### Medicare Advantage Provider Quick Reference Guide

#### Ancillary Services / Supplemental Benefits

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Laboratory Services</td>
<td>LabCorp: Call: 1-888-522-2677; Quest Diagnostic Laboratories: Call: 1-866-697-8378</td>
</tr>
<tr>
<td>Behavioral Health Substance Abuse</td>
<td>Call: 1-866-780-8546; Fax: 1-866-949-4846</td>
</tr>
<tr>
<td>Post Hospital Meal Benefit</td>
<td>Available to patients post-discharge from an acute inpatient stay. Call GA Foods: 1-866-481-2721</td>
</tr>
</tbody>
</table>

For questions concerning Supplemental Benefits, please call Provider Service: 1-800-230-6138

#### High-Technology Radiology and Diagnostic Cardiology Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiation Therapy</td>
<td>Call: 1-866-666-4452; Fax: 1-800-540-2406</td>
</tr>
<tr>
<td>Radiology/Cardiology</td>
<td>Call: 1-888-693-3211; Fax: 1-888-693-3210</td>
</tr>
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Please call at numbers below for Precertification or go online to: Evicore.com

#### Prior Authorization

Prior Authorization must be obtained for the following services: Inpatient and Elective Admission Notification, Home Health Care, DME and Outpatient Services. For requirements, visit: MedicareProviders.Cigna.com > Prior Authorization

Prior Authorization can be obtained through HS Connect Provider Portal: HSCConnectOnline.com/Login

or by calling Provider Customer Service at: 1-800-230-6138

#### Referrals

HMO referrals vary by plan. PPO plan referrals are not required.

Referrals for specialists can be obtained through our HS Connect Provider Portal.

To register for HSConnect visit: HSCConnectOnline.com/Login

To call or email the HSConnect Help Desk: 1-866-952-7596 | HSConnectHelp@HSConnectOnline.com

#### Claim Processing

Claims questions: 1-800-230-6138 | Appeals questions: 1-800-511-6943 | Fax: 1-800-931-0149

Electronic claims may be submitted through:
- Change Healthcare/Avality (Payor ID: 63092 or 52192)
- SSIGroup/Proxymed/Medassets/Zirmed/OfficeAlly/GatewayEDI (Payor ID: 63092)
- Relay Health (Professional claims CPID: 2795 or 3839, Institutional claims CPID: 1556 or 1978)

Mail Paper Claims to: Cigna Medicare Advantage, PO Box 981706, El Paso, TX 79998

Mail Appeals to: Cigna Medicare Advantage Appeals, PO Box 24087, Nashville, TN 37202

Mail Reconsideration Requests to: Cigna Medicare Advantage Reconsiderations, PO Box 20002 Nashville, TN 37202

#### Compliance

To report potential fraud, waste, or abuse please contact Cigna Medicare Advantage’s Special Investigations Unit.

By mail: Cigna Medicare Advantage Attn: Special Investigations Unit PO Box 20002, Nashville, TN 37202

By email: SpecialInvestigations@Cigna.com Attn: Cigna Medicare Operations

By phone: 1-800-667-7145

#### Pharmacy

Pharmacy - Part D

Prior Authorization Requests: CoverMyMeds.com (Preferred method)

Formulary Website: Cigna.com/Medicare/Resources/Drug-List-Formulary | Fax: 1-866-845-7267


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