

# CIGNA HealthCare/HealthPartners Strategic Alliance

## Quick Reference Guide for Providers



To better serve our members, HealthPartners and CIGNA HealthCare have formed a strategic alliance making a national network available to **HealthPartners and CIGNA HealthCare** employer groups and individual customers. The focus of this alliance is on quality care and improving health through a comprehensive provider network.

### What you should know:

- The alliance national network is comprised of the CIGNA National provider network and the HealthPartners provider network.
- HealthPartners service area is Minnesota, North Dakota, Western Wisconsin and Eastern South Dakota.
- CIGNA membership (including Behavioral Health) within the HealthPartners service area will utilize the HealthPartners provider network.
- HealthPartners membership (including Behavioral Health and Transplant networks) will utilize the CIGNA National provider network in areas outside the Minnesota, North Dakota, Western Wisconsin and Eastern South Dakota service area.
- **Members with a CIGNA HealthCare identification card, as shown below, are considered “CIGNA” members.**
- **Members with a HealthPartners identification care, as shown below, are considered “HealthPartners” Members.**

\*\* These ID card samples are examples.

### Sample ID card - CIGNA Plan Administration (Claims are submitted to CIGNA address on back of card)

WWW.CIGNA.COM

You may be asked to present this card when you receive care. The card does not guarantee coverage. You must comply with all terms and conditions of the plan. Willful misuse of this card is considered fraud.

**INPATIENT ADMISSION:**  
Your Network provider must call the toll-free number listed below to pre-certify the above services. Refer to your plan documents for your pre-certification requirements. Failure to do so may affect benefits. In an emergency, seek care immediately, then call your primary care doctor as soon as possible for further assistance and directions on follow-up care within 48 hours.

Send Claims to:  
P.O. Box 5200, Scranton, PA 18505-5200

**Customer Service: 1-800-244-6224 MH/SA 1-800-555-5555**

We encourage you to use a PCP as a valuable resource and personal health advocate

**AWAY FROM HOME CARE**

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### Sample ID card-HealthPartners Plan Administration (Claims are submitted to HealthPartners address on back of card)

**Emergency & Urgently Needed Care**  
For emergency situations, call 911 and/or get medical attention immediately. For medical needs after clinic hours, if possible, call the CareLine<sup>SM</sup> Service at 1-800-284-9745 or call your clinic.

**Claims Submission:** Provider: [www.healthpartners.com/electronicconnectivity](http://www.healthpartners.com/electronicconnectivity)  
Medical: HealthPartners Claims, P.O. Box 1289, Minneapolis, MN, 55440-1289.

**Pharmacy:** Provider: [www.healthpartners.com/formulary](http://www.healthpartners.com/formulary)  
Pharmacist: Submit to PharmaCare with D + member ID. Questions call 1-800-777-1023.

**Precertification:** Contact CareCheck<sup>SM</sup> at 1-888-883-0083.

**Member Services:** [www.healthpartners.com](http://www.healthpartners.com)  
HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309, phone 952-883-5096 or 1-888-922-2313 1-800-530-4966.  
Coverage includes optometry care through the PHCS network.  
Minnesota Commissioner of Health Appeals: phone 651-282-5600 or 1-800-657-3916.

**AWAY FROM HOME CARE**

Offered by HealthPartners

The HealthPartners family of health plans are underwritten and administered by HealthPartners, Inc., Group Health, Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten and administered by HealthPartners Insurance Company.

“CIGNA” and “CIGNA HealthCare” refer to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these operating subsidiaries and not by CIGNA Corporation. These operating subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc. and its affiliates, 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. In Connecticut, HMO plans are offered by CIGNA HealthCare of Connecticut, Inc. In Virginia, HMO plans are offered by CIGNA HealthCare Mid-Atlantic, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company.

**CIGNA Member ID cards:**

**Claims submission:**

- Claims for CIGNA Members
  - Paper claim address located on back of ID card
  - Medical CIGNA Payer ID: 62308
  - CIGNA Behavioral Health Payer ID: SX071
- CIGNA has two options for **electronic claims submission**
  - Direct to CIGNA through Post-N-Track at <http://www.post-n-track.com/>
  - Clearinghouse option – if not already participating through a clearinghouse contact Emdeon at <http://www.webmdenvoy.com/>

**Provider Website:**

- Access member eligibility, benefits, claims status, provider reference guides, and policies and procedures through CIGNA's secure medical provider portal
  - Register at <http://www.cignaforhcp.com/>

**Medical Management:**

- CIGNA medical management policies apply for members with a CIGNA ID card
- CIGNA has a two-level medical management model
- Information regarding which precertification level is required for members is found on the back of the member ID card. Call 1.800.88.CIGNA to obtain precertification, eligibility or benefit information
  - **Personal Health Solutions (PHS)**  
Requires precertification for inpatient admissions
    - **Personal Health Solutions Plus (PHS +)**  
Requires precertification of inpatient admission **and** select outpatient procedures
- Information about CIGNA medical management policies, coverage positions, and precertification is accessed through the secure provider portal [www.cignaforhcp.com](http://www.cignaforhcp.com)
- CIGNA LifeSource Transplant Program call 1.800.668.9682

**Pharmacy**

- CIGNA pharmacy formulary applies. For more information, access <http://www.cigna.com/>

**Behavioral Health:**

- No preauthorization is required for routine outpatient services
- For any other service, contact CIGNA Behavioral Health at the number on the member's ID card or go to <http://www.cignabehavioral.com/> for details.

**HealthPartners Member ID cards:**

**Claims submission:**

- Claims for HealthPartners Members
  - Paper claim address located on back of ID card
  - Provider Claims Customer Service call 1-800-444-4558.
- HealthPartners has multiple options for **electronic claims submission**
  - Visit <http://www.HealthPartners.com/Provider>
    - ➔ "Explore Electronic Transactions (EDI)"

**Provider Portal/Secure Website:**

- Access online eligibility, claims status, and the [HealthPartners Administrative Manual](#) including, but not limited to:
  - [QI Programs](#)
  - [Clinical Guidelines](#)
  - [Medical Record Standards](#)
  - [UM Financial Incentives](#)
  - [Contact Medical Directors regarding UM](#)
  - [UM Criteria](#)
  - [Member Rights & Responsibilities](#)
  - [Member Complaint procedure & process](#)
  - [Confidentiality/Privacy Policies](#)
  - For more information, register and log in at <http://www.HealthPartners.com/provider>
- Member eligibility can also be obtained through Member Services at 1.800.883.2177.
- HealthPartners/CIGNA Alliance Policy: [CIGNA/HealthPartners Alliance](#)

**Medical Management:**

- HealthPartners medical management policies apply for members with a HealthPartners ID card
  - HealthPartners medical management policies, coverage criteria and services requiring prior authorization: <http://www.HealthPartners.com/Provider> select "Coverage Criteria"
- For additional info regarding prior authorization call 1.800.883.2177
- Transplants:
    - For additional info call 1.800.883.2177.

**Pharmacy**

- HealthPartners pharmacy preferred drug list and specialty pharmacy applies. <http://www.HealthPartners.com/Provider> select "Pharmacy Services" then "Search for a Drug" or "Specialty Pharmacy"

**Behavioral Health:**

- HealthPartners Behavioral Health Medical Management applies. See Medical Management.

**Please call CIGNA at 1.800.88.CIGNA with questions**