2012 QUICK GUIDE TO CIGNA ID CARDS







WE PACK A LOT OF IMPORTANT INFORMATION INTO OUR ID CARDS.

This brochure will help define and clarify information that appears on Cigna's most common customer ID cards. It will also help you understand the requirements associated with our various plans, allowing you to quickly and efficiently serve your patients.

We may occasionally update this brochure during the year. Download the most current version at Cigna.com > Health Care Professionals > Resources for Health Care Professionals > Doing Business with Cigna.

You may have noticed

Cigna has a new look – our logo, our colors, even the way we write our name on our materials.

In this brochure, you'll see that some of our health plans have new ID cards with the Cigna name as a watermark. Other cards have the old Cigna logo. Over the next several months, we will transition all cards over to our new brand.

Regardless of the logos that appear on the cards, please continue to use the ID card for important information about call, claim, and service channels.



KEY

Refer to this key for explanations of the information found on the sample Cigna ID cards featured in this brochure.

- Use this ID number for all claims and inquiries.
- Indicates a seamless network where a patient can receive in-network care on a regional or statewide basis.
- For patients with coinsurance, submit claims to Cigna or its designee, and receive an Explanation of Payment (EOP), which will show any remaining amount due from patient.
- Collect any copayment at the time of service.
- 6 May read as "Connecticut General Life Insurance Co.," "Cigna Health and Life Insurance Company" or "Cigna HealthCare of XXXX, Inc."
- ID cards with the Cigna Care Network® logo indicate the patient's liability varies based on the health care professional's Cigna Care Network designation. Refer to the online provider directory to determine Cigna Care Network designation.
- Effective date of coverage.
- 8 Name of patient 's primary care physician (PCP).
- 9 Network Savings Program (NSP) logo indicates that out-of-network discounts may apply based upon the primary customer's home state.
- 🕕 Client name.
- If a third party administers services on behalf of Cigna, the ID card may include multiple logos and may show a different claim address or telephone number on the back of the card.
- Precertification requirements may be shown as either "Inpatient Admission" or "Inpatient Admission and Outpatient Procedures."
- 13 Submit claims to the claim submission address shown on the card.
- Call the Customer Service number(s) indicated on the card. Some plans have dedicated numbers for accessing information – be sure to check the card for the correct number.
- "Away From Home Care" indicates the patient has access to the Cigna national network.
- Indicates Shared Administration.
- บ Union identifier.
- 18 Client-specific network (CSN) logo.

PLEASE NOTE:

There are various standard Cigna ID cards shown in this brochure that are subject to regulatory oversight. As a result, the actual ID card content may vary in order to conform to legislative and regulatory requirements. The ID cards shown are samples and may vary from the actual cards.

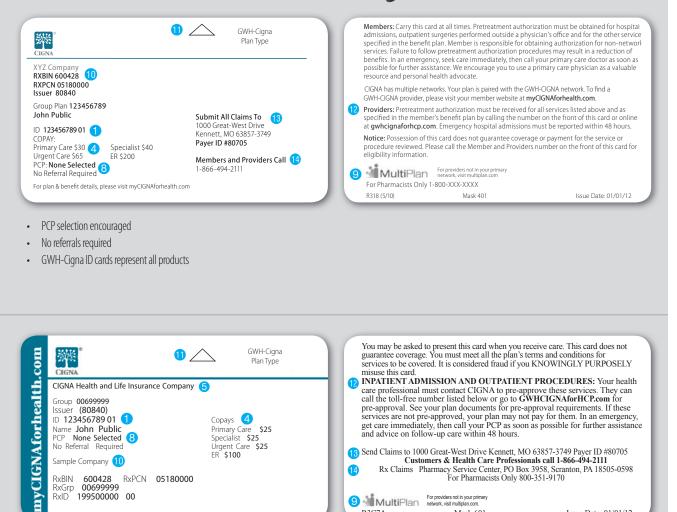


For providers not in your primary

Mask 601

Issue Date: 01/01/12

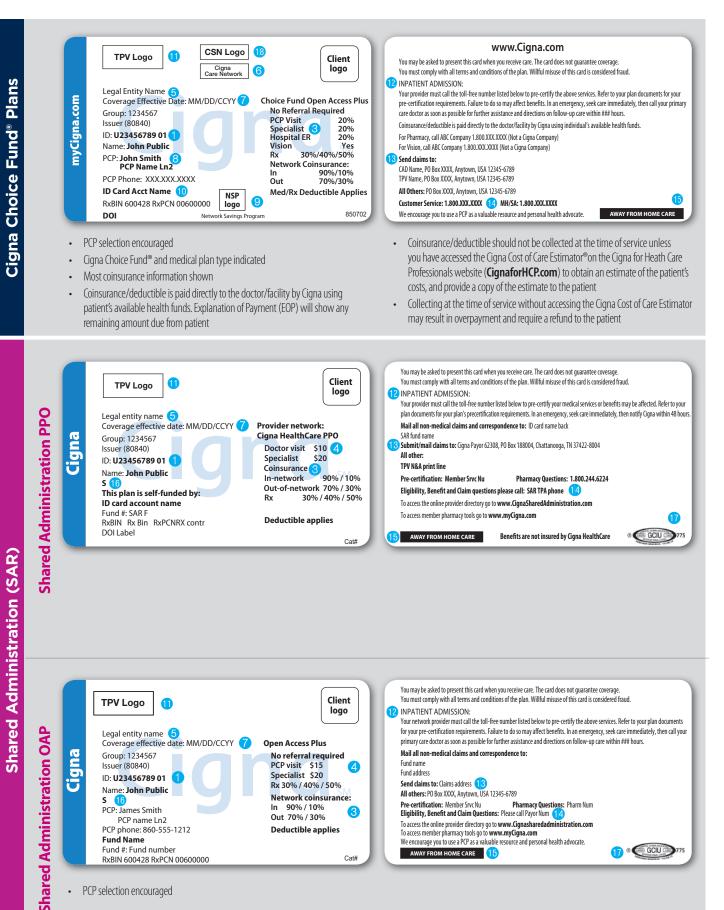
9 MultiPlan R3C7A



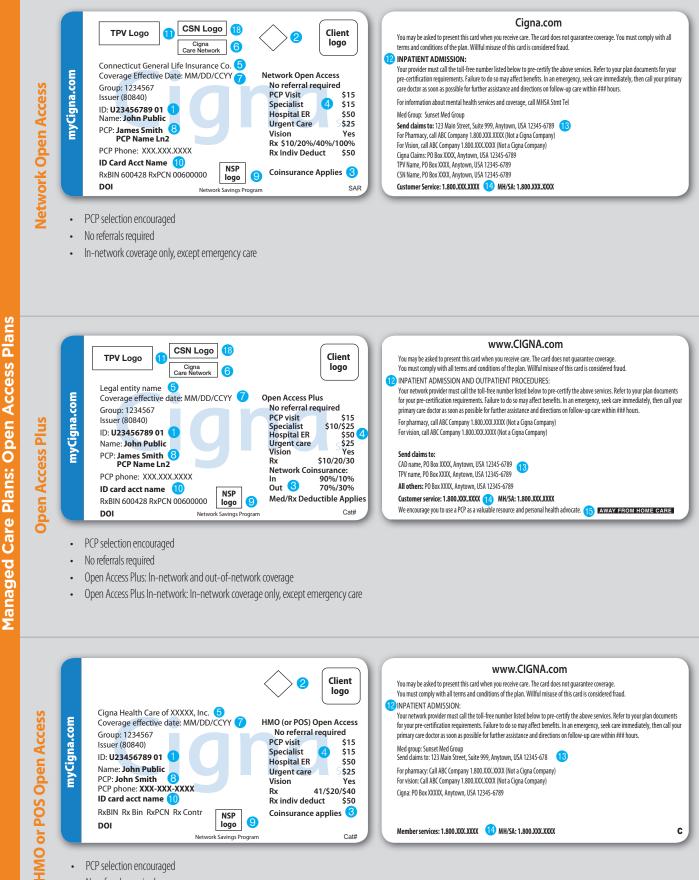
- PCP selection encouraged
- No referrals required
- GWH-Cigna ID cards represent all products

RxBIN 600428 RxPCN 05180000 RxGrp 00699999 RxID 199500000 00

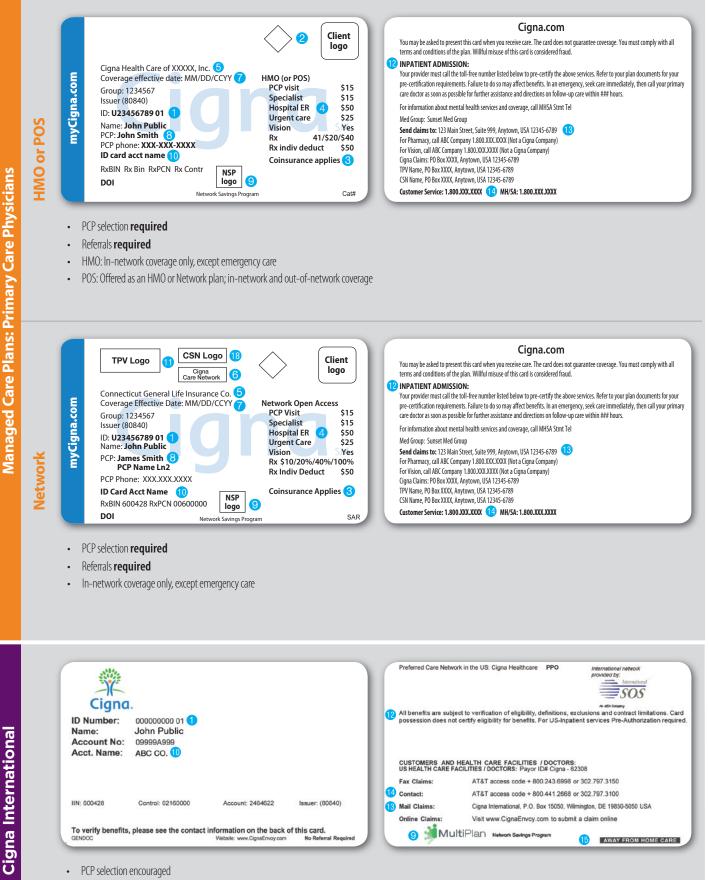
GWH-Cigna Plans



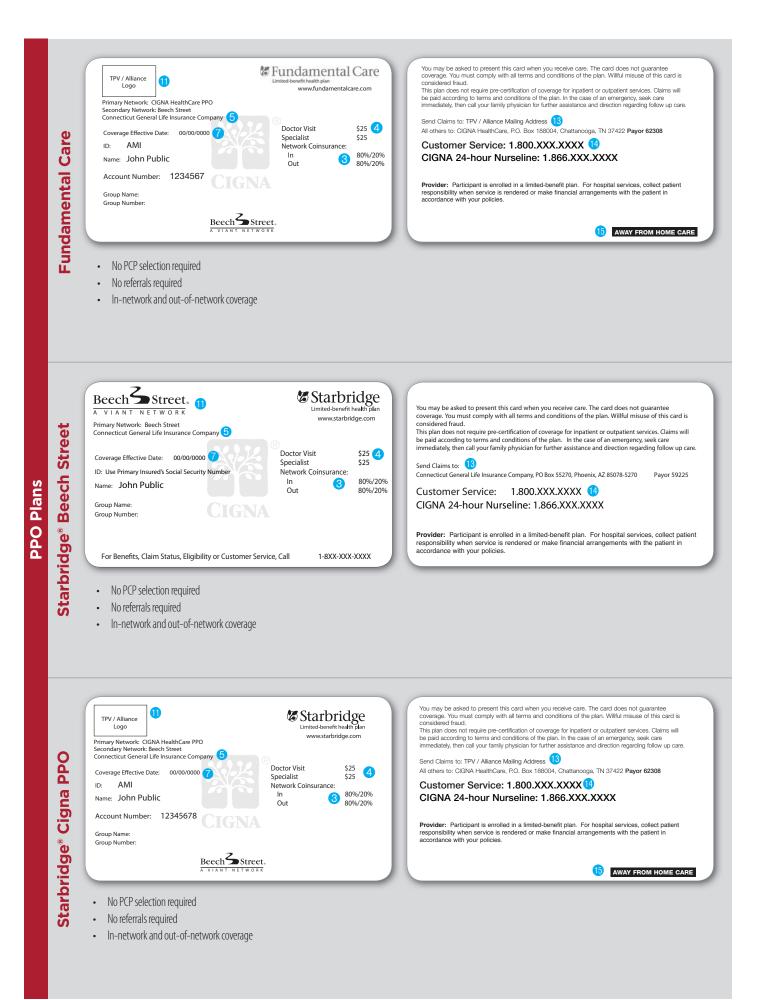
PCP selection encouraged

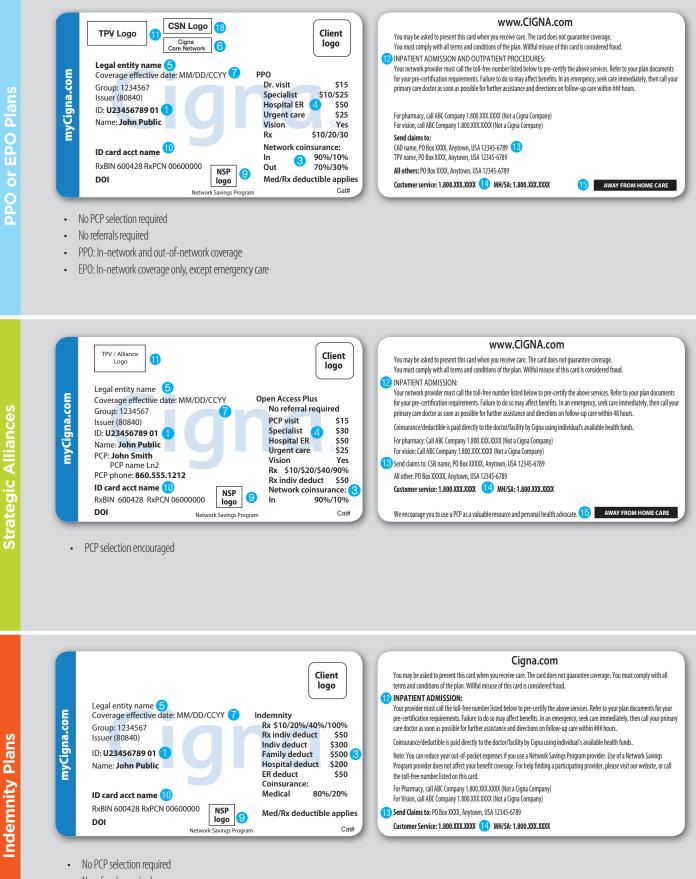


- No referrals required
- HMO Open Access: In-network coverage only, except emergency care
- POS Open Access: Offered as an HMO or Network plan; in-network and out-of-network coverage



- Patients in these Cigna-administered plans use Cigna PPO or Cigna OAP networks in the U.S., as indicated on the back of the card
- Network Savings Program logo on back of card indicates out-of-network discounts may apply





- No referrals required
- Patient files claims

MORE WAYS TO ACCESS PATIENT INFORMATION WHEN YOU NEED IT

USE OUR ELECTRONIC TOOLS

- Access our secure websites:
 - Cigna for Health Care Professionals (CignaforHCP.com) for patients with Cigna ID cards
 - Secured Provider Portal (GWHCignaforHCP.com) for patients with GWH-Cigna ID cards
- Connect to us through electronic data interchange (EDI):
 Visit Cigna.com > Health Care Professionals > Resources for Health Care Professionals > Doing
 Business with Cigna > How to Submit Claims to Cigna to learn more
- Call our automated phone system 1.800.88Cigna (882.4462)

CONDUCT ADMINISTRATIVE TRANSACTIONS ONLINE

Cigna's convenient eServices tools help you handle the administrative details of health care.

- Access patient eligibility and benefits
- Estimate patient liability
- View and submit precertification requests
- Check claim status
- Enroll online for electronic funds transfer (EFT), then view, print, and share online remittance reports the same day you receive electronic payments
- Receive electronic remittance advice and automatically load it to your accounts receivable system
- Submit questions about fee schedules and specific patient benefits

LEARN MORE

Read more about our electronic tools at **Cigna.com** > **Health Care Professionals** > **Network Benefits** > **Learn more about Cigna eServices.**



"Cigna" is a registered service mark, and the "Tree of Life" logo and "GO YOU" are service marks, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. All models are used for illustrative purposes only.