

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)		
Effective Date	<Effective Date>		
PCP	<PCP Name>		
PCP Phone	<Phone Number>		
PCP Network	<Network>		
		RxBIN	<XXXXXXX>
		RxPCN	<XXXXXXX>
		RxGRP	<XXXXXXX>
[No Referral Required]		COPAYS	
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)		
Effective Date	<Effective Date>		
		RxBIN	<XXXXXXX>
		RxPCN	<XXXXXXX>
		RxGRP	<XXXXXXX>
[No PCP Required]		COPAYS	
[No Referral Required]			
PCP	<\$xx>	Specialist	<\$xx>
Emergency	<\$xx>	Urgent care	<\$xx>





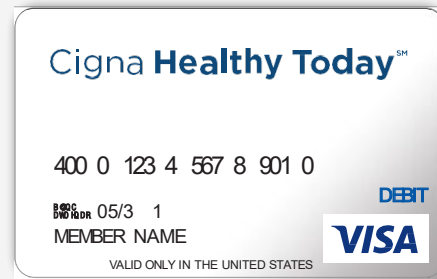
Cigna Healthy Today card

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



2024 – Highlights

Part B Buydown

Dental Allowance

Telehealth Services

**Post Hospital Meal
Benefit**

Over-the-Counter

Silver & Fit

**Routine
Hearing/Hearing Aids**

**Non-Emergent Medical
Transportation
(DSNP only)**

**Routine
Vision/Eyewear**

PPO Plan



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



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

**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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Durable Medical Equipment (DME)	For precertification, 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 (option 2) Clinical Support/Program Inquiries: Email: ClientServices@eviCore.com Call: 1-866-686-4452 Fax: 1-866-663-7740 Clinical Guidelines: eviCore.com/Provider/Clinical-Guidelines
Prior Authorizations	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. Find PA forms at MedicareProviders.Cigna.com > Forms and Practice Support > Prior Authorization. To submit a Prior Authorization request: Visit the Provider Portal at HSConnectOnline.com .
Pharmacy	Pharmacy - Part D For Prior Authorization requests, use one of the following: Website: Covermymeds.com (Preferred) Fax: 1-866-845-7267 Phone: 1-877-813-5595 2022 Medicare Advantage Drug Formulary: MedicareProviders.Cigna.com > Pharmacy Resources Forms: Cigna.com/Medicare/Resources/Drug-Search
Referrals	HMO referrals vary by plan. PPO plan referrals are not required. Referrals for specialists can be obtained through our HSConnect Provider Portal. To register for HSConnect visit: HSConnectOnline.com/Login To contact the HSConnect Help Desk: 1-866-952-7596 HSConnectHelp@HSConnectOnline.com
Patient Evaluations	To evaluate patient eligibility for a patient support program, access our Patient Support Programs overview at: MedicareProviders.Cigna.com > Patient Support Programs To learn more about a program, or request a patient eligibility evaluation, email CignaRefer_Help@Cigna.com .
Claims Processing	Claims questions: 1-800-230-6138 Appeals questions: 1-800-511-6943 Fax: 1-800-931-0149 Electronic claims may be submitted through: • Change Healthcare/Availity (Payor ID: 63092 or 52192) • SSI Group/Proxymed/Medasets/Zirmed/Office Ally/GatewayEDI (Payor ID: 63092) • Relay Health (Professional claims CPID: 2795 or 3839, Institutional claims CPID: 1556 or 1978) Paper Claims: Cigna Medicare Advantage , PO Box 981706, El Paso, TX 79998 Appeals: Cigna Medicare Advantage Appeals , PO Box 188081, Chattanooga, TN 37422 Reconsideration Requests: Cigna Medicare Advantage Reconsiderations , PO Box 20002 Nashville, TN 37202
Compliance	To report potential fraud, waste, or abuse, please contact us in one of the following ways: Mail: Cigna Medicare Advantage Attn: Special Investigations Unit PO Box 20002, Nashville, TN 37202 Email: SpecialInvestigations@Cigna.com Attn: Cigna Medicare Operations Phone: 1-800-667-7145

MA Provider Performance Enablement Team Contact List

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