



IMPORTANT CONTACT INFORMATION

Find the contacts you need to get in touch with us for information about your patients with Cigna coverage.* Please note that call, claim, and service channels may differ based on the patient's ID card.

If you want to:	Use the following:
<p>Update your contact or demographic information, or notify us of errors/changes to the way you are currently listed in our provider directories, including:</p> <ul style="list-style-type: none">• Name• Type/Degree• Specialty• Product and network tier• National Provider Identifier (NPI) number• Medical group or hospital affiliation• Office email address• Address• Office phone number• Whether you are accepting new patients	<p>Log in to the Cigna for HealthCare Professionals website to use our updated online change form. If you haven't registered yet, please go to the registration page to begin the process.</p> <p>Or</p> <p>Email: Intake_PDM@Cigna.com Fax: 877.358.4301 Mail: Cigna Provider Data Management Two College Park Dr. Hooksett, NH 03106</p>
<p>Perform online transactions:**</p> <ul style="list-style-type: none">• Verify patient eligibility• Inquire about patient coverage and covered services• Predict the total cost of service and patient liability for specific medical procedures• Request precertification for services• Inquire about precertification for services• View claim-coding policies and payment guidelines• Review medical or pharmacy coverage positions• View the prescription drug list• View sample ID cards• Obtain a Reference Guide• Request a copy of your contract• Request fee schedule information	<p>Cigna for Health Care Professionals website: CignaforHCP.com</p>
<p>Perform transactions using a multipayer website or vendor via Electronic Data Interchange (EDI):**</p> <ul style="list-style-type: none">• Verify patient eligibility and coverage• Inquire about patient coverage and covered services• Check the status of a claim• Request precertification for services• Submit claims electronically• Receive electronic remittance advice	<p>Refer to Cigna.com/EDI/vendors for a list of directly connected Cigna vendors.</p>

If you want to:	Use the following:
<ul style="list-style-type: none"> View list of EDI vendors 	
<p>Enroll to receive electronic funds transfer (EFT) or direct deposit</p>	<p>Enroll in EFT and manage EFT accounts with multiple payers, including Cigna, using the Council for Affordable Quality Health Care (CAQH) website: https://solutions.CAQH.org</p> <p>Enroll in EFT directly with Cigna by logging in to CignaforHCP.com > Working with Cigna > Electronic Funds Transfer > Enroll in Electronic Funds Transfer (EFT) Options</p>
<p>Perform telephone transactions:**</p> <ul style="list-style-type: none"> Learn about electronic services Verify patient eligibility and coverage Check the status of a claim Request precertification for services Request an exception to the prescription drug list 	<p>Phone: 800.88Cigna (882.4462)</p> <p>For patients with “G” ID cards: Phone: 866.494.2111</p> <p>Customer Service numbers are also included on the patient’s ID card.</p>
<p>Submit a paper claim</p>	<p>Refer to patient’s ID card</p>
<p>Submit or inquire about an appeal or dispute</p>	<p>Phone: 800.88Cigna (882.4462) Fax: 877.815.4827 Mail: Cigna National Appeals PO Box 188011 Chattanooga, TN 37422</p> <p>For patients with “G” ID cards: Fax: 877.804.1679 Mail: Cigna National Appeals PO Box 188062 Chattanooga, TN 37422-8062</p>
<p>Submit or inquire about provider credentialing</p>	<p>Phone: 800.88Cigna (882.4462)</p>
<p>Obtain information about organ and tissue transplant network</p>	<p>Cigna <i>LifeSOURCE</i> Transplant Network® Phone: 800.668.9682 Website: CignaLifeSOURCE.com</p>
<p>Contact a dental network</p>	<p>Phone: 800.Cigna24 (244.6224) Website: CignaforHCP.com</p> <p>For patients with “G” ID cards: Phone: 866.494.2111</p>
<p>Obtain other telephone numbers and addresses</p>	<p>Refer to the patient’s ID card</p>

Other important contacts:	
Cigna Behavioral Health	Phone: 800.926.2273 Website: CignaforHCP.com
Home delivery pharmacy	Cigna Home Delivery Pharmacy: 800.285.4812 Express Scripts Pharmacy, a Cigna company: 800.211.1456
Accredo, a Cigna specialty pharmacy	Accredo Physician Service Center: 844.516.3319 Website: Accredo.com > Prescribers
Medical management (including precertification)	Phone: 800.88Cigna (882.4462) Website: CignaforHCP.com For patients with "G" ID cards: Phone: 866.494.2111 Customer service numbers are also included on the patient's ID card.
eviCore healthcare (for high-technology radiology, diagnostic cardiology, integrated oncology, musculoskeletal, and radiation therapy services)	Diagnostic cardiology, high-tech radiology, and musculoskeletal Phone: 888.693.3211 Website: eviCore.com Gastroenterology, radiation therapy and integrated oncology Phone: 866.688.9250 Website: eviCore.com Exceptions For CareLink customers in MA and RI and Cigna customers in Hawaii and Puerto Rico, use the following contact information: Phone: 800.88Cigna (882.4462) Website: CignaforHCP.com
Pharmacy prior authorizations	Electronic medical record or electronic health record: CoverMyMeds® or Surescripts® Online: CoverMyMeds.com/epa/Cigna Phone: 800.244.6224
Specialty pharmacy condition counseling	Accredo Therapeutic Resource Centers: 844.516.3319 Cigna specialty condition counseling: 800.633.6521

* Excluding customers with third-party administrator plans.

**Not all transactions are available for all Cigna plans.



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