## Medicare Advantage Provider Quick Reference Guide

### Ancillary Services / Supplemental Benefits

Please visit our provider directory for a current listing of participating laboratories. MedicareProviders.Cigna.com > Online Provider Directory

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

### Behavioral Health Substance Abuse

(Please call for authorizations) Call: 1-866-780-8546 Fax: 1-866-949-4846

### Post Hospital Meal Benefit

Available to patients post-discharge from an acute inpatient stay. Call GA Foods: 1-866-481-2721

### 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: HSConnectOnline.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: HSConnectOnline.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/Availity (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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