

INFORMATION FOR PROVIDERS



Cigna SureFit – Kansas City

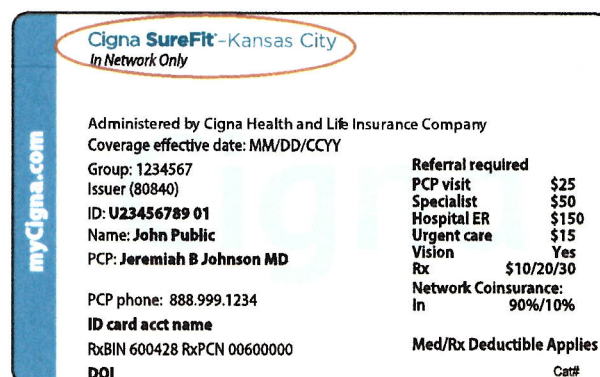
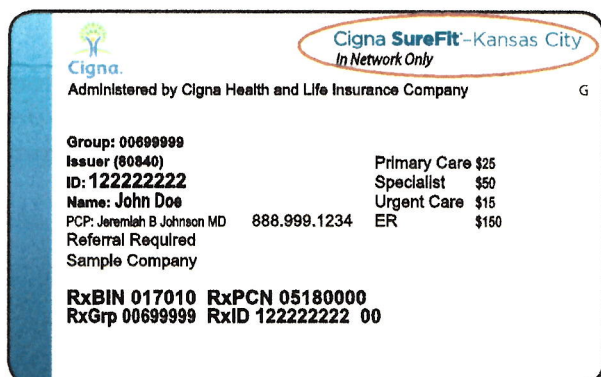
Cigna SureFit® is a new plan offering that builds networks around local physician and hospital groups and provides our customers with access to personal, patient-centered care.

Important plan information for the Kansas City area

Emergencies*	In-network and out-of-network coverage for emergency care
PCP selection	PCP selection is required
Specialist referrals	Referrals required
Out-of-network coverage	No out-of-network coverage
National ancillary providers	All Cigna-contracted national ancillary providers participate
Participating provider search	Access the online directory at Cigna.com/hcpdirectory/ and select Cigna SureFit Kansas City

*For emergency medical conditions as defined in the plan documents.

Look at the top of the ID card to identify the network aligned to the patient's plan



Images for illustrative purposes only. Please refer to the patient's Cigna ID card for specific plan information.

Together, all the way.®



Referrals and precertification

To support coordination of care, **PCPs must request referrals to specialists** for their patients with a Cigna SureFit plan. Precertification may be required for some services.

If you need to submit a referral or obtain precertification for a patient, please use one of the following options.

› **Health care request and response (ANSI 278):**

Contact your electronic data interchange (EDI) or practice management system vendor.

› **Phone:** 1.866.494.2111, choose the prompt for specialist referral or precertification.

› **Fax:** 1.866.873.8279

You can obtain a referral form on the Cigna for Health Care Professionals website (**CignaforHCP.com** > Resources > Form Center > Medical Forms).

› **Mail:** Cigna, Attn: Precertification and Referral Department, 2nd Floor, 1640 Dallas Parkway, Plano, Texas 75093

Specialists should have an open dialogue with the referring PCP to understand the customer's needs and why a referral was submitted.

Specialists can confirm referrals by using one of the following options.

- › The PCP's written referral presented by the patient
- › Calling Cigna Customer Service at **1.866.494.2111**. Choose the prompt for specialist referral

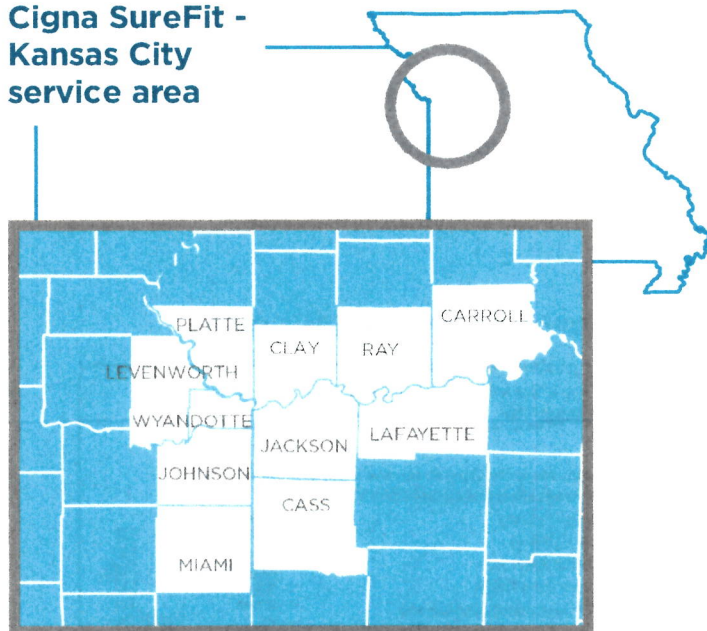
Providers can confirm precertification by using one of the following options.

- › Health care request and response (ANSI 278)
- › Calling Cigna Customer Service at **1.866.494.2111**

Eligibility

Providers should always verify a patient's eligibility at the time of service to determine whether a patient is covered based upon the eligibility information available to Cigna at that time. Eligibility can be verified at **CignaforHCP.com** or through a practice management vendor or clearinghouse submission of an eligibility and benefit inquiry and response (ANSI 270/271) transaction.

Cigna SureFit - Kansas City service area



Cigna SureFit Kansas City includes access to many hospital and physician groups including:

- › HCA Facilities
- › HCA Physician Group
- › College Park
- › North Kansas City Hospital
- › Meritas Physician Group
- › Children's Mercy Hospital and Clinics

This listing is not all inclusive. For a complete listing of physicians or facilities, please refer to the provider directory on Cigna.com or call Cigna Customer Service at 1.866.494.2111.

☐ SureFit Network service area

Questions? We're here to help.

Visit **CignaforHCP.com** or call **1.866.494.2111**.

To avoid delays in processing your referral or precertification, please confirm your EDI vendor is using "SC" for specialty care review in the Request Category Code field (UM01 segment) for referrals, and "AR" for admission review or "HS" for health services review in the Request Category Code field (UM01 segment) for precertification.

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