

CIGNA AND PRIORITY HEALTH: STRATEGIC ALLIANCE

Quick Reference Guide for Providers

January 2021

Cigna has entered into a new Strategic Alliance with Priority Health. This partnership enables us to leverage the best capabilities of both organizations, and deliver a health care experience in Michigan's Lower Peninsula that is more predictable and simplified for providers and customers.

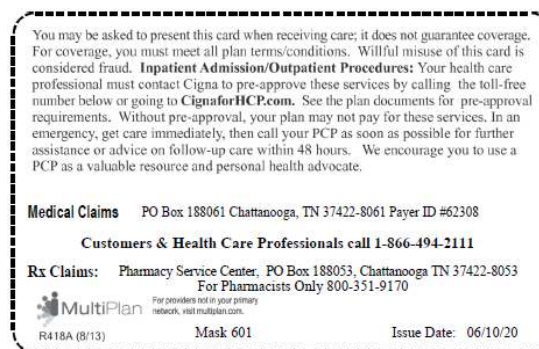
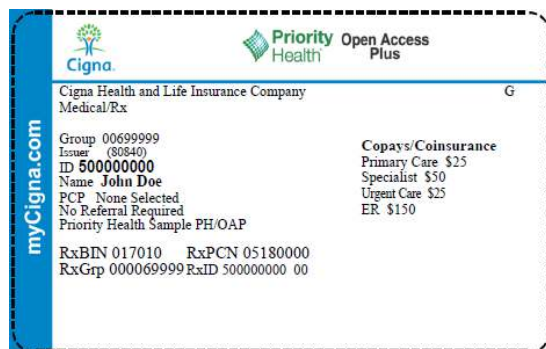
What you should know

- Customers who are able to access care through this Strategic Alliance will have an ID card – either issued by Priority Health or Cigna – that contains both company logos.
- The Priority Health service area is located in Michigan's Lower Peninsula.
- **Cigna commercial customers** with Cigna ID cards will have access to Cigna's nationwide network. When these customers live in or travel to Michigan, they will be able to access in-network care through the Priority Health preferred provider organization (PPO) network.
- **Priority Health customers** with Priority Health ID cards will have access to the entire Priority Health network. When these customers live in or travel outside of Michigan, they will be able to access in-network care through the Cigna Open Access Plus (OAP) network.

Sample ID card: Cigna administration

Please note: The ID card shown below is for illustration purposes only.

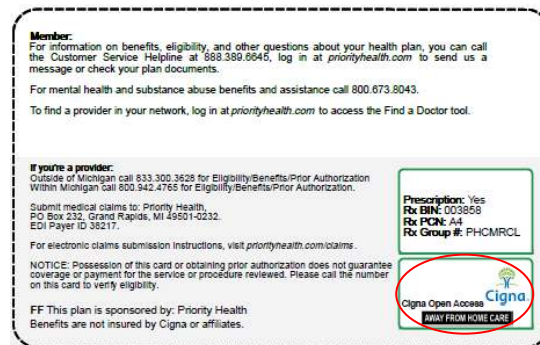
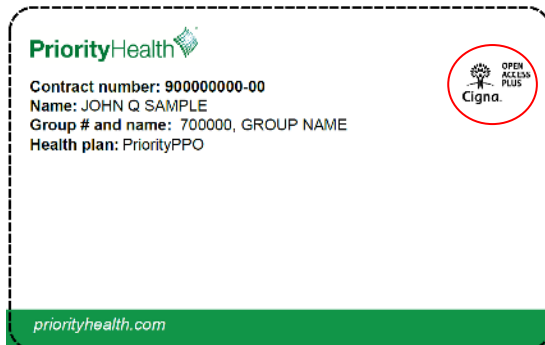
Your patients with Cigna-administered plans who live **inside** of the Priority Health service area in Michigan will have an ID card that looks similar in appearance to the one below.



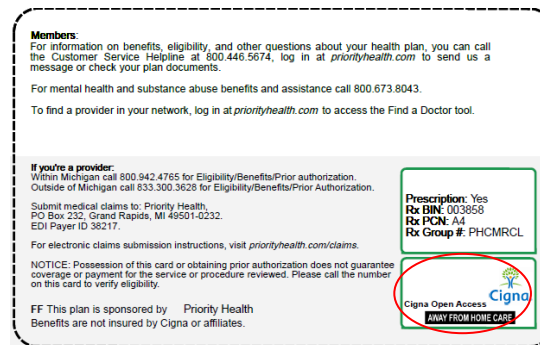
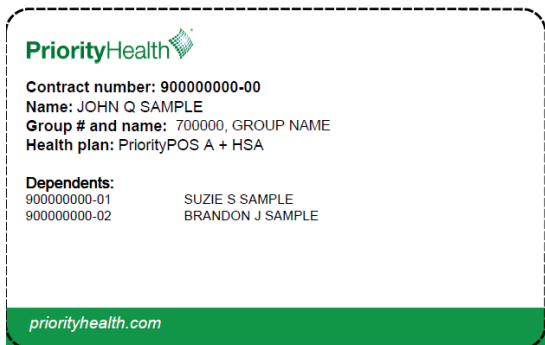
Sample ID cards: Priority Health administration

Please note: These ID cards are for illustration purposes only.

Your patients with Priority Health-administered plans who live **outside** of Michigan will have an ID card that looks similar in appearance to the one shown below. On the front of the card, it will display Open Access Plus next to the Cigna logo. On the back of the card, it will display Cigna Open Access Away from Home Care.



Your patients with Priority Health-administered plans who live **in** Michigan and travel into the Cigna service area will have an ID card that looks similar in appearance to the one shown below. It will only display Cigna Open Access Away From Home Care on the back of the ID card.



Cigna and Priority Health Strategic Alliance plan administration

To help answer your questions about how to administer Cigna and Priority Health plans, refer to the chart below. **For patients with Cigna coverage** (ID cards issued by Cigna, including GWH-Cigna and “G” ID cards), refer to the information in the middle column. **For patients with Priority Health coverage** (ID cards issued by Priority Health), refer to the information in the last column.

| Question | Primary administrator | |
|---|---|---|
| | Cigna | Priority Health |
| How do I identify Cigna or Priority Health as the primary plan administrator? | See page 1 – “Sample ID card: Cigna administration.” | See above – “Sample ID cards: Priority Health administration.” |
| What is the medical network and governing medical contract for reimbursement? | <ul style="list-style-type: none"> In MI, Priority Health contractual terms and reimbursement apply. Cigna national ancillary agreements in place will supersede for Cigna customers. In all other states, Cigna’s contractual terms and reimbursement apply. | |
| What is the behavioral health network? | Cigna Behavioral Health or other mental health plan provider, based on employer group | <ul style="list-style-type: none"> In MI: Priority Health Outside MI: Cigna Behavioral Health |



| Question | Primary administrator | |
|--|---|--|
| | Cigna | Priority Health |
| How do I confirm eligibility and benefits for patients? | <ul style="list-style-type: none"> Visit CignaforHCP.com > Patients (To use this tool, you must be a registered user with access to view patient information.) Cigna Customer Service: 800.88Cigna (882.4462) Electronic data interchange (EDI) clearinghouse | <ul style="list-style-type: none"> Visit PriorityHealth.com > Provider > Provider Manual > Check patient eligibility (To use this tool, you must be a registered user with access to view patient information.) In MI: 800.942.4765 Outside MI: 833.300.3628 EDI clearinghouse |
| Where do I submit claims? | Electronic: Payer ID 62308 Paper: Address on back of ID card | Electronic: Payer ID 38217 Paper: Address on back of ID card |
| Who processes claims and issues the explanation of payment, explanation of benefits, or statement of account? | Cigna | Priority Health |
| How can I review claim status? | <ul style="list-style-type: none"> See back of patient's ID card. Cigna Customer Service: 800.88Cigna (882.4462) | <ul style="list-style-type: none"> See back of patient's ID card. In MI: 800.942.4765 Outside MI: 833.300.3628 |
| What is the address to submit an appeal? | <ul style="list-style-type: none"> Most Cigna ID cards: Cigna Attn: Cigna Appeals Unit PO Box 188011 Chattanooga, TN 37422 Cigna ID cards with GWH-Cigna or "G" on the front: Cigna Attn: Cigna Appeals Unit PO Box 188062 Chattanooga, TN 37422-8062 Visit CignaforHCP.com > Clinical reimbursement & payment policies > Claim Appeals Policies and Procedures | Visit PriorityHealth.com > Provider > Provider Manual > Reviews & appeals |
| Who do I contact for precertification requests or medical management services (including medical benefit drugs)? | <ul style="list-style-type: none"> Visit CignaforHCP.com > Patients > View and submit precertification (To use this tool, you must be a registered user with precertification access.) Cigna Customer Service: 800.88Cigna (882.4462) | <ul style="list-style-type: none"> Visit PriorityHealth.com > Provider > Provider Manual > Authorizations (To use this tool, you must be a registered user with precertification access.) See back of patient's ID card. |
| Who do I contact for high-tech imaging services, including precertifications requests? | eviCore healthcare: 888.693.3297 or eviCore.com | Visit PriorityHealth.com > Provider > Provider Manual > Authorizations (To use this tool, you must be a registered user with precertification access.) |

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