

Provider Frequently Asked Questions Regarding Cigna Members

- Where do I send claims for Cigna members?
 1. As of 1/1/2013, Cigna members can now access Allegiance providers at in-network rates as long as the providers have a current Allegiance Direct Preferred Provider agreement or a Preferred Provider Agreement with Community Health Network (CHN), Treasure State Health Network (TSHN), Monida, and/or Rocky Mountain Health Network (RMHN).
 - a. Providers contracted directly with Allegiance must have:
 1. Completed a credentialing application
 2. Signed a new contract or contract amendment allowing Cigna access
 - b. Provider contracted with CHN, TSHN, Monida, or RMHN should contact those networks to confirm their credentialed and amended status

Providers who have met these requirements can provide in-network service to current Cigna members. If you wish to check your current network status contact Allegiance Direct at:
(406) 523-3136
adirect@askallegiance.com
 2. If you meet all criteria, send all Cigna members' medical claims directly to Allegiance at the address below. **Send all vision and/or dental claims directly to the appropriate vendor address on the member's dental or vision benefits card; do not send to Allegiance.**
 3. **Allegiance's Address:**

Electronic Payer ID: 81040
Allegiance
PO Box 3018
Missoula, MT 59806-3018
- Where do I send a Cigna claim involving Coordination of Benefits?
 1. **If Cigna is the secondary insurance to Medicare on a claim**, please send hardcopies of those claims along with the primary insurance Explanation of Benefits (EOB) directly to the Cigna address on the member's ID card.
 2. **If Cigna is the primary insurance plan on a claim**, please send those claims to Allegiance at the Allegiance address above.
 3. **If Cigna is the secondary insurance to another commercial or managed care plan**, please send those claims to Allegiance at the Allegiance address above.
- How do I verify benefits for a Cigna member?
 1. To verify benefit information for Cigna members, you can use their online provider website or call their customer service team:
www.cignaforhcp.com
(866) 494-2111
- Why did my Cigna claim pay the way it did?
 1. **Do you have a current preferred provider agreement with Allegiance?** Cigna now exclusively uses the Allegiance Direct Provider Network in Montana. Use our online provider search (<https://www.abpmtpa.com/ProviderSearch/ProviderSearch.aspx#top>) to confirm that you have a current agreement in place with Allegiance or one of our third-party-networks (Community Health Network, Treasure State Health Network, Monida, Rocky Mountain Health Network). If you do not appear on the online directory but you think you may have an agreement in place, or if you would like to request an agreement, contact Allegiance Direct at:

(406) 523-3136

adirect@askallegiance.com

2. **Have you signed a contract or contract amendment allowing Cigna access?** This amendment was sent to our providers in June 2012; newer contracts may also include applicable Cigna affiliate language. Providers will not be considered in-network for Cigna members until they have signed the amendment or a new contract. Contact Allegiance Direct at the information above if you need to check your amended status.
3. **Have all of your providers been credentialed?** Only those providers who have completed credentialing are able to provide services to Cigna members. If you are a provider directly with Allegiance and wish to check your credentialed status, use this form:
(<http://www.abpmtpa.com/guidebooks/RequestCredentialedStatusForm.pdf>).
Providers with Community Health Network, Treasure State Health Network, Monida, and Rocky Mountain Health Network should contact those networks to verify credentialing.
4. **Is the procedure in question covered by the patient's health plan?** Follow the above instructions on verifying benefits to determine the eligibility of the procedure.
5. **Is the issue related to the allowable charge?** The allowable charge is determined by your agreement with Allegiance. If the allowable charge or network discount seems inconsistent with other related claims please contact Allegiance Direct at the information above.
6. **Is the issue related to the eligible, paid, or coinsurance amount?** If you have questions about any of these amounts please contact Cigna at:
(866) 494-2111

- **How do I dispute a claim?**

1. If you have determined that the claim paid incorrectly based on the eligible, paid, or coinsurance amount on the explanation of benefits (EOB), you can submit a claim dispute to Cigna at the address on the member's ID card or by phone: **(888) 663-8081**