

# Important Contact Information

Cigna maintains separate call, claim and service channels for the Cigna and GWH-Cigna networks. To preserve service quality, use the contact channels listed in this document, depending on the patient's ID card.

If you want to:	Use the following service for all Cigna and GWH-Cigna updates and changes to your contact information.
Update your contact or demographic information	<p><b>If you are located in: AL, AR, DC, FL, GA, KY, LA, MD, MS, NC, OK, PR, SC, TN, TX, USVI, or VA:</b>            Email: PDMTampa@Cigna.com            Fax: 1.888.208.7159            Mail: Cigna PDM            2701 North Rocky Pointe Dr., Suite 800            Tampa, FL, 33607</p> <p><b>If you are located in: CT, DE, IL, IN, MA, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, or WV:</b>            Email: ProviderData@Cigna.com            Fax: 1.877.358.4301            Mail: Two College Park Dr.            Hooksett, NH 03106</p> <p><b>If you are located in: AK, AZ, CA, CO, KS, MO, NV, OR, UT, WA, or WY:</b>            Email: PDMGlendale@Cigna.com            Fax: 1.860.687.7336            Mail: 400 North Brand Blvd., Suite 300            Glendale, CA 91203</p>



If you want to:	For inquiries about patients with Cigna ID cards	For inquiries about patients with GWH-Cigna ID cards
<p>Perform these online transactions:</p> <ul style="list-style-type: none"> <li>• Verify patient eligibility</li> <li>• Inquire about patient coverage and covered services</li> <li>• Predict the total cost of service and patient liability for specific medical procedures</li> <li>• Request precertification for services</li> <li>• Inquire about precertification for services (Cigna only)</li> <li>• View claim-coding policies and payment guidelines</li> <li>• Review medical or pharmacy coverage positions</li> <li>• View the pharmacy formulary</li> <li>• View sample ID cards</li> <li>• Obtain a Provider Handbook or Reference Guide</li> <li>• Request a copy of your contract</li> <li>• Request fee schedule information (Cigna only)</li> </ul>	<p>Cigna for Health Care Professionals website: CignaforHCP.com</p>	<p>Secured Provider Portal: GWHCignaforHCP.com</p>
<p>Perform these Electronic Data Interchange (EDI) transactions:</p> <ul style="list-style-type: none"> <li>• Verify patient eligibility and coverage</li> <li>• Inquire about patient coverage and covered services</li> <li>• Check the status of a claim</li> <li>• Request precertification for services (Cigna only)</li> <li>• Submit claims electronically</li> <li>• Receive electronic remittance advice</li> </ul>	<p>Cigna Managed Care and PPO Payer ID: 62308 Post-n-Track® Post-n-Track.com 1.860.257.2030 Existing clearinghouse or contact a clearinghouse Cigna.com/EDlvendors</p>	<p>GWH-Cigna Payer ID: 62308 Emdeon emdeon.com 1.800.845.6592 Post-n-Track® Post-n-Track.com 1.860.257.2030 For a list of all available vendors, log on to GWHCignaforHCP.com &gt; Administrative Guidelines &gt; Claim Submission</p>
<p>Perform these telephonic transactions:</p> <ul style="list-style-type: none"> <li>• Learn about electronic services</li> <li>• Verify patient eligibility and coverage</li> <li>• Check the status of a claim</li> <li>• Request precertification for services</li> <li>• Request an exception to the prescription drug list</li> </ul>	<p>1.800.88Cigna (882.4462)</p>	<p>1.866.494.2111 Verify the appropriate customer service number on the patient's ID card</p>
<p>Submit or inquire about an Appeal or Dispute</p>	<p>1.800.88Cigna (882.4462) Cigna National Appeals P.O. Box 188011 Chattanooga, TN 37422 Fax: 1.877.815.4827</p>	<p>1.866.494.2111 Cigna GWH-Cigna National Appeals P.O. Box 668 Kennett, MO 63857 Fax: 1.877.804.1679</p>

If you want to:	For inquiries about patients with Cigna ID cards	For inquiries about patients with GWH-Cigna ID cards
Submit or inquire about Health Care Professional Credentialing	1.800.88Cigna (882.4462)	1.888.663.8081
Obtain information about organ and tissue transplant network	Cigna <i>LifeSOURCE</i> Transplant Network® CignaLifeSource.com 1.800.668.9682	Cigna <i>LifeSOURCE</i> Transplant Network® CignaLifeSource.com 1.800.668.9682
Cigna Pharmacy Management  Specialty Pharmacy Management (specialty medications administered via injection or infusion, and certain oral medications)  • TheraCare® (specialty therapy management program)  Prior Authorizations (small molecule and specialty drugs)	Cigna Home Delivery 1.800.285.4812  Cigna Specialty Pharmacy Services 1.800.351.3606  TheraCare 1.800.633.6521  Prior Authorizations 1.800.244.6224	Cigna Home Delivery 1.800.285.4812  Cigna Specialty Pharmacy Services 1.800.351.3606  TheraCare 1.800.633.6521  Prior Authorizations 1.800.244.6224
Medical Management (including precertification)	CignaforHCP.com 1.800.88Cigna (882.4462) or refer to the patient's ID card	GWHCignaforHCP.com 1.866.494.2111 or refer to the patient's ID card
Behavioral Health	CignaBehavioral.com	1.866.494.2111
Hi-Technology Radiology Precertification	MedSolutions® (for all markets, except as noted below): www.medsolutionsonline.com 1.888.693.3211 Alaska, Hawaii, Idaho, Iowa, Michigan, Minnesota, Montana, Mississippi, Nebraska, New Mexico, North Dakota, South Dakota, West Virginia, and Wyoming: Cigna Cigna.com 1.800.88Cigna (882.4462)	MedSolutions® www.medsolutionsonline.com 1.888.693.3211
Nuclear Cardiac Precertification	MedSolutions® www.medsolutionsonline.com 1.888.693.3211	MedSolutions® www.medsolutionsonline.com 1.888.693.3211
Contact a dental network	Cigna.com 1.800.Cigna24 (244.6224)	1.866.494.2111
Obtain other telephone numbers and addresses Submit a paper claim	Refer to the patient's ID card	Refer to the patient's ID card



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