

MEDICARE ADVANTAGE QUICK REFERENCE GUIDE



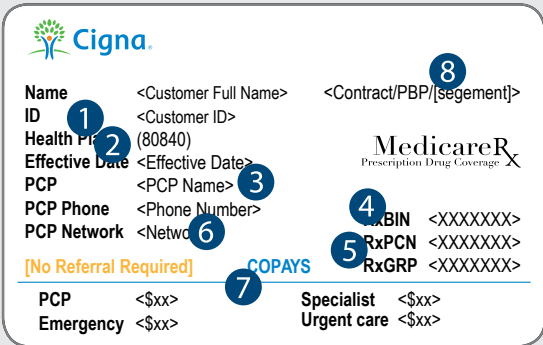
Arizona

Website	For general information visit: Cigna.com	Health care professionals visit: MedicareProviders.Cigna.com/az-region
Eligibility verification	Customer Service provides eligibility and copay information for plan members.	Call: 1-800-627-7534 Visit: ClaimStatMCIS.com
Customer service	Providers and customers call: 1-800-627-7534 Representatives are available to assist with: <ul style="list-style-type: none"> › Provider eligibility and resources › Benefits information 	<ul style="list-style-type: none"> › Claims › Appeals › PCP change requests › Customer engagement
Ancillary services/ Supplemental benefits	Outpatient laboratory services LabCorp: 1-602-453-8100 or 1-800-788-9743 Sonora Quest: 1-602-685-5000 or 1-800-766-6271 Ancillary services Hi-Tech Radiology Authorizations (MRI, CT, PET) – eviCore Imaging: <ul style="list-style-type: none"> › Call: 1-888-693-3297 › Fax: 1-888-693-3210 Home health care Professional Health Care Network: 1-602-395-5100 Infusion Coram Home Health Infusion: 1-480-240-3200 DME Preferred Home Health DME: 1-480-446-9010	Transportation Access2Care: 1-800-285-8818 (TTY 711) In-home NP services Optum: 1-866-217-0220 Behavioral health/Substance abuse Cigna network (Please call for authorizations): 1-800-866-6534 Dental services Administered through Cigna dental: 1-800-367-7037 Routine vision Maricopa county: 1-800-627-7534 Pima county: 1-888-886-1995
Medical management – including PreCert/Prior Authorization (PA)	Health Services Prior Authorization Prior authorization can be obtained through: <ul style="list-style-type: none"> › Cigna inpatient › Admission notification › Home health care › DME › Prior Authorization › Outpatient services › Elective admission notification 	Call: 1-800-558-3644 If faxing, send: Attention: AZ Medicare 1-866-730-1896
Care Management Support	For Care Management Support Services call Monday - Friday 8:00AM - 5:00PM CST To refer a patient email or call: Email: CareManagementSupport@cigna.com Call: 1-866-382-0518, Option 2	Services: <ul style="list-style-type: none"> › Transition of Care › Care Coordination › Social Determinants of Health › Interdisciplinary Care Team Meetings
Claim processing	Claims and Appeals For questions and claim status call Customer Service: 1-800-627-7534 Use Payor ID 62308 when submitting electronic claims. Mail paper claims to: <ul style="list-style-type: none"> › Cigna Medicare Advantage PO Box 38639 Phoenix, AZ 85069 Submit appeals to: <ul style="list-style-type: none"> › Cigna Medicare Advantage Appeals › P.O. Box 188081 › Chattanooga, TN 37422 › Or fax: 855-350-8671 	Submit payment disputes to: <ul style="list-style-type: none"> › Cigna Medicare Services ATTN: Medicare Claims Department Provider Payment Disputes 25500 North Norterra Drive Phoenix, AZ 85085 › Or fax: 1-860-731-3463 › Do not send disputes to PO Box.
Claimstat (Online portal)	Experience the ease of ClaimStat. Your online solution for eligibility verification and claim payment review. Call: 1-855-944-3037 Option 4 For after hours: Option 7 Email: Support@AvidityHCS.com	Visit: Avidity HCS, Inc. 10851 N Black Canyon Hwy., Suite 560 Phoenix, AZ 85029



HELP IS JUST A PHONE CALL AWAY.

Call Cigna Medicare Pharmacy Service Center at 1-877-813-5595 8 a.m. – 2 a.m. EST Monday – Friday, 8 a.m. – 8 p.m. EST Saturday

Compliance	To report potential fraud, waste, or abuse please contact Cigna’s Special Investigations unit: Email: SpecialInvestigations@Cigna.com ATTN: Cigna Medicare Operations
Network Operations Coding & Documentation	<p>Call: 1-800-627-7534 Call: 1-800-667-7145 Fax: 1-860-771-4368</p> <p>Chronic Care Quality Initiative (CCQI) supports provider coding and documentation, 360 Exam and offers CME educational opportunities. Visit: Coding and Documentation">MedicareProviders.Cigna.com/az-region > Coding and Documentation Email: Donna.Prichard@Cigna.com</p>
Sample ID card	<p>Cigna Medicare Advantage Preferred (HMO)</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="375 338 914 680" style="border: 1px solid black; padding: 5px;">  <p>Cigna</p> <p>Name <Customer Full Name> <Contract/PBP/Segment> 8</p> <p>ID <Customer ID> 1</p> <p>Health Plan (80840) 2</p> <p>Effective Date <Effective Date></p> <p>PCP <PCP Name> 3</p> <p>PCP Phone <Phone Number></p> <p>PCP Network <Network> 6</p> <p>[No Referral Required] 7 COPAYS</p> <p>PCP <\$xx> 7 Specialist <\$xx></p> <p>Emergency <\$xx> Urgent care <\$xx></p> <p style="text-align: center;">MedicareRx Prescription Drug Coverage</p> <p>4 RxBIN <XXXXXXX></p> <p>5 RxPCN <XXXXXXX></p> <p>5 RxGRP <XXXXXXX></p> </div> <div data-bbox="946 338 1482 680" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">This card does not guarantee coverage or payment.</p> <p style="text-align: center;">[Services may require a referral 9 or an authorization by the Health Plan.] [Medicare limiting charges apply.]</p> <p>[Customer Service <--Toll Free Number --> (TTY 711)]</p> <p>[Provider Services <Phone Number>]</p> <p>[Authorization/Referral <Phone Number>]</p> <p>[Provider Medical Claims <Address>]</p> <p>[Pharmacy Help Desk <Phone Number>]</p> <p>[Pharmacy Claims <Address>]</p> <p>[Dental Services <Phone Number>]</p> <p>[Provider Dental Claims <Address>]</p> <p style="text-align: center;">[<URL>]</p> </div> </div> <p>Key:</p> <ol style="list-style-type: none"> 1. Use this ID number for all claims and inquiries. 2. Issuer: This number is the same for all Cigna customers. 3. Name of patient’s primary care physician (PCP). 4. RxBIN/Rx PCN: Pharmacies use these number to identify Cigna customers. 5. Rx Group: Internal identifier for Cigna customers. 6. POD: Provider group/specialist identifier. 7. Collect any copayment at the time of service. 8. PBP: Plan ID number assigned by Medicare. 9. Payor ID: For medical claims purposes. 10. Submit claims to the claim submission address shown on the card.
Eligibility Verification	<p>All Participating Providers are responsible for verifying a patient’s eligibility at each and every visit.</p> <p>How to verify customer eligibility</p> <p>You can verify customer eligibility the following ways:</p> <ul style="list-style-type: none"> ▶ You must call Cigna to verify eligibility when the patient cannot present identification or does not appear on your monthly eligibility roster. <ul style="list-style-type: none"> – Provider Services: 1-800-627-7534, Monday-Friday: 8 a.m. - 5 p.m. – Use ClaimStat: ClaimStatMCIS.com ▶ Ask to see the patient’s Identification Card. <ul style="list-style-type: none"> – Noted on the ID card is the patient’s identification number, plan code, name of PCP copayment, and effective date. Since changes do occur with eligibility, the card alone does not guarantee the patient is eligible. ▶ Pursue additional proof of identification. Each PCP office is provided with a monthly member roster upon request, which lists new and current Cigna patients with their effective dates. Please be sure to refer to the most current month’s member roster.
Demographic changes and directory	<p>Update contact or Demographic changes Email: Intake_PDM@Cigna.com Must include old and new information, TIN, NPI and effective date.</p> <p>Online directory Visit: ProviderSearch.HSConnectOnline.com/OnlineDirectory</p>
Pharmacy	<p>Pharmacy – Part D</p> <p>Prior Authorization Requests: Fax: 1-866-845-7267 CoverMyMeds.com (Preferred method) Forms: Cigna.com/HealthSpringDrugForms Home Delivery: 1-877-813-5596 Questions? Call: 1-877-813-5595 Formulary Website: Cigna.com/Medicare/Part-D/Drug-List-Formulary</p>

URGENT REQUEST REMINDER: ONLY mark requests as expedited (urgent) if waiting more than 72 hours could harm patient’s health. Standard coverage determination requests are reviewed within 72 hours.