

Shared Administration claim process

How to manage claims with Cigna-contracted Third Party Administrators (TPAs) and other Payers

Payer name

Payer phone

Payer website

Instructions

1	Customer makes appointment.	<ul style="list-style-type: none"> > Office verifies eligibility-at phone number listed above. > Payer then verifies eligibility and benefits.
2	Customer is seen for appointment.	<ul style="list-style-type: none"> > Provider sends claim to Cigna to review specifics. > Cigna prices claim.
3	Cigna sends claim to Payer.	<ul style="list-style-type: none"> > Payer pays claim according to benefit plan. > Payer sends payment to provider.

SAMPLE ID CARD (Combined PPO network and pharmacy)
<FRONT>

<REVERSE>
Important Requirements

To verify benefits or eligibility, please call the Payer. Cigna does not house benefits information for our Shared Administration clients.

Members should carry this card at all times. Emergency hospital admissions must be reported within 48 hours or by the next business day. Please review all plan requirements. Possession of this card does not guarantee eligibility or benefits. Benefits are not insured by Cigna or affiliates.

Providers in the PHP service area (including MH/SUD within OR/SW WA), send claims to: Providence Health Plan, P.O. Box 3125, Portland, OR 97208-3125	MH/SUD claims outside OR/SW WA, send to: Beacon Health Options, P.O. Box 1850, Hicksville, NY 11802-1850, Submitter ID: FHC & Affiliates	All other claims, send to: Cigna P.O. Box 188061 Chattanooga, TN 37422-8061 Payer ID# 62308
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AWAY FROM HOME CARE

"S" Indicates Shared Administration. In this arrangement, a TPA or other Payer pays the claims in accordance to Cigna's negotiated contract.

All claims come to Cigna for pricing. Cigna sends the claim to the Payer for payment.

