Your Contact Information – Medical Infusions and Injections

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For additional information online, go to:

http://cigna.com/ascension

To Find an Open Access Plus (OAP) Network Provider use the following link:


To Appeal a Claim

Cigna Appeals Unit
Attn: Appeal Coordinator
P.O. Box 188011
Chattanooga, TN 37422
Fax: 877-815-4827 (Escalated 860-731-3452)

To File a Claim

Medical Service Center
P.O. Box 182223
Chattanooga, TN 37422-7223
Dear «EE_Salutation_First» «EE_Salutation_Last»,

This letter is to let you know there are some changes to your SmartHealth medical plan coverage for infusions and injections beginning October 1, 2017.

What’s changing?

- **Claims payment and provider management.** Currently, ABS, our medical plan administrator, manages the benefits and claims for infusions and injections. **Beginning October 1, 2017, Cigna will begin administering the benefits and claims for infusions and injections** and managing the network of covered providers. This includes claims for infused/injected medications, the place of service (home, physician’s office, outpatient infusion center, outpatient hospital), and the administration of the infusion or injection. **ABS will continue to manage all other medical plan claims.**

- **Covered providers for infusions and injections.** Beginning October 1, to receive coverage for your infusions or injections, **you must use a provider in the Cigna Open Access Plus (OAP) network.**

What do I need to do?

1. **Make sure your provider is in the Cigna OAP network.** If you are currently receiving infusions or injections at a facility or in your doctor’s office, then review the Cigna OAP network of providers to assure that your provider is in the network. Visit [www.cigna.com/ascension](http://www.cigna.com/ascension) and select the Medical Infusions and Injections tab for a list of providers. If your provider is not in the Cigna OAP network, then call Cigna at 1-855-281-8312 and press #1, then #3, and Cigna Customer Service will help you find a covered provider in your area.

   **NOTE:** You may continue to receive care and medication from providers outside the Cigna OAP network. However, you will be responsible for the cost and your infusion/injection care will not be covered by your SmartHealth medical plan.
2. **Watch for a new Cigna ID card in the mail.** You will no longer use your medical plan ID card for infusion/injection services. If you have any questions or didn’t receive your card, contact Cigna at 1-855-281-8312 toll-free. The customer service line is available 24 hours a day, 7 days a week. Press #1, then #3 to be connected to a customer service representative specializing in infusion/injection services and medication.

If you enroll in a SmartHealth medical plan for 2018, you will receive a new Cigna ID card towards the end of December for your 2018 plan year. Your 2018 card will include information for both the new medical infusions/injections benefits as well as your current pharmacy information.

**What do I need to know about claims processing and prior authorization?**

As long as you receive services from a Cigna Open Access Plus (OAP) provider and your infusion/injectable medications are provided by the Cigna Specialty pharmacy, then your services will be covered at the Ascension Network (Tier 1) level.

Clarification: As long as you receive services from a provider who is contracted with Cigna Open Access Plus (OAP) (which includes SmarthHealth Tier 1 docs with a Cigna OAP contract), your services will be covered at the Ascension Network (Tier 1) level.

If your provider is a Cigna Open Access Plus (OAP) provider, they can continue to buy and bill the infused/injected medication. If your infused/injected medication is purchased through Coram in 2017, these will need to be switched over to Cigna Specialty Pharmacy on January 1, 2018.

Cigna and ABS will both track your claims to assure that your expenses are applied toward your deductible and out-of-pocket maximums.

Many infused/injected medications require prior authorization and medical necessity review. Your Cigna OAP provider will be responsible for obtaining the proper authorization.

**Have questions?**

You can reach the Cigna customer service line for Ascension by calling 1-855-281-8312 toll-free. The customer service line is available 24 hours a day, 7 days a week. Press #1, then #3 to be connected to a customer service representative specializing in infusion/injection services and medication.

Sincerely,

Ascension SmartHealth and Cigna
September 8, 2017

The Ascension SmartHealth Medical Plan - Medical Infusions/Injections Administration is Changing Effective October 1, 2017.

You are receiving this notification as you’ve been identified as a health care provider who has, or is currently treating a patient who is covered under the Ascension SmartHealth Medical Plan.

Something new is coming October 1, 2017:

Beginning October 1, 2017, SmartHealth will partner with Cigna to administer their Medical Infusions/Injections Program for their medical plans.

Cigna will perform:

- Precertification and medical necessity review of all Medical infusion/injection treatment plans
- Perform clinical case management
- Process the claims to include cost of the drug, the administration of the drug, and the place of service, i.e., home, physician office, freestanding outpatient facility and outpatient hospital
- Handle both provider and customer service

Physician offices, outpatient centers, or home health agencies that buy and deliver medical infused/injected drugs will continue to Buy and Bill the drugs and services
provided to SmartHealth plan members through Cigna starting October 1, 2017. Your Cigna Open Access Plus (OAP) contract will be utilized to facilitate the claim reimbursement process. Physician offices, outpatient centers, or home health agencies that utilize Coram for fulfillment of medical infused/injected drugs will begin utilizing Cigna Home Delivery for fulfillment of medical infused/injected drugs for SmartHealth members as of October 1, 2017.

All other medical benefits will remain with the member’s current carrier and will continue to be administered by ABS.

Services must be provided within the Cigna Open Access Plus (OAP) network to be covered.

What phone number do I call for prior authorization and benefit/claim questions?

1-855-281-8312. This customer service line is specific to Ascension and is answered by Cigna staff. Beginning September 1, 2017 there will be specific claim/benefit/prior authorization prompting for health care providers related to the medical infusions/injections. Prompts will include prior authorization direction (#3, #4, #1) as well as benefit/claim direction (#3, #3).

It’s important to note that many of these infused/injected medications require prior authorization and medical necessity review. The infusions/injections and related charges will be subject to the member’s overall medical deductible, coinsurance and out-of-pocket maximum.

What will the ID card look like for this plan?

Sample ID card is shown below. Please understand the benefits depicted are for example purposes only and don’t reflect the member’s actual benefits. There are 5 account numbers and several combinations of deductible and coinsurance offered to Ascension associates based on their location and ministry.
Where do I file claims?

Claims should be sent to the following address: P.O. Box 188223, Chattanooga, TN 37422-7223

What will happen if I file medical claims other than claims specific to medical infusions/injections to Cigna?

These charges will be denied with a specific message on the Cigna Explanation of Payment (EOP) stating that these charges need to be filed with ABS.

What will happen if I file medical infusions/injections with ABS after October 1, 2017?

Claims submitted to ABS from October 1, 2017 through December 31, 2017 will be processed but will include the following message on the Explanation of Payment:
Effective January 1, 2018, Cigna will be assuming the administration of all medical injections/infusions and related charges, i.e., place of service and cost of administration. Claims should be submitted to Cigna, P.O. Box 1882223, Chattanooga, TN 37422-7223. Cigna’s toll-free customer service line for Ascension is 855-281-8312.

Claims submitted to ABS January 1, 2018 and after will be denied and will include the following message on the Explanation of Payment:

This charge was inadvertently sent to ABS/USHL in error. Please submit these charges to Cigna at P.O. Box 182223 Chattanooga, TN 37422-7223 for consideration. If you have any questions, please contact Cigna at 1-855-281-8312.

**How will these medical infusion/injection claims be reimbursed?**

Claims submitted to Cigna will be reimbursed based on Cigna’s Open Access Plus reimbursement/discounts.

**Not currently contracted with Cigna?**

If you are interested in joining the Cigna Open Access Plus medical network, call 1.800.88Cigna (882.4462)

We look forward to working with you to provide these benefits to Ascension’s associates and their covered family members.

Sincerely,

Cigna