

<p><b>Key Resources</b></p>	<p>Provider Customer Service: <a href="tel:1-800-230-6138">1-800-230-6138</a>   Provider Website: <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a>                  Provider Manual: <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a> &gt; <a href="#">Provider Manual</a>                  ICD-10 Coding &amp; Documentation/360 Comprehensive Assessment &gt; <a href="https://www.MedicareProviders.Cigna.com/ICD-10">MedicareProviders.Cigna.com/ICD-10</a></p>						
<p><b>Eligibility Verification / Co-Payment Information</b></p>	<p>Customer Service: <a href="tel:1-800-668-3813">1-800-668-3813</a>   Provider Portal: <a href="https://www.HSConnectOnline.com/login">HSConnectOnline.com/login</a></p>						
<p><b>Ancillary Services / Supplemental Benefits</b></p>	<p><b>OUTPATIENT LABORATORY SERVICES</b>                  LabCorp   Call: <a href="tel:1-888-522-2677">1-888-522-2677</a>                  Quest Diagnostic Laboratories                  Call: <a href="tel:1-866-697-8378">1-866-697-8378</a></p>	<p><b>BEHAVIORAL HEALTH/ SUBSTANCE ABUSE</b>                  (Please call for authorizations)                  Call: <a href="tel:1-866-780-8546">1-866-780-8546</a>                  Fax: <a href="tel:1-866-949-4846">1-866-949-4846</a></p>	<p><b>POST HOSPITAL MEAL BENEFIT</b>                  Available to patients post-discharge from an acute inpatient stay                  Call GA Foods: <a href="tel:1-866-481-2721">1-866-481-2721</a></p>				
<p>For questions concerning <b>Supplemental Benefits</b>, please call Provider Service   Call: <a href="tel:1-800-230-6138">1-800-230-6138</a></p>							
<p><b>High-Technology Radiology and Diagnostic Cardiology Services</b></p>	<p><b>Please call at numbers below for Precertification or go online to: <a href="https://www.Evicore.com">Evicore.com</a></b></p> <table border="0" data-bbox="376 695 1552 932"> <tr> <td data-bbox="376 695 816 806"> <p><b>RADIATION THERAPY:</b>                      Call: <a href="tel:1-866-686-4452">1-866-686-4452</a>                      Fax: <a href="tel:1-800-540-2406">1-800-540-2406</a></p> </td> <td data-bbox="823 695 1552 764"> <p><b>PROVIDER RESOURCES:</b>  <a href="https://www.Evicore.com/Resources/HealthPlan/Cigna-Medicare">Evicore.com/Resources/HealthPlan/Cigna-Medicare</a></p> </td> </tr> <tr> <td data-bbox="376 814 816 932"> <p><b>RADIOLOGY/CARDIOLOGY:</b>                      Call: <a href="tel:1-888-693-3211">1-888-693-3211</a>                      Fax: <a href="tel:1-888-693-3210">1-888-693-3210</a></p> </td> <td data-bbox="823 779 1552 932"> <p><b>WEB PORTAL SUPPORT EMAIL:</b>  <a href="mailto:Portal.Support@Evicore.com">Portal.Support@Evicore.com</a>  <b>CUSTOMER SERVICE:</b>  <a href="mailto:ClientServices@Evicore.com">ClientServices@Evicore.com</a></p> </td> </tr> </table>			<p><b>RADIATION THERAPY:</b>                      Call: <a href="tel:1-866-686-4452">1-866-686-4452</a>                      Fax: <a href="tel:1-800-540-2406">1-800-540-2406</a></p>	<p><b>PROVIDER RESOURCES:</b>  <a href="https://www.Evicore.com/Resources/HealthPlan/Cigna-Medicare">Evicore.com/Resources/HealthPlan/Cigna-Medicare</a></p>	<p><b>RADIOLOGY/CARDIOLOGY:</b>                      Call: <a href="tel:1-888-693-3211">1-888-693-3211</a>                      Fax: <a href="tel:1-888-693-3210">1-888-693-3210</a></p>	<p><b>WEB PORTAL SUPPORT EMAIL:</b>  <a href="mailto:Portal.Support@Evicore.com">Portal.Support@Evicore.com</a>  <b>CUSTOMER SERVICE:</b>  <a href="mailto:ClientServices@Evicore.com">ClientServices@Evicore.com</a></p>
<p><b>RADIATION THERAPY:</b>                      Call: <a href="tel:1-866-686-4452">1-866-686-4452</a>                      Fax: <a href="tel:1-800-540-2406">1-800-540-2406</a></p>	<p><b>PROVIDER RESOURCES:</b>  <a href="https://www.Evicore.com/Resources/HealthPlan/Cigna-Medicare">Evicore.com/Resources/HealthPlan/Cigna-Medicare</a></p>						
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<p><b>Prior Authorization</b></p>	<p>Prior Authorization must be obtained for the following services: Inpatient and Elective Admission Notification, Home Health Care, DME and Outpatient Services.                  For requirements, visit <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a> &gt; <a href="#">Prior Authorization</a>                  Prior Authorization can be obtained through HS Connect Provider Portal: <a href="https://www.HSConnectOnline.com/Login">HSConnectOnline.com/Login</a> or by calling Provider Customer Service at: <a href="tel:1-800-230-6138">1-800-230-6138</a></p>						
<p><b>Referrals</b></p>	<p><b>HMO referrals vary by plan. PPO plan referrals are not required.</b>                  Referrals for specialists can be obtained through our HS Connect Provider Portal.                  To register for HSConnect visit: <a href="https://www.HSConnectOnline.com/Login">HSConnectOnline.com/Login</a>                  To call or email the HSConnect Help Desk: <a href="tel:1-866-952-7596">1-866-952-7596</a>   <a href="mailto:HSConnectHelp@HSConnectOnline.com">HSConnectHelp@HSConnectOnline.com</a></p>						
<p><b>Claim Processing</b></p>	<p>Claims questions: <a href="tel:1-800-230-6138">1-800-230-6138</a>   Appeals questions: <a href="tel:1-800-511-6943">1-800-511-6943</a>   Fax: <a href="tel:1-800-931-0149">1-800-931-0149</a>                  Electronic claims may be submitted through:</p> <ul style="list-style-type: none"> <li>• Change Healthcare/Availity (Payor ID: <a href="tel:1-800-63092">63092</a> or <a href="tel:1-800-52192">52192</a>)</li> <li>• SSIGroup/Proxymed/Medassets/Zirmed/OfficeAlly/GatewayEDI (Payor ID: <a href="tel:1-800-63092">63092</a>)</li> <li>• Relay Health (Professional claims CPID: <a href="tel:1-800-2795">2795</a> or <a href="tel:1-800-3839">3839</a>, Institutional claims CPID: <a href="tel:1-800-1556">1556</a> or <a href="tel:1-800-1978">1978</a>)</li> </ul> <p>Mail Paper Claims to: <a href="https://www.Cigna.com">Cigna Medicare Advantage</a>, PO Box 981706, El Paso, TX 79998                  Mail Appeals to: <a href="https://www.Cigna.com">Cigna Medicare Advantage Appeals</a>, PO Box 24087, Nashville, TN 37202                  Mail Reconsideration Requests to: <a href="https://www.Cigna.com">Cigna Medicare Advantage Reconsiderations</a>                  PO Box 20002                  Nashville, TN 37202</p>						
<p><b>Compliance</b></p>	<p>To report potential fraud, waste, or abuse please contact Cigna Medicare Advantage's Special Investigations Unit</p> <table border="0" data-bbox="376 1719 1552 1829"> <tr> <td data-bbox="376 1719 816 1829"> <p>By mail: <a href="https://www.Cigna.com">Cigna Medicare Advantage</a>                      Attn: Special Investigations Unit                      PO Box 20002, Nashville, TN 37202</p> </td> <td data-bbox="823 1719 1552 1829"> <p>By email: <a href="mailto:SpecialInvestigations@Cigna.com">SpecialInvestigations@Cigna.com</a>                      Attn: Cigna Medicare Operations                      By phone: <a href="tel:1-800-667-7145">1-800-667-7145</a></p> </td> </tr> </table>			<p>By mail: <a href="https://www.Cigna.com">Cigna Medicare Advantage</a>                      Attn: Special Investigations Unit                      PO Box 20002, Nashville, TN 37202</p>	<p>By email: <a href="mailto:SpecialInvestigations@Cigna.com">SpecialInvestigations@Cigna.com</a>                      Attn: Cigna Medicare Operations                      By phone: <a href="tel:1-800-667-7145">1-800-667-7145</a></p>		
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<p><b>Pharmacy</b></p>	<p><b>PHARMACY – PART D</b>                  Prior Authorization Requests: <a href="https://www.CoverMyMeds.com">CoverMyMeds.com</a> (Preferred method)                  Formulary Website: <a href="https://www.Cigna.com/Medicare/Resources/Drug-List-Formulary">Cigna.com/Medicare/Resources/Drug-List-Formulary</a>   Fax: <a href="tel:1-866-845-7267">1-866-845-7267</a>                  Forms: <a href="https://www.Cigna.com/Medicare/Resources/Drug-Search">Cigna.com/Medicare/Resources/Drug-Search</a>   Questions? Call: <a href="tel:1-877-813-5595">1-877-813-5595</a></p>						