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Updates for Cigna-Participating Providers

**Certain Humana associates to
access the Cigna PPO network**

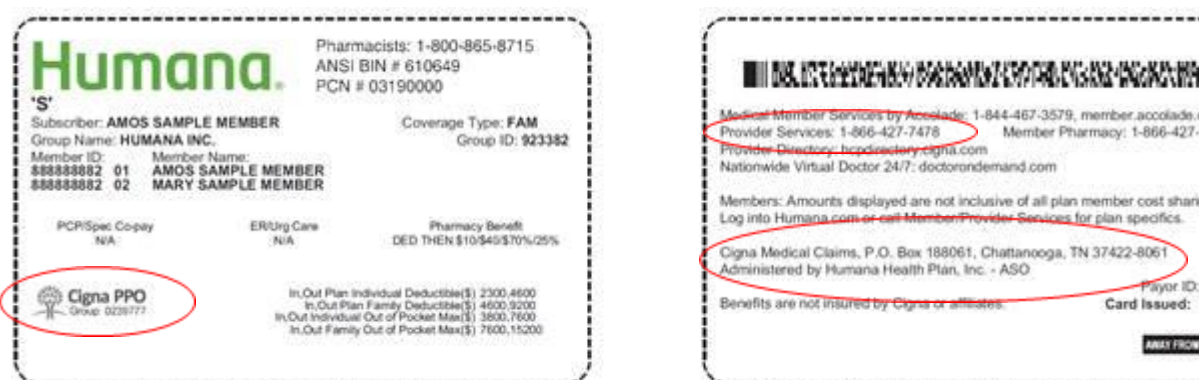
You may see some of these patients as in-network as part of your existing PPO contract with Cigna

Beginning January 1, 2023, in an effort to ensure even broader access to providers for Humana associates (i.e., employees), we're pleased to offer certain Humana associates and their dependents access to Cigna's PPO network in your area.

What this means to you

The medical ID card presented to you may differ from cards you are used to seeing, as certain Humana associates and their dependents have access to the Cigna PPO network as their exclusive client-specific network. For your patients with this benefit plan, the unique ID card will include both a Humana *and* Cigna PPO logo on the front of the card.

➡ When seeing a patient with this ID card, we encourage you and your office staff to **follow the contact information on the back of the card**, which is unique for these patients compared to other patients with Humana and Cigna ID cards that you may see. Please see the sample ID card below.



Where to submit claims

To ensure that claims are processed in a timely manner and that you are reimbursed consistent with your existing Cigna PPO contract as an in-network provider, all claims for patients with this benefit plan should be submitted to:

Cigna Medical Claims
P.O. Box 188061
Chattanooga, TN 37422-8061

How to verify patient eligibility and benefit information

To verify these patient's eligibility and benefit information, please contact Humana Provider Services at 866.427.7478.

Additional information

For additional information about our relationship with Humana to ensure their associates and dependents have access to Cigna's PPO network providers, or if you have questions about where to submit claims, please call the Humana Provider Services number on the back of the ID card (866.427.7478) as noted above. You can also email or call me anytime.

Thank you for your partnership and the ongoing care you provide our customers.

Thanks again,
Jessica Ramos, Provider Relations Executive
jessica.ramos@cigna.com

Together, all the way.®

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