

guide to the new GWH-CIGNA ID Cards

About Great-West Healthcare and CIGNA ID Cards

The former Great-West Healthcare plans are now administered by CIGNA. We want to advise you of some important changes that you will see as CIGNA continues to integrate the former Great-West Healthcare (GWH) business. In addition, all provider agreements with a former Great-West Healthcare company are now in the name of a CIGNA company. Beginning in January 2010, the Great-West Healthcare name and logo will be eliminated from select ID cards and Explanation of Payment (EOP) forms.

Changes beginning in January 2010:

- We will begin to use **GWH-CIGNA** on new ID cards issued to participants in the former GWH plans, now administered by CIGNA.
- The CIGNA logo will be the only logo displayed on the new ID cards. (The Great-West Healthcare logo will be discontinued.)
- The current Great-West Healthcare ID card and the **new** GWH-CIGNA card will both be in circulation in 2010 and into 2011. The new GWH-CIGNA cards will be issued throughout the year as customers renew their participation in GWH plans.
- Administrative processes are not changing, including claims submission process and contacts.
- EOPs for services provided to patients with the GWH-CIGNA ID card will display the CIGNA logo only.
- On the EOP, claims processed with a network provider discount will include GWH-CIGNA in the claim processing Remark code.

Are your services in-network or out-of-network for an individual with a GWH-CIGNA card?

Patients with GWH-CIGNA at the top of their ID card are customers in former Great-West Healthcare plans, now administered by CIGNA. It's important to be sure that the services you provide are associated with the right CIGNA provider agreement:

If you have an agreement with:	Your services will:
CIGNA HealthCare HMO or Connecticut General Life Insurance Company	Be treated as "out-of-network" for patients with a Great-West Healthcare or GWH-CIGNA ID card until further notice.*
A former Great-West Healthcare company	Continue to be reimbursed at the in-network reimbursement rates for patients presenting a Great-West Healthcare or GWH-CIGNA ID card.
Both CIGNA HealthCare and former Great-West Healthcare	Continue to be reimbursed based upon the in-network reimbursement rates in the former Great-West Healthcare contract for patients presenting a Great-West Healthcare or GWH-CIGNA ID card until further notice.

* Health care professionals and facilities who 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 will continue to be reimbursed at the in-network reimbursement rates for individuals presenting a Great-West Healthcare or GWH-CIGNA ID card.

What you need to know:

The ID card is your consistent resource for correct contact information. While the name and logo will change, all other information remains the same, including:

- Claim address and claim submission process
- Payer ID number
- Precertification procedures
- Customer Service number and web address

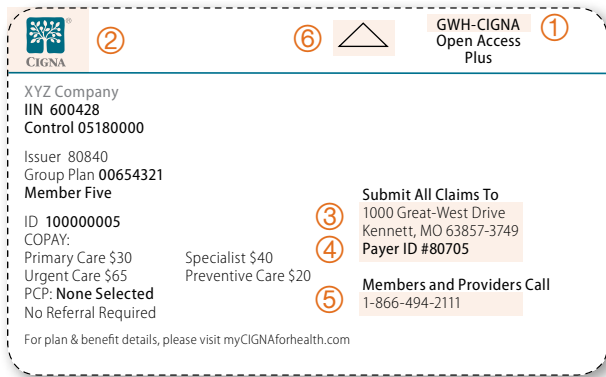


GREAT-WEST
HEALTHCARE

2010 cards

New GWH-CIGNA Card

You will start to see this card in January 2010.



Current Great-West Healthcare Card

You will continue to see this card in 2010 and into 2011.



What's changing

- ① Network Name
- ② Logo

What's staying the same

- ③ Claim address
- ④ Payer ID number
- ⑤ Customer Service number
- ⑥ Third party vendor logo, if applicable
 - Provider web address (on back of card)

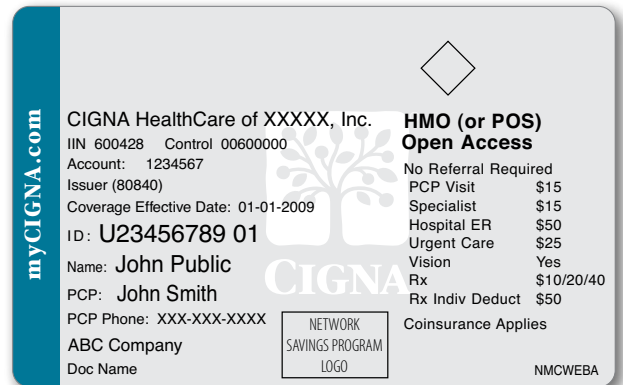
If you have an agreement with:

Only a former Great-West Healthcare company, you are **in-network**;

Only Connecticut General or a CIGNA HealthCare HMO, you are **out-of-network** until further notice.*

Standard CIGNA card

The CIGNA card is distinctly different from the GWH-CIGNA card.



If you have an agreement with:

Only a former Great-West Healthcare company, you are **out-of-network**;

A former Great-West Healthcare company and Connecticut General or a CIGNA HealthCare HMO, you are **in-network**;

Only Connecticut General or a CIGNA HealthCare HMO, you are **in-network**.

Need more information?

CIGNA – Customer Service: 1.800.88CIGNA (882.4462), www.cignaforhcp.com

GWH-CIGNA – Customer Service: 1.800.663.8081, www.greatwesthealthcare.com/providers

* Health care professionals and facilities who 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 will continue to be reimbursed at the in-network reimbursement rates for individuals presenting a Great-West Healthcare or GWH-CIGNA ID card.

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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