

Better health.

We're in it together.

PROVIDER DIGITAL SOLUTIONS

Tools to make your life easier



PROVIDER DIGITAL SOLUTIONS OVERVIEW

Tools that help streamline your office workflow and increase productivity

| Tool | Solution |
|---|--|
| Cigna for Health Care Professionals website | <ul style="list-style-type: none"> • Access patient eligibility, benefits, claim status, resource information and much more 24/7 at CignaforHCP.com. For an overview of the website, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/websiteOverview.pdf |
| Electronic data interchange (EDI) | <ul style="list-style-type: none"> • Reduce time and costs by accessing eligibility, benefits, claims, and more • Transmit health care information quickly and securely between providers, payers, and vendors • To learn more about EDI vendors, click here: Cigna.com/EDIVendors. |
| Eligibility and benefits | <ul style="list-style-type: none"> • Access detailed patient coverage and benefit information • To learn more about eligibility and benefits, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/eligibility.pdf |
| Patient out-of-pocket cost estimator | <ul style="list-style-type: none"> • Use the Cigna Cost of Care Estimator® tool to provide patients with accurate medical and behavioral out-of-pocket estimates and facilitate financial discussions before care, at check-in, or check-out • To learn more about the Cigna Cost of Care Estimator, click here: https://cignaforhcp.cigna.com/secure/content/pdf/resourceLibrary/eCourses/usingThisWebsite/medical/cignaCostOfCareEstimator.pdf |
| Online precertification | <ul style="list-style-type: none"> • Submit and track medical and behavioral precertification requests • To learn more about online precertification, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/onlinePrecertification.pdf |



PROVIDER DIGITAL SOLUTIONS OVERVIEW (CONT.)

Tools that help streamline your office workflow and increase productivity

| Tool | Solution |
|---|--|
| Electronic claims submission and claims status inquiry | <ul style="list-style-type: none"> • Decrease the chance of transcription errors or missing data • Track claims received electronically, which are automatically archived before processing • View, track and monitor claim status reports • Save time on resubmissions – incomplete or invalid claims can be reviewed and corrected online • To learn more about electronic claims submission, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/medBehaviorClaimSubmit.pdf • To learn more about claims status inquiry, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/edi.pdf |
| Electronic funds transfer (EFT) and electronic remittance advice (ERA) | <ul style="list-style-type: none"> • Receive and reconcile your payments faster with EFT and ERA • Use ERA with your accounts receivable system to help save time and reduce costs and posting errors • Avoid mail delays with EFT deposits. Claim payments are deposited directly into your bank account. Funds are available the day of the deposit, which increases efficiency and improves cash flow • To learn more about EFT and online remittance reports, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf • To learn more about ERA, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDipra.pdf |
| Online remittance reports | <ul style="list-style-type: none"> • Get detailed payment information at your fingertips and access to your remittance reports the same day you receive your electronic payment • To learn more about online remittance reports, click here: https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf |



INDIVIDUAL AND FAMILY PLANS: CONNECT NETWORK

Markets effective January 1, 2018



Agenda

- › Connect Network overview
- › Primary care physician selection and referrals
- › ID cards
- › Plans purchased On-Marketplace
- › Cigna for Health Care Professionals website
- › Health care professional directory
- › Questions?



CONNECT NETWORK OVERVIEW



KEY FEATURES

Connect Network is composed of a narrow number of our participating physicians, hospitals, specialists, and other health care professionals.

| Market | On- or off Marketplace | Network name | PCP required? | Referral required? | Away from home care? | Out-of-network benefits? | Emergency Benefits |
|----------------------------------|------------------------|-----------------|---------------|--------------------|----------------------|--------------------------|--------------------|
| Virginia – Northern and Richmond | On and Off | Connect Network | Yes | Yes | No | No | Yes |

A customer enrolled in a Connect network can use only health care professionals who participate in the network.



CONNECT NETWORK

Key participating hospitals and physician groups* aligned to Connect plans

| Market | Hospitals* |
|----------------------|---|
| Virginia Northern | Hospital Corporation of America (HCA), Novant Health, Virginia Hospital Center, Sentara |
| Virginia Richmond | Hospital Corporation of America (HCA), Virginia Hospital Center |

* Not an all-inclusive list. Please visit Cigna.com/ifp-providers to search for physicians and facilities.



ID CARDS

Connect network

Sample ID card images*

Connect Network G

Cigna Health and Life Insurance Company
Medical/RX

| | |
|-------------------------------------|----------------------------|
| Group: 00880100 | Primary Care \$25/0% |
| Issuer (80840) | Specialist \$50/0% |
| ID: 999999999 | Urgent Care \$25/0% |
| Name: John Q. Doe | ER \$150/0% |
| PCP: John J Johnson MD 888-888-8998 | Hospital Ded/10% |
| Referral Required | Rx Copay \$10/20/30/60/100 |
| Cigna Connect Flex Gold | Rx Ded \$0 |
| RxBIN 600428 RxPCN 05180000 | RxCoins 0%/0%/50%/75%/100% |
| RxGrp 00880100 RxID 999999999 00 | |

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 (OON) precertification requirements. This may affect your OON benefits. **Health Care Professionals:** Check your provider contract for precertification requirements.

Customers: myCigna.com
Health Care Professionals: CignaforHCP.com
Reserved for Network Claims Address if required - this addressing wraps to 2 lines.

Medical Claims: PO Box 188061 Chattanooga, TN 37422-8061 Payer ID #62308
Dental Claims: Cigna Dental PO Box 188037 Chattanooga, TN 37422-8037 Payer ID #62308
Rx Claims: Pharmacy Service Center, PO Box 188053, Chattanooga TN 37422-8053
For Premium, Billing and Enrollment Questions please call: 1-877-900-1237 (On Exchange)
1-877-484-5967 (Off Exchange)

Customers & Health Care Professionals call 1-866-494-2111
Routine Vision Health Care Professionals call 1-877-478-7557
For Pharmacists Only 800-351-9170

619 Mask 606 and 607 Issue Date: 01/01/2016

Identifies the network

Identifies if the customer has selected a PCP and if referrals are required

*For illustrative purposes only

**If a patient shows up without an ID card, you can identify the patient's plan and network by accessing one of our electronic tools or calling Customer Service



HEALTH CARE PROFESSIONAL DIRECTORY

Cigna.com

Online health care professional directory

Select Find a Doctor

The screenshot shows the Cigna.com website interface. At the top, there is a navigation bar with links for Personal, Business, Health Care Professionals, International, About Cigna, Careers, and Contact Us. Below this is the Cigna logo and a search bar with a 'Find a Doctor' button highlighted in orange and circled in red. A blue arrow points from the text 'Select Find a Doctor' to this button. Below the search bar are several menu items: Individual & Family Plans, Cigna Medicare, International Plans, Offered Cigna Through Work?, and Health & Wellness. The main content area features three promotional cards: 'HEALTH INSURANCE' with a 'VIEW PLANS' button, 'CIGNA MEDICARE' with a 'LEARN ABOUT COVERAGE' button, and 'TIME TO SAY "AHHH"' with a 'LEARN MORE' button. At the bottom of the main content area is an orange bar with the text 'I WANT TO: FIND A DOCTOR | CHECK A CLAIM | GET A QUOTE | GET AN INTERNATIONAL QUOTE | GET AN ID CARD'.



Cigna.COM (CONT.)

Online health care professional directory (cont.)



Login to myCigna

Find a Doctor

Search



Home » Choose a Directory

Select this option

SELECT A DIRECTORY



IF YOU ALREADY HAVE A CIGNA PLAN

LOG IN OR REGISTER FOR MYCIGNA



FOR PLANS OFFERED THROUGH WORK OR SCHOOL

FIND A DOCTOR OR DENTIST USING THIS DIRECTORY



FOR PLANS THAT YOU BUY ON YOUR OWN OR THROUGH A STATE OR FEDERAL INSURANCE MARKETPLACE

VIEW PLANS AVAILABLE IN YOUR STATE



FOR MEDICARE PLANS

FIND A DOCTOR OR DENTIST USING THIS DIRECTORY



MYCIGNA.COM

Online health care professional directory



Customers can also locate a health care professional by visiting myCigna.com.

[LOGIN / REGISTER](#)

[HOW TO REGISTER](#)

[SITE BENEFITS](#)

Login to myCigna.com

User ID

Password

[LOGIN](#)

[Forgot User ID](#) | [Forgot Password](#) | [Login Help](#)

Don't have a user ID and Password?

[REGISTER NOW](#)

[REGISTRARSE EN ESPAÑOL](#)

Registering to take the Health Assessment?

If you or your dependent(s) are registering to take the Health Assessment, each person must register separately and then log in with their own User ID and Password.

¿Está buscando myCigna en español? [Obtenga más información.](#)



Your Health Has Met Its AppSM

Introducing the simple, personalized myCigna Mobile App.
Download it today!



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