

# Cigna-HealthSpring

## Claims Mailing Address and Payor ID



### Recent Communication

You may have recently received notification advising of a change in the paper claims submission address, as well as a change in electronic Payor IDs. We would like to take this opportunity to clarify that the change only applies to the address that all paper claims should be submitted to.

**The previous update asking you to switch to exclusively utilizing electronic Payor ID of 52192, was incorrect.** For all valid Payor IDs, as well as the address to submit paper claims, please review the information to the right. This information will also be updated in our 2015 Provider Manual, which will be posted for your review at the following location: <http://www.cigna.com/iwov-resources/medicare-2015/docs/2015-hcp-manual-texas.pdf>.

We sincerely apologize for any confusion the previous communication may have caused. Should you have any questions regarding this update, please feel free to contact the Cigna-HealthSpring Provider Service Center at 1-800-230-6138, or you may reach out to your local Network Operations Representative.

### Cigna-HealthSpring Claims Address

#### Mail Paper Claims to:

Cigna-HealthSpring  
PO Box 981706  
El Paso, TX 79998

#### Mail Appeals to:

Cigna-HealthSpring  
PO Box 24087  
Nashville, TN 37202

#### Mail Itemized Statements & Medical Records to:

Cigna-HealthSpring  
PO Box 20002  
Nashville, TN 37202

#### Electronic Payor ID:

Electronic claims may be submitted through:

- Emdeon (Payer ID: **63092** or **52192**)
- SSIGroup (Payer ID: **63092**)
- Availity (Payer ID: **63092** or **52192**)
- Proxymed (Payer ID: **63092**)
- Medassets (Payer ID: **63092**)
- Zirmed (Payer ID: **63092**)
- OfficeAlly (Payer ID: **63092**)
- GatewayEDI (Payer ID: **63092**)
- Relay Health (Professional claims CPID: **2795** or **3839**  
Institutional claims CPID: **1556** or **1978** )



If you have questions about the claims address you should use, please call the Cigna-HealthSpring Provider Service Center at 1-800-230-6138.