In 2011, we entered into an expanded relationship with MedSolutions, Inc. (MSI) to provide exclusive radiology benefit and network management services for Cigna, including the GWH-Cigna network. As a result of feedback from our health care professionals, we have changed the claim submission process for Medicare primary claims.

As of June 1, 2012, all health care professionals that are contracted with MSI should send all Medicare Primary claims directly to Cigna. We will process the claims and send the explanations of payment (EOP) to the health care professional or facility. If a Medicare primary claim is sent to MSI, the claim will not be accepted, and you will be instructed to bill Cigna. Continue to submit all other radiology services claims directly to MSI.

Precertification changes

The Centers for Medicare & Medicaid Services (CMS) released new HCPCS codes on October 1, 2012. Codes released as part of their updates are reflected on our precertification list.

Additionally, please be aware of the following precertification list updates to what we published in our July newsletter:

- Our July publication indicated that code C9276 would require precertification as of August 6, 2012. Please note that code C9276 was replaced by J9043.
- Our July publication indicated code C9399 would be added to precertification as of August 6, 2012. At that time, this code was added to represent Eylea. CMS has since released code Q2046 (Injection, Afibertcept, 1 mg).

The precertification list on the Cigna for Health Care Professionals website reflects these updates.

To view the most up-to-date and 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 registered for the Cigna for Health Care Professionals website, please register so you may log in and access this list. 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 at GWHCignaforHCP.com.
Verifying patient benefits

Verifying your patient's eligibility and benefits before they come to the office for a visit helps you to know what services are covered under their Cigna plan, and helps you avoid claim rejections. There are three ways to easily verify this important information.

**Online**
Log in to CignaforHCP.com to view benefit specifics such as coinsurance and benefit maximums, detailed benefit information for preventive care and well child care, and information about a patient's coverage dates and coordination of benefits details. If you're not registered to use CignaforHCP.com, visit the site and click “Register Now.”

**Electronic data interchange**
Using electronic data interchange (EDI), you can easily submit eligibility and benefit inquiries, and obtain information on covered services. You can exchange EDI transactions with Cigna by directly connecting to our systems using software from Post-n-Track®, or by connecting through a clearinghouse. Post-n-Track software is free and easy to use. To enroll, call 1.860.257.2030, or log on to Post-n-Track.com and click “Enroll.” For the latest information on our clearinghouse vendors and the transactions they support, visit Cigna.com/EDIvendors.

**Automated telephone system**
You can also verify patient benefits by calling 1.800.88Cigna (882.4462). Please be sure to have the patient’s Cigna ID, date of birth, and your tax ID available when calling.

**CORE® Certification – Improving eligibility and benefit inquiry and response**

Cigna supports the Council for Affordable Quality Healthcare (CAQH®) in its efforts to make it easier for physicians and hospitals to access health care administrative information at the point of care – before or at the time of service. CAQH launched the Committee on Operating Rules for Information Exchange (CORE) to make electronic data transactions more predictable and consistent, regardless of the technology. CORE achieved this goal by developing a set of voluntary business rules that build on existing standards, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The goals of CORE align with our strategies to make conducting business easier and create efficiencies for administrative tasks. As such, Cigna will be making enhancements to the Eligibility and Benefits transaction response (270/271) in support of CORE Phase 2 rules and guidelines. The changes will be made in the fall of 2012, and include:

- Supporting additional service type codes
- Returning benefit accumulator results
- Providing frequency limits
- Providing age or visit limits for benefits

We expect these enhancements will improve your experience when checking eligibility and benefits for your patients with Cigna coverage. For additional information on CAQH or CORE, please visit the CAQH website at CAQH.org.

**Single payer ID for GWH-Cigna and Payer Solutions networks**

We have moved to a single payer ID for GWH-Cigna and Payer Solutions network claims as of July 1, 2012. We ask that you submit these claims using payer ID 62308. Please update your system to begin submitting claims to the appropriate payer IDs.

<table>
<thead>
<tr>
<th>Payer ID</th>
<th>Claim type</th>
</tr>
</thead>
<tbody>
<tr>
<td>62308</td>
<td>Medical (including GWH-Cigna and Payer Solutions networks), behavioral PPO, dental, and Arizona Medicare Advantage HMO</td>
</tr>
<tr>
<td>SX071</td>
<td>Employee Assistance Program and behavioral HMO</td>
</tr>
<tr>
<td>59225</td>
<td>Starbridge Beech Street</td>
</tr>
</tbody>
</table>
Wellness screening program available soon

Starting in December 2012, a new wellness screening program will be available to your Cigna patients in select markets. As part of this incentive program, eligible customers are asked to track and maintain their biometric screening results (e.g., blood pressure and cholesterol levels), using a special wellness screening results form. Your patients with Cigna coverage may ask you to complete and sign this form when they take their biometrics. These patients may be eligible to receive a monetary reward incentive available to them through their Cigna medical plan.

How you can help

Your patients may have the form ready for you at their appointment, or you can download and print the form on the Cigna for Health Care Professionals website (CignaHCP.com > Resources > Forms Center > Medical Forms > Wellness Screening Form). Once you fill in the required information and biometrics results, the completed form may be returned to Cigna – by you or your patient – by fax or mail. This information is clearly identified on the form. (See sample Wellness Screening Form on right.)

Your patients may access the form on myCigna.com > Forms Center.

Please encourage your Cigna plan patients to track their biometric screening results. Together we can help improve their health and well-being.

For more information

To learn more about the incentives your patients are eligible to receive and to locate the wellness screening form, your patients may log in to myCigna.com > Forms Center or call the toll-free number on their Cigna ID card.

For more information about our wellness screening program, please call the toll-free number on your patient’s Cigna ID card. Watch for future Network News articles on enhancements to the program and helpful information for tracking your patients’ biometric screening results.
Maternity support programs for your patients

Staying healthy throughout pregnancy is important to the expecting mother and her baby.

We realize how important it is for our pregnant customers to have the support they need for a healthy pregnancy and to provide a healthy start in life for their new baby, so we offer supportive programs and services. As a health care professional, you have the opportunity to influence your maternity patients’ health outcomes and encourage them to take advantage of the resources that are available to them through their Cigna plan.

Please consider suggesting to your maternity patients that they learn about the following maternity benefits and management program offered through their Cigna plan.

Cigna maternity benefits

These benefits are available to all of your maternity patients covered by a Cigna medical plan:

• A one-time educational mailing that provides prenatal care education and information about depression, stress, and dental care during pregnancy.

• Access to the Cigna 24-Hour Health Information Line℠, where women can ask a nurse about everything from morning sickness to prenatal care or any general pregnancy questions.

• Access to information from the March of Dimes®.

• Access to the pregnancy and babies resources available on myCigna.com.
Cigna Healthy Pregnancies, Healthy Babies

This comprehensive maternity management program helps women manage their pregnancy and keep their baby healthy. We offer a variety of services and resources:

- A full scope of services – education, preconception counseling, and care management – for patients with a Cigna medical plan who are pregnant or considering pregnancy.
- An initial risk assessment, followed by appropriate prenatal education and care management, that may include:
  - A referral to a case manager
  - Information about preterm labor, such as prevention medications and how to identify and react to an occurrence
  - Resources about maintaining a healthy pregnancy
  - Ongoing assessments to monitor those who may become high-risk
- Nurses to provide wellness information and answer health questions through email, telephone, or mail.
- Access to information from the March of Dimes®.
- A welcome kit upon enrollment, as well as a notebook with a journal, calendar, and other tools to track and maintain a healthy pregnancy.
- An option to use the “text4baby” functionality, a program offered in conjunction with Cigna and the National Mobile Health Initiative on Maternal and Infant Health. Women may sign up to receive free text messages timed to their due date. This functionality is available in English and Spanish.

In all areas of health, it is important for individuals to have the necessary information and services to make healthy choices. We hope these Cigna tools and resources will complement your maternity patients’ care.

Encourage your maternity patients to log in to myCigna.com (Manage My Health > My Health Programs & Resources) to learn more about our maternity benefits and program. They may also call the toll-free number on their Cigna ID card for more information or to self-enroll.

For more information on the maternity management program options available through Cigna’s health advocacy programs, please go to the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Clinical Health and Wellness > Health Advocacy Fact Sheets).


Pregnancy is a fact of life.

Sixty-nine in every 1,000 women of child-bearing age became pregnant in 2008. That’s more than four million births. Of those, 12 percent were born prematurely and eight percent were born at a low birth weight. Each baby born prematurely or at a low birth weight costs nearly 50 thousand dollars more than a healthy baby.
Market Medical Executives contacts

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.

National
Nicholas Gettas, MD, Chief Medical Officer, Regional Accounts | 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 McCauley, Sr., MD., CPE IL, IN, MN, NE, WI 1.312.648.5131
Ronald Menzin, MD NJ, NY 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
Robert W. Hamilton, MD AL, GA 1.404.443.8820
Michael Howell, MD, MBA, FACP FL, USVI 1.407.833.3130
Edward Hunsinger, MD NC, SC 1.336.945.6597
Robert McLaughlin, MD AR, KY, MS, 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, NV 1.602.341.9330
Mark Laitos, MD CO, NM, UT, WY 1.303.566.4705
Mary O’Neill, MD, MBA AK, HI, ID, MT, OR, WA 1.206.625.8846

Reasons to call your MME
- Ask questions and obtain general information around 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.
- Request or discuss recommendations for improvements or development of our 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.
California law requires health plans to provide Language Assistance Program (LAP) services to eligible health plan enrollees with limited English proficiency (LEP). To support this requirement, Cigna provides language assistance services to eligible Cigna plan participants, including those covered by the Cigna HealthCare of California, Inc. HMO (including Cigna “Network”) and covered under PPO plans situated in California.

Cigna LAP-eligible plan participants are entitled to the following services at no cost to them:

- Spanish or Traditional Chinese translation of documents considered vital according to California law (e.g., letters about coverage of services)
- Interpreter services at each point of contact, such as at a health care professional’s office or when calling customer service
- Notification of rights to LAP services

California capitated provider groups are responsible for:

- Inserting or including the LAP notification to English vital documents that are sent to covered HMO customers
- Informing health care professionals that they must offer Cigna’s free telephone interpreter services to LEP patients. Even if a health care professional or a member of the office staff speaks in the Cigna customer’s language, a telephone interpreter must always be offered. If a Cigna customer refuses to use a trained interpreter, it must be documented in the patient’s medical record
- Informing health care professionals that they can access Cigna’s free professional interpretation services by calling 1.800.806.2059 to support their Cigna LEP patients.

For more details, please refer to the California Cigna Reference Guide for physicians, hospitals, ancillaries, and other health care professionals. You may also visit the Cigna.com website (Cigna.com > Health Care Professionals > Resources for Health Care Professionals > Clinical Payment and Reimbursement Policies > Claim Policies, Procedures and Guidelines).

Racial and linguistic diversity at a glance

Cigna collects language preference, race, and ethnicity data for California-eligible plan participants.

Language: We will use California demographic data as a proxy for our customer base until we have a statistically valid number of health plan participants’ language preference records. The following data is currently available:

- 42 percent of the California population (over age five) speak a language other than English.
- 28 percent speak Spanish, and three percent speak Cantonese and Mandarin – these are the top languages spoken in California.

Racial and ethnic composition: The following data is an indirect estimate of the composition of Cigna’s California customers (derived from a methodology using a combination of Census geocoding and surname recognition):

- 51 percent – Caucasian
- 24 percent – Hispanic
- 19 percent – Asian
- Four percent – African American
- Less than one percent – American Indian or Alaskan Native
- Three percent – two or more races

Cigna Care designation

The 2013 Cigna Care designation displays, as well as the quality and cost-efficiency displays will be available online by the end of this year.
Support for your patients who use Hizentra

Your patients who use Hizentra home infusion medication will now receive additional support to help with medication adherence and therapy management. For example, on a monthly basis we will contact your patients who are taking Hizentra to gather important information about their treatment, and discuss their tolerance to the medication, side effects they may be experiencing, and barriers to taking the medication. This outreach also provides your patients with the opportunity to ask questions and discuss concerns about their home infusion therapy.

We’ll provide you with updates on the information we gather to ensure that you are aware of any concerns that may come up. In addition, we will let you know when the Hizentra authorization will expire, and follow up when a new prior authorization is needed to facilitate the renewal process.

With Cigna Home Delivery Pharmacy, your patients receive:

- 24/7 access to customer service and pharmacists to help them with any questions
- Convenient delivery right to their door or preferred location
- Helpful coaching and reminder services
- Complimentary supplies like tape, bandages, syringes, and swabs
- Access to educational materials and more

We understand the importance of medication adherence and therapy support for your patients, and will work with you to help your patients improve their health and well-being. For more information about support for your patients who use Hizentra, please call Cigna Home Delivery Pharmacy at 1.800.351.3606.
Tell us what’s changed

Have you recently changed addresses, specialty type, phone numbers, or Tax Payer Identification Numbers? Have doctors left your group? It’s important to notify Cigna of these changes. Demographic information is used to process claims and 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, 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

People often visit emergency rooms for non-life threatening situations, even though they usually pay more and wait longer. Why? Because they often don’t know where else to go.

You can give your patients other options. Consider providing them with same-day appointments when it’s an urgent problem. And, when your office is closed, consider directing them to a participating urgent care center, rather than the emergency room, when appropriate.

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

Access the Reference Guides

Cigna’s Reference Guides contain many of our administrative guidelines. The guides combine information for physicians, hospitals, ancillary facilities, and other health care professionals. The Cigna Reference Guides include information pertaining to participants with Cigna and GWH-Cigna ID cards.

You can access the 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 receive a paper copy or CD-ROM, call 1.877.581.8912.

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

Help your patients keep medical costs down by referring them to health care professionals in our network. Not only is that helpful to them, but it’s also good for your relationship with Cigna, as it’s in your contract.

There are exceptions to using the network – some are required by law, while others are approved by Cigna before you treat the patient. Of course, if there’s an emergency, use your professional discretion.

For a complete listing of:

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