

Important Contact Information

At CIGNA, we are committed to providing you information that can help manage patient care more effectively, and reduce the complexity of doing business with us. To preserve service quality, use the separate contact channels listed in this document for CIGNA and former Great-West Healthcare business.

If you want to:	Use this service for all CIGNA-related inquiries	Use this service for all inquiries related to the former Great-West Healthcare
Perform the following online transactions: <ul style="list-style-type: none"> ■ Verify patient eligibility and coverage ■ Inquire about patient coverage and covered services ■ Predict the total cost of service and patient liability for specific medical procedures. ■ Request precertification for services ■ View claim coding policies and payment guidelines ■ Review medical or pharmacy coverage positions ■ View the pharmacy formulary ■ View sample ID cards ■ Update address information ■ Obtain a Provider Handbook or Reference Guide ■ Request a copy of your contract ■ Inquire about precertification for services (CIGNA only) ■ Request fee schedule information (CIGNA only) 	www.cignaforhcp.com	www.greatwesthealthcare.com/providers
Perform the following Electronic Data Interchange (EDI) transactions: <ul style="list-style-type: none"> ■ Verify patient eligibility and coverage ■ Inquire about patient coverage and covered services ■ Check the status of a claim ■ Request precertification for services (CIGNA only) ■ Submit claims electronically ■ Receive electronic remittance advice 	CIGNA Managed Care and PPO Payer ID: 62308 CIGNA Medicare Advantage PFFS Payer ID: 86033 Post-N-Track www.post-n-track.com 1.860.257.2030 Existing Clearinghouse or contact Emdeon www.emdeon.com 1.800.845.6592	Great-West Healthcare Payer ID: 80705 Emdeon www.emdeon.com 1.800.845.6592 Post-N-Track www.post-n-track.com 1.860.257.2030 For a list of all available vendors, log on to: www.greatwesthealthcare.com/providers Click on Administrative Guidelines > Claim Submission Information
Perform the following through telephonic transactions: <ul style="list-style-type: none"> ■ Learn about electronic services ■ Verify patient eligibility and coverage ■ Check the status of a claim ■ Request precertification for services ■ Check credentialing status ■ Request an exception to the prescription drug list 	1.800.88CIGNA (882.4462) For CIGNA Medicare Advantage PFFS – 1.800.577.9410	1.800.663.8081 Please verify the appropriate customer service number on the patient's ID card
Provider Services Call Support	1.800.88CIGNA (882.4462) For CIGNA Medicare Advantage PFFS – 1.800.577.9410	1.888.663.8081



it's time® for a change

If you want to:	Use this service for all CIGNA-related inquiries	Use this service for all inquiries related to the former Great-West Healthcare
Submit or inquire about an Appeal or Provider Dispute	1.800.88CIGNA (882.4462) PO Box 5225 Scranton, PA 18505-5225 For CIGNA Medicare Advantage PFFS – 1.800.577.9410	1.800.663.8081 Appeal and Grievances Department Provider Dispute Resolution PO Box 668 Kennett, MO 63857 For California HMO Appeals: Great-West Healthcare Dispute Resolution Process PO Box 6039 Englewood, CO 80155
Submit or inquire about Health Care Professional Credentialing	1.800.88CIGNA (882.4462)	1.866.396.6436
Obtain information about available Medicare Plans	CIGNA Medicare Access® www.cignamedicare.com 1.800.577.9410	N/A
Obtain information about organ and tissue transplant network	CIGNA <i>LifeSOURCE</i> Transplant Network® www.cignallifesource.com 1.800.668.9682	CIGNA <i>LifeSOURCE</i> Transplant Network® www.cignallifesource.com 1.800.668.9682
Specialty pharmacy program (i.e., injectable medications for certain diseases)	CIGNA Specialty Pharmacy Program 1.800.351.3606	CIGNA Specialty Pharmacy Program 1.800.351.3606
Medical Management (including precertification)	1.800.88CIGNA (882.4462), www.cignaforhcp.com or refer to the patient's ID card	1.800.663.8081, www.greatwesthealthcare.com/providers or refer to the patient's ID card
Behavioral Health	www.cignabehavioral.com	Value Options Claims www.valueoptions.com 1.866.714.2960 or Network Participation 1.800.397.1630
High-Tech Radiology	American Imaging Management (CT, NJ, NY) www.americanimaging.net 1.800.252.2021 MedSolutions® (DE/PA, MA, MD, ME, MO {Kansas City}, NH, TN, TX, VA) www.medsolutions.com 1.888.693.3211 National Imaging Associates (AZ, CA, CO, FL, GA, IL, IN, KY, NC, NV, OH, MO {St. Louis}, SC) www.RadMD.com 1.866.214.1703	MedSolutions www.medsolutions.com 1.888.693.3295
Contact a dental network	www.cigna.com 1.800.CIGNA24 (244.6224)	1.800.663.8081
<ul style="list-style-type: none"> ■ Obtain other telephone numbers and addresses ■ Submit a paper claim or appeal 	Refer to the patient's ID card	Refer to the patient's ID card

"CIGNA" and the "Tree of Life" logo are registered service marks of CIGNA Intellectual Property, Inc., licensed for use by CIGNA Corporation and its operating subsidiaries. All products and services are provided exclusively by such operating subsidiaries and not by CIGNA Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company (CGLIC), CIGNA Behavioral Health, Inc., Intracorp, and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc. In Arizona, HMO plans are offered by CIGNA HealthCare of Arizona, Inc. In California, HMO plans are offered by CIGNA HealthCare of California, Inc. and Great-West Healthcare of California, Inc. In Connecticut, HMO plans are offered by CIGNA HealthCare of Connecticut, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. In Virginia, HMO plans are offered by CIGNA HealthCare Mid-Atlantic, Inc. All other medical plans in these states are insured or administered by CGLIC. CGLIC has acquired the business of Great-West Healthcare from Great-West Life & Annuity Insurance Company (GWLA). Certain products continue to be provided by GWLA (Life, Accident and Disability, and Excess Loss). GWLA is not licensed to do business in New York. In New York, these products are sold by GWLA's subsidiary, First Great-West Life & Annuity Insurance Company, White Plains, N.Y. Rights in all marks are reserved by their respective owners.

CGLIC has acquired the business of Great-West Healthcare from Great-West Life & Annuity Insurance Company (GWLA). Certain products continue to be provided by GWLA (Life, Accident and Disability, and Excess Loss). GWLA is not licensed to do business in New York. In New York, these products are sold by GWLA's subsidiary, First Great-West Life & Annuity Insurance Company, White Plains, N.Y. Rights in all marks are reserved by their respective owners.