



Welcome to HealthSpring

2026 Medicare Advantage

Who We Are

HealthSpring goes beyond health care, offering a true health partnership.

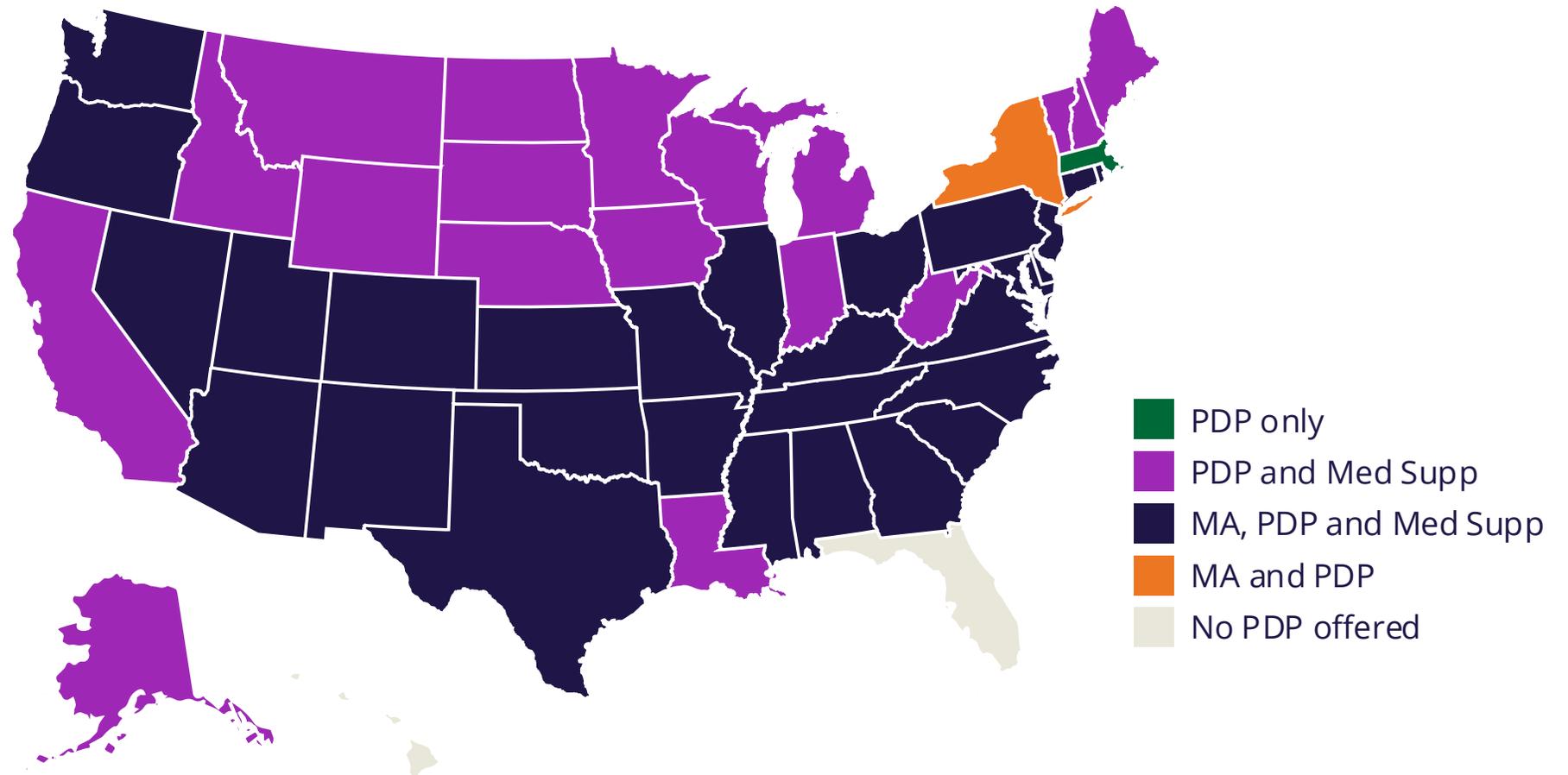
Our personalized, integrated, and supported approach ensures a consistent high-quality experience.



By the Numbers



HealthSpring is everywhere!



HealthSpring Customer Care

Your patients are our Why!

A dedicated Member Assistance line for our Medicare Advantage members.

- MA: 800-863-9841
- PDP: 800-222-6700
- 8:00 a.m. to 8:00 p.m. Local Time, 7 days a week



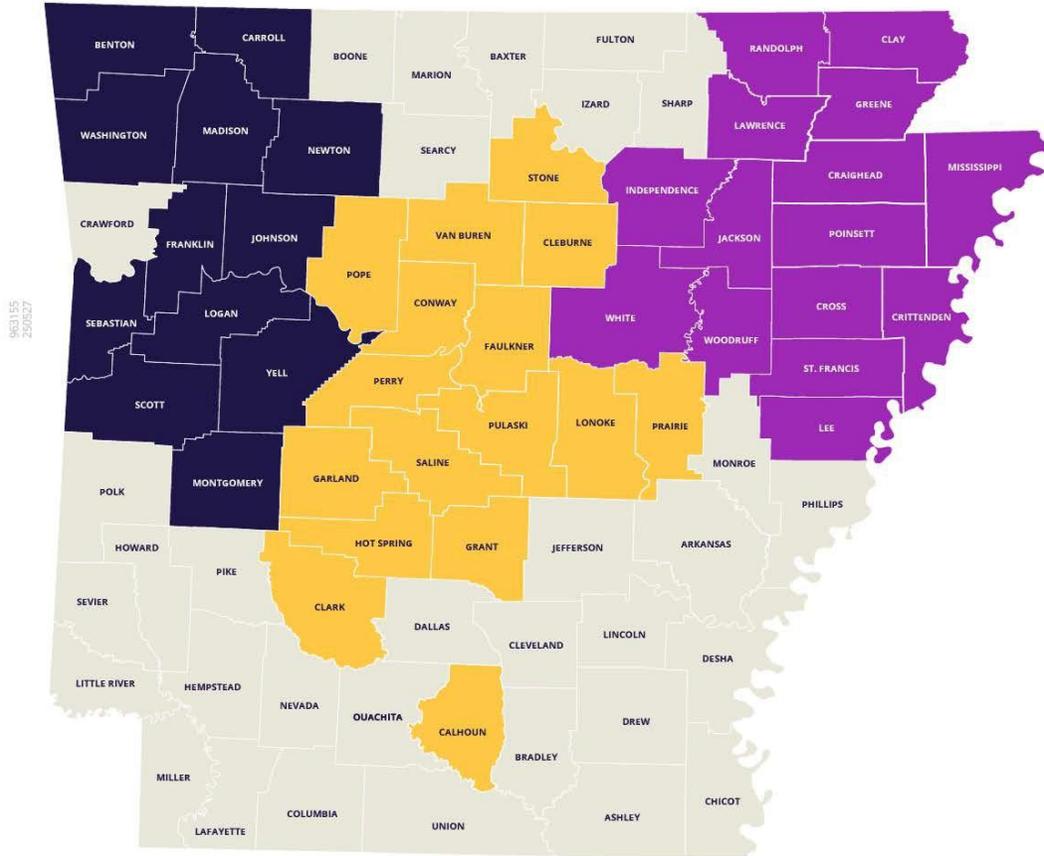
We take care of your patients.

- 99% of calls answered within 30 seconds
- 92% of issues resolved on first call
- 96% call quality score

Plans by State: Southeast

Arkansas

2026 Overview



Northwest AR

■ The following plans are offered in these counties:

- H4513-052 HealthSpring Preferred (HMO)**
- H4513-078 HealthSpring Courage (HMO)**
- H7849-102-003 HealthSpring True Choice (PPO)
- H4513-081 HealthSpring TotalCare (HMO D-SNP)**
- H4513-039 HealthSpring TotalCare Plus (HMO D-SNP)**

Benton, Carroll, Franklin, Johnson, Logan, Madison, Montgomery, Newton, Scott, Sebastian, Washington, Yell

Central AR

■ The following plans are offered in these counties:

- H4513-050 HealthSpring Preferred (HMO)**
- H4513-078 HealthSpring Courage (HMO)**
- H7849-102-002 HealthSpring True Choice (PPO)
- H4513-081 HealthSpring TotalCare (HMO D-SNP)**
- H4513-039 HealthSpring TotalCare Plus (HMO D-SNP)**

Calhoun, Clark, Cleburne, Conway, Faulkner, Garland, Grant, Hot Spring, Lonoke, Perry, Pope, Prairie, Pulaski, Saline, Stone, Van Buren

Jonesboro

■ The following plans are offered in these counties:

- H4513-038 HealthSpring Preferred (HMO)**
- H4513-078 HealthSpring Courage (HMO)**
- H7849-102-001 HealthSpring True Choice (PPO)
- H4513-081 HealthSpring TotalCare (HMO D-SNP)**
- H4513-039 HealthSpring TotalCare Plus (HMO D-SNP)**

Clay, Craighead, Crittenden, Cross, Greene, Independence, Jackson, Lawrence, Lee, Mississippi, Poinsett, Randolph, St. Francis, White, Woodruff

2026 featured plans are bolded. Some plans may be terminated for 2026. Please contact your Broker Sales Manager for details.

2026 market, plan and benefit information subject to CMS approval. The plans shared are HealthSpring Medicare's featured plans. There may be additional plans available for 2026. Please contact your Broker Sales Manager for details. Confidential, unpublished property of HealthSpring. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. HealthSpring products and services are provided exclusively by or through operating subsidiaries of Health Care Service Corporation, a Mutual Legal Reserve Company.

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2026 Plan Highlights



Most plans have \$0 premiums



Most plans have \$0 PCP copay



Enhanced HealthSpring Incentives and Rewards Program



All plans offer routine vision and hearing. All, but one plan offers dental



Most plans offer meals, fitness, caregiver, OTC, and transportation

ID Card Changes for 2026

Beginning with 2026 plan year effective dates, MAPD ID cards are changing.

2025 ID Card

2026 ID Card

		<Plan Name> <Plan Type>	
Name	<Customer Full Name>	<Contract/PBP[/segment]>	
ID	<Customer ID>		
Health Plan	(80840)		
Effective Date	<Effective Date>	 <small>Prescription Drug Coverage</small>	
[Dental Plan]	<Dental Benefit>		
		RxBIN	<XXXXXXXX>
		RxPCN	<XXXXXXXX>
		RxGRP	<XXXXXXXX>
[No Referral Required]	COPAYS		
PCP	<\$xx>	Specialist	<\$xx>
Emergency	<\$xx>	Urgent Care	<\$xx>

New for 2026

		<Plan Name> <Plan Type>	
		<Contract/PBP[/segment]>	
Name	<Customer Full Name>		
ID	<Customer ID>		
Health Plan	<(80840)>		
Effective Date	<Effective Date>	 <small>Prescription Drug Coverage</small>	
[Dental Plan]	<Dental Benefit>		
		[RxBIN <XXXXXXXX>]	
		[RxPCN <XXXXXXXX>]	
		[RxGRP <XXXXXXXX>]	
[No Referral Required]	COPAYS		
PCP	<\$xx>	Specialist	<\$xx>
Emergency	<\$xx>	Urgent care	<\$xx>

HealthSpring Flex card

The graphic shows a HealthSpring Flex Card with the following details:

- Callouts:**
 - SSBCI Healthy Grocery Allowance (C-SNP only)
 - Rewards and Incentives
 - OTC Allowance
 - New card for all members in 2026*
- Card Text:**
 - HealthSpring Flex Card
 - 4000 1234 5678 9010
 - CARD EXPIRES 05/31
 - FULL NAME
 - DEBIT
 - VISA
 - VALID ONLY IN THE UNITED STATES
- Logos:** HealthSpring logo (h6) and VISA logo.
- Footer:** HealthSpringFlex.com with a computer icon.

*Depending upon plan benefits

2026 HealthSpring Incentive and Reward Program

Activity	Details	SNP Plan Reward Max: \$500	Non-SNP Plan Reward Max: \$200
Health Risk Assessment (HRA)	Get the form from Customer Service, myHealthSpring.com or your broker	\$100 (1 per year)	N/A
Yearly health check-up	Complete with your primary care provider (PCP) (Also called an annual wellness visit or 360 exam)	\$100 (1 per year)	\$50 (1 per year)
Mammogram	Annual breast cancer screening	\$45 (1 per year)	\$25 (1 per year)
Colorectal screening	Complete a screening as recommended: 1-year FOTB/FIT or 3-year FIT test or 5-year colonography or 10-year colonoscopy	1 reward per year: \$35 (1-yr, 3-yr) or \$45 (5-yr, 10-yr)	1 reward per year: \$15 (1-yr, 3-yr) or \$25 (5-yr, 10-yr)
Diabetes management	Diabetic Eye Exam	\$20 (1 per year)	\$15 (1 per year)
	HbA1c (A1c) blood sugar test	\$15 (1 per year)	\$10 (1 per year)
	Diabetic Kidney Exam	\$10 (1 per year)	\$5 (1 per year)
Preventive vision, hearing and dental care	Routine Vision Exam	\$20 (1 per year)	\$10 (1 per year)
	Routine Hearing Exam	\$20 (1 per year)	\$10 (1 per year)
	Preventive dental care visit (exam, cleaning or x-ray)	 \$20 (1 per year)	\$10 (1 per year)
Fitness monthly challenge	Be active 3 days each week (walking, yoga, fitness class, pickleball, etc.). Confirm activity each month online or by calling Customer Service.	 Up to \$120 per year (\$10 per month)	Up to \$60 per year (\$5 per month)
Connecting with others	Attend a social event each month (health talk, club, class, religious gathering, etc.). Confirm activity each month online or by calling Customer Service.	 Up to \$60 per year (\$5 per month)	Up to \$60 per year (\$5 per month)
Connecting with HealthSpring	Watch a video about the incentive program online	 \$10 (1 per year)	\$10 (1 per year)
	Register for an account at myHealthSpring.com	 \$10 (1 per year)	\$10 (1 per year)
	Opt in to text communications in your profile at myHealthSpring.com	 \$10 (1 per year)	\$10 (1 per year)

 = New reward activity for 2026

HealthSpring Flex card: Participating Retailers

70,000 retailers – The largest retail network in the industry. An OTC retail location is within a mile of every U.S. household (on average).



Trending or Global Issues

- Pended Claims - A system issue caused delays in claims processing and payment due to our transition to a new claims system earlier this year. The issue has been resolved, and our claims team is actively working through all pended claims.
- Authorization Denials - The root cause was two-fold. It was determined to be due to our transition to the new claims system and the authorizations not transitioning over properly and claims being denied in error stating “Exceed benefit max, etc..). Our operations team is working to resolve and will provide an update and the next steps soon.
- Modifier Denials - Root cause was due to our transition to a new claims system at the start of the year. Currently awaiting an update in process to be completed. Once completed, claims can be submitted and reviewed for reprocessing.



- Availity Essentials will remain our provider portal – <https://essentials.availity.com>
- Look for the HealthSpring payer space – it will replace the Cigna Healthcare Medicare Advantage payer space.
- Use Availity to:
 - Verify eligibility and benefits
 - Verify primary care provider
 - View member ID cards
 - Submit professional and institutional claims
 - Check the status of claims
 - View remittance advice
 - Access specific HealthSpring links, including prior authorization for participating providers and resources, via a dedicated payer space.



Cigna Healthcare Medicare Advantage is becoming HealthSpring

What's Happening

- The Cigna Healthcare Medicare Advantage name is going away. The business is now owned by [Health Care Services Corporation](#) (HCSC) and as of January 2026, will be called, HealthSpring.
- This AEP we will begin selling products and enrolling new members into HealthSpring branded plans that will go live Jan. 1, 2026.
- All Cigna Healthcare Medicare Advantage members will have the opportunity to choose HealthSpring as their benefit provider during the 2025 Medicare annual enrollment period. We hope to continue serving them as part of the new HealthSpring family.

What This Means to You

- Your current contracts with Cigna Healthcare Medicare Advantage are still in force and mean that you are now in HealthSpring's provider networks.
- Now – Dec. 31, 2025, you will continue to care for Cigna Healthcare Medicare Advantage members.
- Starting Jan. 1, 2026, you will begin to care for members enrolled in HealthSpring products.
- HealthSpring will continue to use Availity Essentials as its provider portal.

Your Next Steps

- Stay up to date with the latest information and get familiar with the HealthSpring brand by reviewing the following links:
 - [Provider Newsroom](#) & [HealthSpring Website](#)
 - [Subscribe to HealthSpring Review](#) to ensure you receive the latest news through a monthly email starting in 2026.

Contact Information

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