Cigna SureFit™ is a new plan offering that builds networks around local physician and hospital groups and provides our customers with access to personal, patient-centered care. Patients get to choose the primary care physician (PCP) that works best for their individual needs. And they can receive all of their care within the community of care network.

Important plan information

<table>
<thead>
<tr>
<th>Hospital network</th>
<th>Boulder Community Hospital (BCH), HealthONE, Sisters of Charity of Leavenworth (SCL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>In-network and out-of-network coverage for emergency care*</td>
</tr>
<tr>
<td>PCP selection</td>
<td>PCP selection is required</td>
</tr>
<tr>
<td>Specialist referrals</td>
<td>Referrals required. Select from health care professionals participating in the network aligned to the Cigna SureFit plan</td>
</tr>
<tr>
<td>Out-of-network coverage</td>
<td>Visits to providers outside of the network aligned to the Cigna SureFit plan are not covered</td>
</tr>
<tr>
<td>National ancillary providers</td>
<td>All Cigna-contracted national ancillary providers currently in the market participate</td>
</tr>
<tr>
<td>Participating health care professionals search</td>
<td>Access the online directory at Cigna.com/hcpdirectory/</td>
</tr>
</tbody>
</table>

*For emergency medical conditions as defined in the plan documents.

Look in the top right corner of the ID card to identify the network aligned to the patient’s plan

You may have to show this card when you receive care. This doesn’t guarantee coverage. Not using this card correctly is fraud. For emergencies, call 911 or get immediate care. Contact your doctor after you get emergency services. If you don’t know if your situation is an emergency, call your doctor or our 24/7 Health Information Line. Customers: Check your plan documents for out-of-network (00N) precertification requirements. This may affect your OON benefits. Health Care Professionals: Check your provider contract for precertification requirements.

Customers: myCigna.com
Health Care Professionals: CignaforHCPC.com

Medical Claims PO Box 188061 Chattanooga, TN 37422-8061 Payer ID #62308
Dental Claims Cigna Dental PO Box 18802 Chattanooga, TN 37422-8027 Payer ID #62308
Rx Claims: Pharmacy Service Center, PO Box 188053 Chattanooga, TN 37422-8053
Customers & Medical & MHSA Health Care Professionals: call 1-866-494-2111
Routine Vision Health Care Professionals call 1-877-478-7557
For Pharmacists Only 800-351-8170
Referrals and precertification

To support coordination of care, PCPs must request referrals to specialists for their patients with a Cigna SureFit plan. Precertification may be required for some services.

If you need to submit a referral or obtain precertification for a patient, please use one of the following options.

- **Health care request and response (ANSI 278):** Contact your electronic data interchange (EDI) or practice management system vendor.
- **Phone:** 1.866.494.2111, choose the prompt for specialist referral or precertification.
- **Fax:** 1.866.873.8279. You can obtain referral and precertification forms on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Form Center > Medical Forms).
- **Mail:** Cigna
  Attn: Precertification and Referral Department
  2nd Floor, 1640 Dallas Parkway, Plano, Texas 75093

Specialists can confirm referrals by using one of the following options.

- The PCP’s written referral presented by the patient
- Calling Cigna Customer Service at **1.866.494.2111.** Choose the prompt for specialist referral

When making referrals, access the online directory at Cigna.com/hcpdirectory/ to find participating physicians, hospitals, and other health care professionals.

To avoid delays in processing your referral or precertification, please confirm your EDI vendor is using “SC” for specialty care review in the Request Category Code field (UM01 segment) for referrals, and “AR” for admission review or “HS” for health services review in the Request Category Code field (UM01 segment) for precertification.

Cigna SureFit service area for Boulder and Denver, Colorado

Adams, Arapahoe, Broomfield, Boulder, Denver, Douglas, and Jefferson counties

The network aligned to the Cigna SureFit plan includes access to many hospital and physician groups, including:

Hospital systems

- Boulder Community Hospital (BCH)
- HCA/HealthONE
- Sisters of Charity of Leavenworth (SCL) (formerly Exempla)

Cigna Collaborative Care (CCC) large physician groups

- Community Medical Associates
- New West Physicians
- PHPprime
- Rose Integrated Health Network

This listing is not all inclusive. For a complete listing of physicians and facilities, please refer to the online health care professional directory at Cigna.com/hcpdirectory/.

Questions? We’re here to help.
Visit CignaforHCP.com or call **1.866.494.2111.**