

2024 MEDICARE ADVANTAGE PLANS




Tennessee/Arkansas Market

Together, all the way.®






Medicare Advantage ID Cards

HMO

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

PPO

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





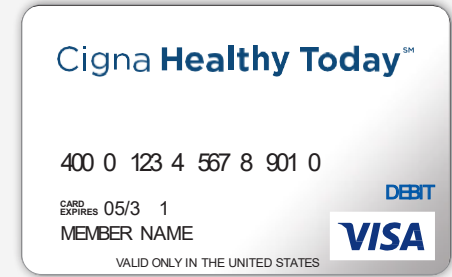
Cigna Healthy Today card

The Cigna Healthy Today card is our one-card solution to utilize multiple plan benefits.

NEW for 2024: a combined grocery and utility “wallet” that allows customers on select DSNP plans more flexibility on how they spend their money.

Benefits included (depending on the plan)

- Over-the-counter allowance
- Healthy grocery allowance
- Combined grocery & utility services allowance





Incentives for 2024

To help keep our customers healthy, here are a few of the incentives we are offering for 2024.

HMO: maximum reward \$100

- Yearly health checkup: \$30
- Mammogram: \$25
- Diabetic management: \$30
- Engage online with myCigna: \$20 max
- Stay active with Silver&Fit: \$50 max
- Flu Immunization: \$10
- Bone density screening: \$25
- Colorectal screening: up to \$30
- Community engagement: \$10

PPO: maximum reward \$200

- Yearly health checkup: \$30
- Mammogram: \$25
- Diabetic management: \$30
- Engage online with myCigna: \$20 max
- Stay active with Silver&Fit: \$50 max
- Immunization: \$10
- Bone density screening: \$25
- Colorectal screening: up to \$30
- Community engagement: \$10
- PCP selection: \$10



Annual Physical Exam

Benefit Summary

- Annual Physical Exam includes comprehensive physical examination and evaluation of status of chronic diseases.
- Coverage for this benefit is in addition to the Medicare-covered annual wellness visit and the “Welcome to Medicare” Preventive visit.
- Limited to one physical exam per year.

Eligibility

Annual Physical Exam will be offered on all MA plans.

Cost Share

- Customers will pay \$0 copay for one Annual Physical Exam per year
- Separate cost-sharing amounts may apply for additional lab or diagnostic procedures that are ordered during the physical exam



Pharmacy Benefits





\$0 Diabetic Supplies

Effective 1.1.2024, customers will pay \$0 copay for preferred brand diabetic supplies. The co-preferred traditional blood glucose monitors/strips and continuous blood glucose monitors (CGM)/sensors (Authorization rules may apply.) are:

- Abbott Diabetes Care: FreeStyle Lite, FreeStyle Freedom Lite, FreeStyle Precision Neo, FreeStyle Libre 2 and 3 (CGM), and FreeStyle Libre 14-Day (CGM)
- LifeScan Diabetes Care: OneTouch Ultra 2, OneTouch Verio Flex and OneTouch Verio Reflect
- Dexcom: Dexcom G6 (CGM) and Dexcom G7 (CGM)

In addition, customers are eligible for one glucose monitor and one continuous glucose monitoring device every two years. Customers are eligible for 200 glucose test strips or three sensors per 30-day period depending on the monitor.

All customers in Cigna individual and Group MA plans are eligible for this benefit. Authorization may be required for non-preferred diabetic supplies. Cigna Medicare will aggressively market this benefit in all markets.

Significant 2024 UM Changes

GLP-1 Prior Authorization

Applies to all PDP and MAPD plans (except Diabetic SNP)



Prescription for either insulin or an oral diabetes medication in look back period of 130 days



Documented diagnosis of T2DM in look back period of 730 days for available medical claims

Medicare Advantage Provider Quick Reference Guide

Provider customer service
1-800-230-6138

Provider website
[MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com)

Provider manual
[MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com)
> 2022 Provider Manual

ID card examples
[MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com)
> 2022 Provider Manual > 2022
Customer Identification Cards

Provider portal
[HSConnectOnline.com](https://www.HSConnectOnline.com)
Help Desk: 1-866-952-7596
Email: [HSConnectHelp@
HSConnectOnline.com](mailto:HSConnectHelp@HSConnectOnline.com)

ICD-10 coding & documentation/
360 Comprehensive Assessment
[MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com)
> Provider Education and
Assessment Tools

Ancillary Services / Supplemental Benefits	Outpatient Laboratory Services LabCorp Call: 1-888-522-2677 Quest Diagnostic Laboratories Call: 1-866-697-8378	Behavioral Health Substance Abuse (Authorizations) Call: 1-866-780-8546 Fax: 1-866-949-4846	For questions concerning Supplemental Benefits, call Provider Customer Service: 1-800-230-6138
High-Technology Radiology and Diagnostic Cardiology	For precertification, clinical support, or customer service, contact below or go online to eviCore.com . Provider Resources: eviCore.com/Resources/Healthplan/ Cigna-Medicare Web Portal Support: Portal.Support@eviCore.com Call: 1-800-646-0418	Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-888-693-3211 Fax: 1-888-693-3210	Clinical Guidelines: eviCore.com/Provider/ Clinical-Guidelines Educational Materials: eviCore.com/Resources/ Healthplan/Cigna-Medicare
Medical Oncology and Radiation Therapy	For precertification, clinical support, or customer service, contact below or go online to eviCore.com . Medical Oncology: Call: 1-866-668-9250 Fax: 1-800-540-2406 Clinical Guidelines: eviCore.com/Provider/Clinical-Guidelines	Radiation Therapy: Call: 1-866-686-4452 Fax: 1-866-699-8128 Clinical Guidelines: eviCore.com/Provider/ Clinical-Guidelines Educational Materials: eviCore.com/Resources/ Healthplan/Cigna-Medicare	Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-866-686-4452 Web Portal Support: Email: Portal.Support@eviCore.com Call: 1-800-646-0418
Musculoskeletal Procedures	For precertification, clinical support, or customer service, contact below or go online to eviCore.com . Provider Resources: Call: 1-888-693-3297 Fax: 1-888-693-3210 Send clinical questions/case examples to eviCore's client and provider service team	Clinical Guidelines: eviCore.com/Provider/ Clinical-Guidelines Educational Materials: eviCore.com/Resources/Healthplan/ Cigna-Medicare	Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-866-686-4452 Web Portal Support: Email: Portal.Support@eviCore.com Call: 1-800-646-0418
Post-acute care (PAC) and Home Health Care (HHC)	For precertification, contact below or go online to eviCore.com/ep360 . Provider Resources: eviCore.com/Resources/Healthplan/ Cigna-Medicare Web Portal Support: Portal.Support@eviCore.com Call: 1-800-646-0418 (option 2)	Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-800-298-4806 PAC Fax: 1-800-575-4429 HHC Fax: 1-855-826-3724	Clinical Guidelines: eviCore.com/Provider/Clinical-Guidelines

Medicare Advantage Provider Quick Reference Guide



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PCOMM-2022-030

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Durable Medical Equipment (DME)	<p>For precertification, contact below or go online to eviCore.com.</p> <p>Provider Resources: eviCore.com/Resources/Healthplan/Cigna-Medicare</p> <p>Web Portal Support: Portal.Support@eviCore.com Call: 1-800-646-0418 (option 2)</p> <p>Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-866-686-4452 Fax: 1-866-663-7740</p> <p>Clinical Guidelines: eviCore.com/Provider/Clinical-Guidelines</p>
Prior Authorizations	<p>For prior authorizations, access our interactive Prior Authorization Requirements (a searchable reference guide updated quarterly) at MedicareProviders.Cigna.com > Prior Authorization Requirements. To search the Prior Authorization guide for a code, enter Ctrl+F > the 5-digit code.</p> <p>Find PA forms at MedicareProviders.Cigna.com > Forms and Practice Support > Prior Authorization.</p> <p>To submit a Prior Authorization request: Visit the Provider Portal at HSConnectOnline.com.</p>
Pharmacy	<p>Pharmacy - Part D</p> <p>For Prior Authorization requests, use one of the following:</p> <p>Website: Covermymeds.com (Preferred) Fax: 1-866-845-7267 Phone: 1-877-813-5595</p> <p>2022 Medicare Advantage Drug Formulary: MedicareProviders.Cigna.com > Pharmacy Resources Forms: Cigna.com/Medicare/Resources/Drug-Search</p>
Referrals	<p>HMO referrals vary by plan. PPO plan referrals are not required.</p> <p>Referrals for specialists can be obtained through our HSConnect Provider Portal.</p> <p>To register for HSConnect visit: HSConnectOnline.com/Login</p> <p>To contact the HSConnect Help Desk: 1-866-952-7596 HSConnectHelp@HSConnectOnline.com</p>
Patient Evaluations	<p>To evaluate patient eligibility for a patient support program, access our Patient Support Programs overview at: MedicareProviders.Cigna.com > Patient Support Programs</p> <p>To learn more about a program, or request a patient eligibility evaluation, email CignaRefer_Help@Cigna.com.</p>
Claims Processing	<p>Claims questions: 1-800-230-6138 Appeals questions: 1-800-511-6943 Fax: 1-800-931-0149</p> <p>Electronic claims may be submitted through:</p> <ul style="list-style-type: none"> • Change Healthcare/Availity (Payor ID: 63092 or 52192) • SSI Group/Proxymed/Medassets/Zirmed/Office Ally/GatewayEDI (Payor ID: 63092) • Relay Health (Professional claims CPID: 2795 or 3839, Institutional claims CPID: 1556 or 1978) <p>Paper Claims: Cigna Medicare Advantage, PO Box 981706, El Paso, TX 79998</p> <p>Appeals: Cigna Medicare Advantage Appeals, PO Box 188081, Chattanooga, TN 37422</p> <p>Reconsideration Requests: Cigna Medicare Advantage Reconsiderations, PO Box 20002 Nashville, TN 37202</p>
Compliance	<p>To report potential fraud, waste, or abuse, please contact us in one of the following ways:</p> <p>Mail: Cigna Medicare Advantage Attn: Special Investigations Unit PO Box 20002, Nashville, TN 37202</p> <p>Email: SpecialInvestigations@Cigna.com Attn: Cigna Medicare Operations</p> <p>Phone: 1-800-667-7145</p>

MA Provider Performance Enablement Team Contact List

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