

MVP Quick Reference Guide

HEALTH CARE for MVP National Alliance with CIGNA HealthCare

Effective July 1, 2007, MVP formed an alliance with CIGNA HealthCare. The Alliance with CIGNA HealthCare allows **MVP's upstate New York provider network to treat CIGNA members.**

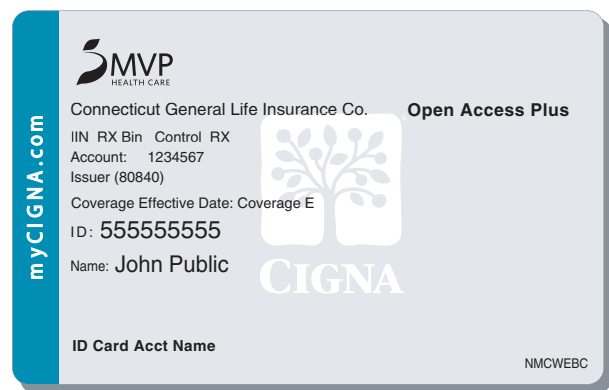
Provider contracts have been amended to allow MVP providers to see CIGNA members. Your MVP contract fee schedule will apply for covered services rendered to eligible CIGNA members.

CIGNA members will continue to use the CIGNA network for the following services:

- Behavioral Health
- Vision services (optometry)
- Dental care
- Pharmacy.

For outpatient lab services, MVP providers should refer CIGNA members to Quest, LabCorp or participating hospitals.

A copy of a sample CIGNA HealthCare ID card is shown below. CIGNA members seeking healthcare services should present this or a similar CIGNA ID card to you at every visit.



WWW.CIGNA.COM

You may be asked to present this card when you receive care. The card does not guarantee coverage. You must comply with all terms and conditions of the plan. Willful misuse of this card is considered fraud.

INPATIENT ADMISSION
Your Network provider must call the toll-free number listed below to pre-certify the above services. Refer to your plan documents for your pre-certification requirements. Failure to do so may affect benefits. In an emergency, seek care immediately, then call your primary care doctor as soon as possible for further assistance and directions on follow up care within 48 hours.

Send claims to: P.O. Box 5200, Scranton, PA 18505-5200

Customer Service: 1-800-244-6224 **MH/SA: 1-800-555-5555**

We encourage you to use a PCP as a valuable resource and personal health advocate. **AWAY FROM HOME CARE**

Contacting CIGNA HealthCare to confirm coverage, obtain prior authorization for specific services and for claim inquiries.

Where To Call

CIGNA has one number to call to confirm eligibility, obtain benefit coverage information, prior authorization requirements, or for any claim submission/coverage questions. Please contact CIGNA at **1-800-88CIGNA (882-4462)**.

Use CIGNA's Web site

CIGNA also offers online tools to obtain answers to these potential questions, and more. Please visit **www.cignaforhcp.com** to view the tools that CIGNA offers to healthcare providers treating CIGNA members. An online demo is available for you to see how to register and use the Web site.

Where to Submit Claims

Submitting claims to CIGNA HealthCare for CIGNA members.

Please use the following claims address for paper claim submission:

CIGNA HealthCare
P.O. Box 5200
Scranton, PA 18505-5200

Receiving Payment from CIGNA HealthCare

You will receive payment from CIGNA for covered services rendered to CIGNA members, provided all prior authorization and claim requirements are met. Your MVP reimbursement schedule will be used to process claim payment for these services and when payment is received, you cannot bill the CIGNA member for an additional amount.

You and the member will receive an *Explanation of Medical Benefit* from CIGNA that will have the following note on it in such instances:

EOP CODE 1349 - "Thank you for using the MVP Health Care Network. This represents your savings, so you are not required to pay this amount. This provider is prohibited from billing the patient for the difference. If you have already paid the full amount, please request reimbursement from your provider."

Provider Advocacy

In the unlikely event that you or your office staff have been unable to resolve a claim payment issue with CIGNA, we are here to help. Please contact MVP's Provider Claim Service Center at **1-800-684-9286**. We'll investigate the situation and offer assistance whenever possible.

www.mvphhealthcare.com

