



IMPORTANT NOTIFICATION

RE: Correction to the Fall 2019 - Cigna Medicare Advantage Network Insider- 2020
Billing Guidelines Article

Dear Provider Partner:

At Cigna, we continually strive to keep our providers informed on the most updated and current information. As a commitment to our partnership, you are receiving this letter as notification that the article **2020 Billing Guidelines Cigna Medicare Advantage 360 Comprehensive Assessment** published in the **Fall 2019 – Cigna Medicare Advantage Network Insider** is inaccurate. The billing process for the 360 Comprehensive Assessment is specific to each market and should follow market specific guidance.

We have on-demand training available to assist you to complete the comprehensive risk assessment exams. To view available training, visiting the following website address: <https://medicareproviders.cigna.com/icd-10>.

We are here to help. If you have any questions, or need further information:

- Contact your Network Representative
- Call Provider Customer Service at **1-800-230-6138**
- Send an email to CCQI@healthspring.com

Please accept our apologies for any confusion this article may have caused to you and your staff.

Sincerely,

Michele Prichard, MS, APRN, ANP-BC | Quality Clinical Management Advisor
Chronic Care Quality Initiative

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