



# Network News

For Health Care Professionals  
Participating in the Cigna  
and GWH-Cigna Networks

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## Cigna acknowledges American Heart Month

In February, American Heart Month, Cigna will partner with several clients in the Southeast to implement an educational campaign to address high blood pressure in the African American community.

The incidence of high blood pressure is growing in the United States. Nearly one third (30.4 percent) of all Americans have hypertension and more than half (53.5 percent) of those do not have it under control.<sup>1</sup> African Americans are particularly at risk – nearly 40 percent have high blood pressure.<sup>2</sup> In addition, high blood pressure is more severe in African Americans compared to whites, and develops earlier in life.

Unmanaged high blood pressure leads to costly medical conditions such as heart disease and stroke. In 2010, hospitalizations associated with these conditions cost the nation more than \$444 billion in health care expenses and lost productivity.<sup>3</sup>

### Cigna is actively working to address disparities in high blood pressure

As part of the Southeast educational campaign, Cigna customers with high blood pressure will be encouraged to engage in Cigna's health advocacy programs, which are available to them through their Cigna coverage, to improve behaviors that may reduce blood pressure and improve blood pressure control.



Help reduce health disparities and lower blood pressure by encouraging your patients to:

- Regularly monitor their blood pressure
- Engage in a healthy diet and stress reducing behaviors
- Exercise regularly
- Take their medications as directed

<sup>1</sup> National Health and Nutrition Examination Survey (NHANES), 2003 – 2010.

<sup>2</sup> Fact Sheet: Health Disparities in Hypertension and Hypertension Control. Findings from the *CDC Health Disparities and Inequalities Report – United States, 2011* [cdc.gov/minorityhealth/reports/CHDIR11/FactSheets/Hypertension.pdf](http://cdc.gov/minorityhealth/reports/CHDIR11/FactSheets/Hypertension.pdf).

<sup>3</sup> National Center for Chronic Disease Prevention and Health Promotion; Division for Heart Disease and Stroke Prevention.

## Clinical, reimbursement, and administrative policies

In an effort to support access to quality, cost-effective care for your patients with a Cigna insured or administered medical plan, we routinely review clinical, reimbursement and administrative policies, medical coverage positions, and our precertification requirements. As a reminder, reimbursement and modifier policies apply to all claims, including those for your patients with GWH-Cigna ID cards. However, please continue to follow separate claim submission procedures for these patients.

The following table lists planned updates to our coverage policies. **Information about these changes, including an outline of the specific updates, is available on the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Clinical Reimbursement Policies > Coverage Policy Updates) 30 days prior to the effective date of the updated policy.** On this page, you may also view new and updated policies, in their entirety, 90 days prior to the policies' effective date.

If you are not registered for CignaforHCP.com, please register so you may log in and access these policies. Go to CignaforHCP.com and click "Register Now," located in the left side bar. If you do not have Internet access, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

### Planned medical policy updates

Policy name	Update effective date
Biofeedback	February 18, 2013
Cervarix®	February 18, 2013
Electromyography Studies	February 18, 2013
Gardasil®	February 18, 2013
Pneumatic Compression Devices	February 18, 2013
Pulmonary Rehabilitation	February 18, 2013
Somatosensory Evoked Potentials	February 18, 2013
Tests for the Evaluation of Preterm Labor and Premature Rupture of Membranes	February 18, 2013
Ventricular Assist Devices	February 18, 2013

Please note that these planned updates are subject to change. For the most up-to-date information, please visit CignaforHCP.com.

## Precertification changes

On January 1, 2013, the American Medical Association (AMA) and Centers for Medicare & Medicaid Services (CMS) released new CPT® and HCPCS codes. Codes released as part of their updates will be reflected on our precertification list this month.

On February 18, 2013, we will update our list of existing CPT and HCPCS codes to include 47 additional codes that will require precertification. At that time, we will also remove 56 codes from the precertification list.

The precertification list on the Cigna for Health Care Professionals website (CignaforHCP.com) reflects these updates.

To view the complete list of services requiring precertification of coverage, please log in to CignaforHCP.com and click on Precertification Policies under Popular Links. If you are not currently registered for the website, you will need to register to log in. Go to CignaforHCP.com and click on "Register Now," located in the center of the screen.

### Codes that will be added to the precertification list on February 18, 2013

15272, 15274, 15276, 15278, 21325, 33249, 61863, 61867, 61880, 61888, 81210, 81280, 81281, 81282, 81292, 81293, 81294, 81295, 81296, 81297, 81298, 81299, 81300, 81301, 81317, 81318, 81319, 81350, 95805, 95806, 95807, 95808, 95810, 95811, E0986, G0398, G0399, J0881, J0885, J0897, J2504, L8680, L8686, L8687, Q4106, S3834, S3890

### Codes that will no longer require precertification beginning February 18, 2013

15170, 15175, 15330, 15331, 15335, 15336, 36515, 55706, 64622, 64623, 64626, 64627, 65770, 77079, 90901, 90911, 92558, 93025, 0042T, 0075T, 0076T, 0100T, 0141T, 0142T, 0143T, 0155T, 0156T, 0157T, 0158T, 0158T, 0166T, 0167T, 0184T, C1818, E0652, E1801, E1806, E1811, E1812, E1818, E1821, G0416, G0417, G0418, G0419, J7184, L7266, L7272, L7274, Q2040, Q2041, Q2042, S2225, S9090, S9335, S9339

## National Correct Coding Initiatives Policy Update

In our October issue, we told you about a National Correct Coding Initiatives (NCCI) Editing for Facilities policy update that was to take effect on February 1, 2013. **Please note that this update will now take place on March 15, 2013.**

As a reminder, the policy will continue to apply to all or any portion of a covered facility claim, including GWH-Cigna claims, that is based on billed (or a percentage of billed) charges submitted to us on a UB-04 form.

# Electronic claim submission – save time and reduce rejections

Join the many health care professionals who have already discovered the benefits of electronic claim submission.

## Did you know?

Submitting your claims electronically helps:

- Reduce your printing and mailing costs
- Improve claim processing accuracy
- Decrease the chance of transcription errors or missing data

## Get started today

You have two options for submitting claims electronically to Cigna – directly connecting to our systems using software from Post-n-Track®, or connecting through a clearinghouse.

Post-n-Track software is free, easy to install, and requires no training. To enroll, call Post-n-Track at 860.257.2030, or visit Post-n-Track.com and click “Enroll.”

Clearinghouses allow you to submit claims to Cigna through a third party. For the latest information about our clearinghouse vendors and the transactions they support, visit Cigna.com/EDIVendors.

## Reduce rejections and processing delays

There are three frequent causes of electronic claim rejections and processing delays. The following tips should help ensure a successful claim submission:

**Demographic information** – By entering your patient’s demographic information on a claim exactly as it is shown on his or her Cigna ID card, you help prevent claim rejections.

**Newborn claims** – Newborn claims typically reject with reason codes A7:255 (age/diagnosis mismatch) and A7:86 (gender/diagnosis mismatch). By following these guidelines when submitting newborn claims, you can help eliminate rejections:

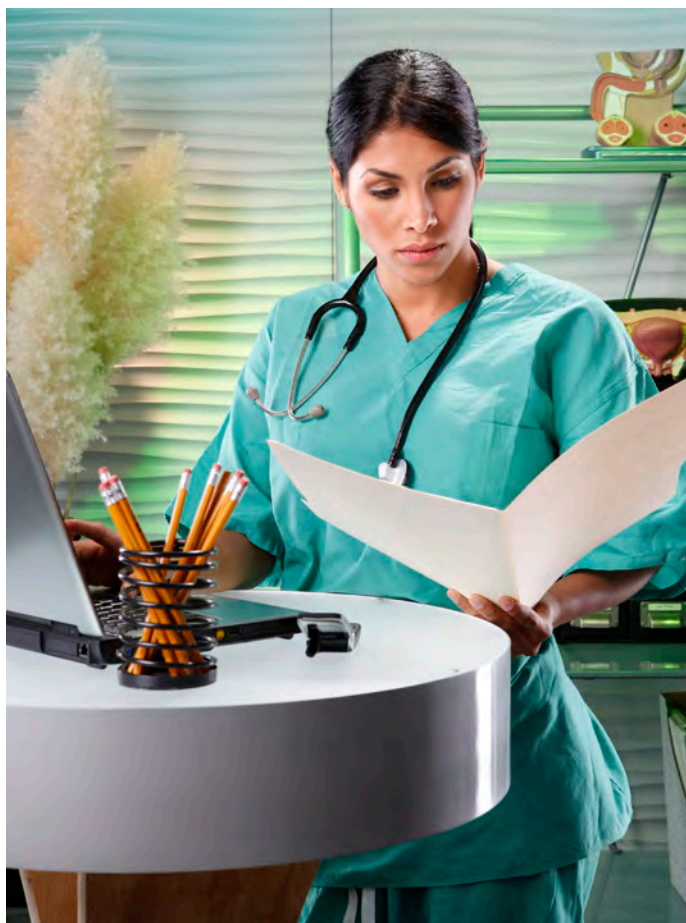
Subscriber information should be submitted with:

- Policyholder’s first and last name
- Policyholder’s Cigna ID number without the suffix (suffix is the last two digits of the ID – e.g., 01, 02)

Patient information should be submitted with:

- First name or “newborn,” “baby boy,” “baby girl,” “twin A,” etc.
- Newborn last name
- Newborn date of birth
- Newborn gender

**Cigna payer ID** – By using the correct Cigna payer ID when submitting electronic or paper claims, you can reduce processing delays.



Payer ID	Claim type
62308	Medical (including GWH-Cigna and Payer Solutions network), behavioral PPO, dental, and Arizona Medicare Advantage HMO
SX071	Employee Assistance Program (EAP) and behavioral HMO
59225	Starbridge Beech Street

## Receive and reconcile your medical and behavioral claim payments sooner

If you enroll in Cigna's electronic funds transfer (EFT) service, you'll receive your medical and behavioral claim payments faster. You can also access your remittance reports (which include details of the claims and payments we make to you) online\*, the same day you receive your payment.

### Enrolling is easy

#### For medical:

- Log in to the Cigna for Health Care Professionals website, CignaforHCP.com > Working with Cigna > Enroll in Electronic Funds Transfer (EFT) Options.
- Not registered for the website? Go to CignaforHCP.com, click "Register Now," and complete the registration information. Once your information has been validated, you can enroll in EFT.

#### For behavioral:

- Go to [www.CignaBehavioral.com](http://www.CignaBehavioral.com) > Providers > Tools and Forms > Electronic Funds Transfer (EFT) Direct Deposit Authorization Form to access an enrollment form.
- Fax the completed form and a voided check to 860.256.6752.

We'll contact your bank to verify your account information.

Unless additional verification is needed, you will begin receiving electronic payments on the next payment cycle.

The enrollment process typically takes four to six weeks. You may check the status of your EFT application during this time.

- For medical: Log in to CignaforHCP.com > Working with Cigna > Manage EFT Settings
- For behavioral: Send an email with your name and Taxpayer ID Number to [ProviderDirectDeposit@Cigna.com](mailto:ProviderDirectDeposit@Cigna.com)

### Remittance reports available online\*

Once you're enrolled in EFT for your medical payments, you can choose how you want to search and view remittance reports:

- Patient name or Cigna ID
- Claim reference number
- Remittance tracking number
- Deposit amount or date

Note: If you are enrolled for electronic remittance advice (ERA) – ANSI 835 – you will still receive your ERA through your electronic data interchange (EDI) vendor.

\*Remittance reports for behavioral EFT payments are not currently available electronically and will be mailed to you.



## New, easier-to-use physician directory on Cigna.com

We've completely redesigned our directory on Cigna.com to offer individuals a simpler, faster way to search for a physician and other types of health care professionals. In addition to easier navigation, they'll notice these enhancements:

- **Intuitive search** – Individuals can search for a physician in terms that make sense to them. For example, they can search for a dermatologist by typing in the words "skin doctor."
- **Personalization of searches** – They can refine their searches at anytime to reflect their personal preferences. For instance, they can find a dermatologist within 10 miles who is female and speaks Spanish.
- **Integration of Google maps** – We've integrated maps into our searches to make it even easier for individuals to locate the most convenient physician offices and other facilities.
- **HMO group affiliation option** – Individuals can filter their results to include their physician's group affiliation using the Refine Results feature located to the left of their search results. Their search results will automatically update once they select their physician's group.

The new health care professional directory is available on Cigna.com by clicking the Find a Doctor tab at the top of the home page.



# Explore the resources available to you at CignaforHCP.com

One of the many benefits of Cigna's secure website for health care professionals (CignaforHCP.com) is that it has a Resources page of practical information that's designed to make your job a little bit easier. Here are some examples of the helpful information you'll find:

<b>Forms Center</b>	Access claim appeal request forms and other documentation.
<b>Clinical Reimbursement Policies and Payment Policies</b>	Find detailed information on Cigna's coverage policies and reimbursement guidelines.
<b>Reference Guides</b>	Obtain administrative guidelines for the programs, policies, and procedures pertaining to Cigna plans.
<b>Using ID Cards</b>	View the ID card brochure for sample ID cards and descriptions of the information you'll see displayed on them. You can save, download, or print the brochure to reference in your office.
<b>Medical Resources</b>	Browse Cigna medical plan and product information, learn more about Cigna's health and wellness programs, or stay up to date on important health topics by reviewing recent Cigna communications.
<b>eCourses</b>	Take just-in-time, self-study learning modules on industry topics, Cigna's processes, and the electronic solutions available to you.

If you don't find what you're looking for, click the Feedback button located at the lower right corner of the page. We welcome your suggestions.

## Network News is going all digital

Based on your feedback, *Network News* will become an *all-digital* publication later this year. You will be able to quickly and easily share and save articles of interest without the hassle of paper copies. You will still have the option to print out the newsletter for yourself. Plus, we're adding more features that you've requested. You will be able to easily print individual articles or the entire newsletter without any photos or graphics, saving you paper and toner.

### Sign up today to receive *Network News* by email

Join the majority of health care professionals who already enjoy the benefits of receiving *Network News* electronically. It's easy to sign up. If you're registered to use the Cigna for Health Care Professionals website, log in to CignaforHCP.com > Settings and Preferences. Then, review your email address to ensure it is correct, and you will automatically receive *Network News* by email. If your email is incorrect, you may correct it there. You may also sign up by emailing us at NetworkNewsEditor@Cigna.com or faxing us at 1.646.467.5697.



Please include this information in your email or fax:

- Cigna Provider ID or Taxpayer Identification Number (TIN)
  - Email address (can be multiple addresses per Provider ID or TIN)
  - Name and job title for each email address provided
  - Practice type (physician, hospital, or ancillary)
  - Primary address, city, state, and ZIP code
- Anyone from your office may receive *Network News* by email.

Even if you don't provide an email address, you can always download and print the latest version of *Network News* on our website.

*Network News* is posted the first week of each quarter (January, April, July, and October) at Cigna.com > Health Care Professionals > Newsletters. If you prefer to receive *Network News* each quarter in the mail, please use the same email and fax contact instructions above to let us know.

If you have questions, please email us at NetworkNewsEditor@Cigna.com.

# Market Medical Executive contact information

Cigna Market Medical Executives (MMEs) are an important part of our relationship with health care professionals. They provide personalized service within their local regions and help answer your health care related questions. MMEs cover specific geographic areas so they are able to understand the local community nuances in health care delivery. This allows them to provide you with a unique level of support and service.

**National**

Nicholas Gettas, MD, Chief Medical Officer, Cigna Regional Accounts | 1.804.344.3038

**Northeast region**

Dan Nicoll, MD, Regional Medical Executive | NJ, NY | 1.201.533.4717

Frank Brown, MD	DC, MD, VA	1.804.344.2384
Jordan Ginsburg, MD	KS, MO, NE	1.314.290.7308
Peter McCauley, Sr., MD, CPE	IL, IN, MN, WI, ND, SD	1.312.648.5131
Robert Hockmuth, MD	CT, MA, ME, NH, RI, VT	1.603.268.7567
Ronald Menzin, MD	NY, NJ	1.631.247.4526
Christina Stasiuk, DO	DE, MI, OH, PA, WV	1.215.761.7168

**Southeast region**

Jordan Ginsburg, MD, Regional Medical Executive | KS, MO, NE | 1.314.290.7308

Robert W. Hamilton, MD	GA, AL	1.404.443.8820
Michael Howell, MD, MBA, FACP	FL, USVI	1.407.833.3130
Edward Hunsinger, MD	NC, SC	1.336.945.6597
Robert McLaughlin, MD	AR, KY, MS, TN	1.423.763.6764
Mark J. Netoskie, MD, MBA, FAAP	LA, South TX	1.713.576.4465
Frederick Watson, DO, MBA, CPE	North TX, OK	1.972.863.5119

**West region**

Jennifer Gutzmore, MD, Regional Medical Executive | Southern CA | 1.818.500.6459

Jacob Asher, MD	Northern CA	1.415.374.2520
John Keats, MD	AZ, NV	1.602.341.9330
Mark Laitos, MD	CO, NM, UT, WY	1.303.566.4705
Mary O'Neill, MD, MBA	AK, HI, ID, MT, OR, WA	1.206.625.8846
James Wang, MD	NV	1.702.938.2802



**Reasons to call your MME**

- Ask questions and obtain general information around Cigna's clinical policies and clinical programs.
- Ask questions regarding your specific practice and utilization patterns.
- Report or request assistance around a quality concern involving your patients with Cigna coverage
- Request or discuss recommendations for improvements or development of our health advocacy, affordability, or cost transparency programs.
- Recommend specific physicians or facilities for inclusion in our networks or identify clinical needs within the networks.
- Identify opportunities to enroll your patients in Cigna health advocacy programs.



## Laboratory referrals

Did you know that **your patients can save up to 75 percent on the cost of covered laboratory services** by staying in network? If you refer a patient to a non-participating laboratory or send their tests or samples to a non-participating laboratory, the patient will be responsible for the out-of-network costs. These costs can be considerable, especially for patients who do not have out-of-network benefits.

When individuals need laboratory services, they rely upon their physician to refer them for the appropriate testing, in the most affordable setting. That's why we offer you many choices of participating laboratories that provide general and specialty laboratory testing in locations convenient for both you and your patients.

### Locate a participating laboratory

Our network of participating laboratories consists of an extensive choice of regional and national providers of laboratory services, including Laboratory Corporation of America and Quest Diagnostics, Inc. For the most current list of participating laboratories in your area, please visit our website at [Cigna.com](http://Cigna.com) or [CignaforHCP.com](http://CignaforHCP.com).

## New Cigna product – LocalPlus<sup>SM</sup>

On January 1, 2013, Cigna introduced LocalPlus, a new suite of health care plans that includes a smaller network of participating health care professionals. LocalPlus creates more product flexibility for employers in Tennessee and Houston, Texas, who are seeking new ways to improve the health and well-being of their employees.

### About LocalPlus

- LocalPlus includes a suite of plans – LocalPlus, LocalPlus IN, Choice Fund LocalPlus, and Choice Fund LocalPlus IN. All plans offer the full scope of services provided by traditional Cigna-administered plans, within a select group of health care professionals.
- Cigna's existing administrative guidelines, claim submission processes, policies, and procedures apply to LocalPlus.
- You will continue to have access to the same resources you use today. These include online capabilities through the Cigna for Health Care Professionals website ([CignaforHCP.com](http://CignaforHCP.com)), claim submission processes, and health advocacy programs that help employees engage in wellness efforts and manage chronic conditions.
- The LocalPlus plans provide Away From Home Care. Plan participants will have access to the same health care professionals that are in Cigna's national Open Access Plus (OAP) network when they are away from home.

Beginning in January, some of your patients may present the new LocalPlus ID card. The cards will contain information about where to submit claims, customer service contacts, and benefits.

For more information about LocalPlus, please call us at 1.800.88Cigna (882.4462).



## YouTube videos on high blood pressure management

Cigna has three videos available on YouTube, created specifically to help your patients learn how to manage their high blood pressure through medication management, nutrition, and exercise:

Please encourage your patients to go to these links or simply search on YouTube for Cigna and hypertension:

- **High Blood Pressure and Medication Management**  
[youtube.com/watch?v=U1jMjHVz6zl](http://youtube.com/watch?v=U1jMjHVz6zl)
- **High Blood Pressure and Nutrition**  
[youtube.com/watch?v=YQPCyrs5H5c&feature=relmfu](http://youtube.com/watch?v=YQPCyrs5H5c&feature=relmfu)
- **High Blood Pressure and Exercise**  
[youtube.com/watch?v=e4TBrVePrtc&feature=relmfu](http://youtube.com/watch?v=e4TBrVePrtc&feature=relmfu)



These engaging and easy-to-understand videos may help your patients understand the importance of taking their medications properly, what foods to eat and which ones to avoid, and tips on exercise, as they learn to manage their blood pressure. What they learn by watching these videos may also help them better retain and understand the direction and support you provide.



## Cultural competency training and resources

Cultural competency resources are available to health care professionals on the Cigna.com and CignaforHCP.com websites. You will be able to access links to resources at no extra cost to you. Resources include articles, training, videos, a health equity brochure, as well as a powerful public service announcement on the importance of language interpreters in health care.



### Visit either of these websites to learn more:

- [Cigna.com > Health Care Professionals > Resources for Health Care Professionals > Health & Wellness Programs > Cultural Competency Training and Resources](#)
- [CignaforHCP.com > Resources > Medical Resources > Doing Business with Cigna > Cultural Competency Training and Resources](#)

## New Quick Guide to Cigna ID cards available soon

Cigna's 2013 Quick Guide to Cigna ID Cards will be available early first quarter 2013. Keep this handy guide at your fingertips to see information that appears on Cigna's most common ID cards. It can also help you understand the differences among our various plans.

The new guide includes samples of Cigna's most common ID cards and an easy-to-use key so you can quickly and efficiently process your patient's information.

Download a copy of the latest Quick Guide to Cigna ID Cards by logging in to the secure Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Doing Business with Cigna). It is also available at Cigna.com > Health Care Professionals > Resources for Health Care Professionals > Doing Business with Cigna.



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## Cigna acknowledges American Heart Month

Cigna also recently collaborated with the Robert Wood Johnson Foundation's *Finding Answers* program and RAND Corporation to study how different groups of individuals respond to health communications and financial incentives to monitor their blood pressure. Interestingly, the study found that customers enrolled in the study who had slightly elevated blood pressure were far more receptive to the health message than were people with significantly higher blood pressure.

As a health care professional, you can help influence your patients' health outcomes and encourage them to make improvements. Join Cigna in the campaign to reduce health disparities and high blood pressure by encouraging your patients with Cigna coverage to regularly monitor their blood pressure and manage behaviors such as diet, exercise, and stress. You can also encourage your patients with Cigna coverage to learn more about the health advocacy programs offered to them through their Cigna medical plan by calling the toll-free number on their ID card, or by logging in to [myCigna.com](http://myCigna.com) (Manage My Health > My Health Programs & Resources).

### Available resources

We provide helpful information on understanding and effectively communicating to culturally diverse patients. Our cultural competency training and resources are available, at no charge, on Cigna's websites:

- [Cigna.com](http://Cigna.com) > Health Care Professionals > Resources for Health Care Professionals > Health & Wellness Programs > Cultural Competency Training and Resources
- [CignaforHCP.com](http://CignaforHCP.com) > Resources > Medical Resources > Doing Business with Cigna > Cultural Competency Training and Resources

The website includes a health equity brochure, cultural competency assessment, and additional links to articles, training, and other similar resources. You may also email the Cigna Health Disparities Council at [HealthDisparitiesCouncil@Cigna.com](mailto:HealthDisparitiesCouncil@Cigna.com) if you have any questions about cultural competency and health equity in health care.



**When you understand your patients' diverse values, beliefs, and behaviors, as well as their social, cultural, and linguistic needs, you can individualize your treatment approach to help ensure better adherence and improved health outcomes.**

## One website for all Cigna patient information – coming soon!

In early 2013, you will no longer have to log in to our Secured Provider Portal (GWHCignaforHCP.com) to access tools, information, and real-time transactions for your patients who receive care through the GWH-Cigna network. You can perform the same tasks – verify eligibility and benefits, submit a precertification request, check the status of a claim, and much more – for all patients covered by a Cigna medical plan on one website – CignaforHCP.com.

In the October 2012 *Network News*, we told you about our newly designed Cigna for Health Care Professionals website (CignaforHCP.com), and new features that you can customize to fit your needs and the way you work. Providing access to information and transactions for patients who receive care through the GWH-Cigna network plan is another enhancement to streamline the electronic services offered through CignaforHCP.com.

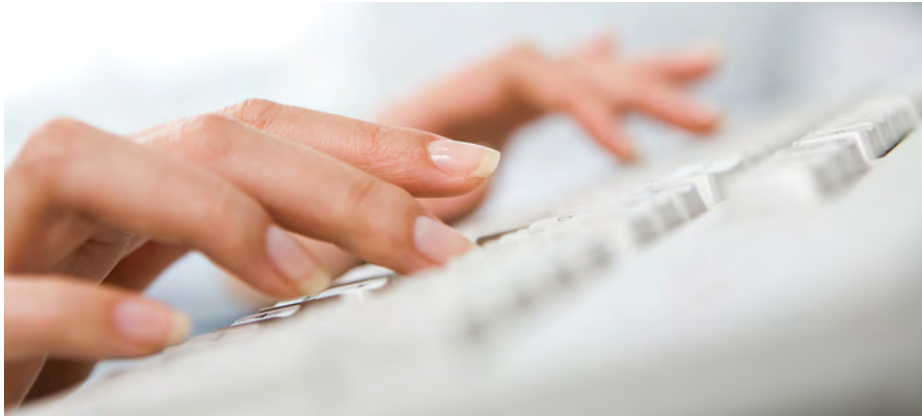
### **Get access to CignaforHCP.com today**

Registering is easy. Visit [CignaforHCP.com](http://CignaforHCP.com), and click “Register Now.”

If you or someone in your office is already registered for CignaforHCP.com as a Primary Administrator, that person can assign website access to others in the office by logging in to CignaforHCP.com and clicking the “Working with Cigna” tab. Information about assigning access will be on the left side of the page.

Offering you one website for all online patient information and services is one of several ways we are listening to you and making improvements to your electronic service experience with us.





## Tell us what's changed

Have you recently changed addresses, specialty type, phone numbers, or Taxpayer Identification Numbers? Have doctors left your group? It's important to notify Cigna of these changes. Demographic information is used to process claims and send you communications. It's also published in the Cigna health care professional directories.

You may contact us as noted below or submit changes electronically using the online form available on the Cigna for Health Care Professionals website at [CignaforHCP.com](http://CignaforHCP.com) and on the Secured Provider Portal at [GWHCignaforHCP.com](http://GWHCignaforHCP.com).

### If you are located in:

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**AL, AR, DC, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, USVI, or VA**

**Email:** [PDMTampa@Cigna.com](mailto:PDMTampa@Cigna.com)

**Fax:** 1.888.208.7159

**Mail:** Cigna PDM, 2701 North Rocky Pointe Dr., Suite 800, Tampa, FL 33607

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**CT, DE, IL, IN, MA, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, or WV**

**Email:** [ProviderData@Cigna.com](mailto:ProviderData@Cigna.com)

**Fax:** 1.877.358.4301

**Mail:** Two College Park Dr., Hooksett, NH 03106

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**AK, AZ, CA, CO, KS, MO, NV, OR, UT, WA, or WY**

**Email:** [PDMGlendale@Cigna.com](mailto:PDMGlendale@Cigna.com)

**Fax:** 1.860.687.7336

**Mail:** 400 North Brand Blvd., Suite 300, Glendale, CA 91203

## Urgent care for non-emergencies

People often visit emergency rooms for non-life threatening situations, even though they usually pay more and wait longer. Why? Because they often don't know where else to go.

You can give your patients other options. Consider providing them with same-day appointments when it's an urgent problem. And, when your office is closed, consider directing them to a participating urgent care center, rather than the emergency room, when appropriate.

For a list of Cigna's participating urgent care centers, view our Health Care Professionals Directory at [Cigna.benefitnation.net/Cigna/docdir.aspx](http://Cigna.benefitnation.net/Cigna/docdir.aspx).

## Reference Guides

Cigna's Reference Guides contain many of our administrative guidelines. The guides combine information for physicians, hospitals, ancillary facilities, and other health care professionals. The Cigna Reference Guides include information pertaining to participants with Cigna and GWH-Cigna ID cards.

You can access the Cigna Reference Guides at either of the websites below, including the state-specific guides, where applicable. You must be a registered user to access these sites.

- [CignaforHCP.com](http://CignaforHCP.com) > Resources > Reference Guides > Medical Reference Guides > Health Care Professional Reference Guides
- [GWHCignaforHCP.com](http://GWHCignaforHCP.com) > Tools & Resources > Health Care Professional Reference Guides

If you are not registered for the website, click on "Register Now" to enroll. If you prefer to receive a paper copy or CD-ROM, call 1.877.581.8912.

## Letters to the editor

Your comments or suggestions for the editor are always welcome. Please email [NetworkNewsEditor@Cigna.com](mailto:NetworkNewsEditor@Cigna.com) or write to:

Cigna

Attn: Health Care Professional Communications

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Hartford, CT 06152

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