

# Priority Health + Cigna Strategic Alliance

## Quick reference guide for providers

Starting January 1, 2021, Priority Health and Cigna have entered a Strategic Alliance which means:

- Cigna commercial group members that get care in Michigan can access the Priority Health preferred provider organization (PPO) network.
- Priority Health commercial group members that get care outside of Michigan have access to the Cigna network.

## Sample ID cards

### Priority Health members living in Michigan

**PriorityHealth**

**Contract number: 000000000-00**  
**Name: JOHN Q SAMPLE**  
**Group # and name: 00000000, GROUP NAME**  
**Health plan: PriorityPOS A + HSA**

**Dependent(s)**  
 000000000-01 SUZIE S SAMPLE  
 000000000-02 BRANDON J SAMPLE

[priorityhealth.com](http://priorityhealth.com)

**Member:**  
 For information on benefits, eligibility, and other questions about your health plan you can call the Customer Service Helpline at 800.448.5674, log in at [priorityhealth.com](http://priorityhealth.com) to send us a message or check your plan documents.  
 For mental health and substance abuse benefits and assistance call 800.673.8043.  
 To find a provider in your network, log in at [priorityhealth.com](http://priorityhealth.com) to access the Find a Doctor tool.

**If you're a provider:**  
 Outside of Michigan call 833.300.3628 for Eligibility/Benefits/Prior Authorization  
 Within Michigan call 800.942.4765 for Eligibility/Benefits/Prior Authorization  
 Submit medical claims to: Priority Health,  
 PO Box 232, Grand Rapids, MI 49501-0232,  
 ED Payer ID 38217

For electronic claims submission instructions, visit [priorityhealth.com/claims](http://priorityhealth.com/claims).

NOTICE: Possession of this card or obtaining prior authorization does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

FF This plan is sponsored by Priority Health. Benefits are not insured by Cigna or affiliates.

Prescription: Yes  
 Rx BIN: 000000  
 Rx PCN: A4  
 Rx Group #: PHCMRCL

Cigna Open Access Cigna  
**AWAY FROM HOME CARE**

### Priority Health members living outside of Michigan

**PriorityHealth**

**Contract number: 000000000-00**  
**Name: JOHN Q SAMPLE**  
**Group # and name: 00000000, GROUP NAME**  
**Health plan: PriorityPPO**

**Dependent(s)**  
 000000000-01 SUZIE S SAMPLE  
 000000000-02 BRANDON J SAMPLE

[priorityhealth.com](http://priorityhealth.com)

**Member:**  
 For information on benefits, eligibility, and other questions about your health plan you can call the Customer Service Helpline at 800.448.5674, log in at [priorityhealth.com](http://priorityhealth.com) to send us a message or check your plan documents.  
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Prescription: Yes  
 Rx BIN: 000000  
 Rx PCN: A4  
 Rx Group #: PHCMRCL

Cigna Open Access Cigna  
**AWAY FROM HOME CARE**

### Cigna members living in Michigan will have the Priority Health logo on their Cigna ID card.

**Cigna** **Priority Health** **Open Access Plus**

Cigna Health and Life Insurance Company  
 Medical/Rx

**Group** 00000000  
**Issuer** (00000)  
**ID** 00000000  
**Name** John Q Sample  
**PCP** None Selected  
**No Referral Required**  
 Priority Health Sample PH/OAP

**Copays/Coinsurance**  
 Primary Care \$25  
 Specialist \$50  
 Urgent Care \$25  
 ER \$150

**RxBIN** 000000 **RxPCN** 00000000  
**RxGrp** 000000000 **RxID** 000000000 00

[myCigna.com](http://myCigna.com)

You may be asked to present this card when receiving care; it does not guarantee coverage. For coverage, you must meet all plan terms/conditions. Willful misuse of this card is considered fraud. **Inpatient Admission/Outpatient Procedures:** Your health care professional must contact Cigna to pre-approve these services by calling the toll-free number below or going to [CignaforHCP.com](http://CignaforHCP.com). See the plan documents for pre-approval requirements. Without pre-approval, your plan may not pay for these services. In an emergency, get care immediately, then call your PCP as soon as possible for further assistance or advice on follow-up care within 48 hours. We encourage you to use a PCP as a valuable resource and personal health advocate.

**Medical Claims** PO Box 188061 Chattanooga, TN 37422-8061 Payer ID #62308  
**Customer & Health Care Professionals call 1-866-494-2111**

**Rx Claims:** Pharmacy Service Center, PO Box 188053, Chattanooga TN 37422-8053  
 For Pharmacists Only 800-351-9170

**MultiPlan** For providers not in your primary network, visit [multiplan.com](http://multiplan.com)

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# Working with us

Priority Health and Cigna are working together to give you a predictable and simplified experience. Check your patient's ID card for information about submitting claims, authorizations and more.

Want more details? See our *quick reference chart* below.

Question	Priority Health member	Cigna member
How do I know if my patient has Priority Health or Cigna as the primary plan administrator?	Your patient will have a Priority Health ID card.	Your patient will have a Cigna ID card.
What is the network and governing contract for reimbursement?	<p><b>Patients in Michigan:</b> Priority Health contractual terms and reimbursement apply, with a few exceptions in ancillary care. For Cigna members getting ancillary services like durable medical equipment and home infusion, Cigna's national ancillary agreements will apply. Go to our Provider Manual and click on the Cigna Strategic Alliance card for exceptions to ancillary care.</p> <p><b>Providers outside Michigan:</b> Cigna's contractual terms and reimbursement apply in all other states.</p>	
How do I confirm eligibility or benefits for my patients?	Visit <a href="http://priorityhealth.com/provider">priorityhealth.com/provider</a> <b>Patients in Michigan:</b> 800.942.4765 <b>Patients outside of Michigan:</b> 833.300.3628 Electronic data interchange (EDI) clearinghouse	Visit <a href="http://CignaforHCP.com">CignaforHCP.com</a> > Patients <i>(To use this tool, you must be a registered user with access to view patient information.)</i> Cigna Customer Service: 800.882.4462 Electronic data interchange (EDI) clearinghouse
How do I submit claims?	<p><b>Electronic:</b> Use Priority Health payer ID 38217</p> <p><b>Paper:</b> Priority Health Claims            P.O. Box 232            Grand Rapids, MI 49501</p>	<p><b>Electronic:</b> Use Cigna payer ID 62308</p> <p><b>Paper:</b> Use the address on back of ID card</p>
Who processes claims and issues the explanation of payment, explanation of benefits, or statement of account?	Priority Health	Cigna
How can I review claim status?	Visit <a href="http://priorityhealth.com/provider">priorityhealth.com/provider</a> <b>In Michigan:</b> 800.942.4765 <b>Outside of Michigan:</b> 833.300.3628	See the back of the patient's ID card. Cigna Customer Service: 800.882.4462
How do I submit an appeal?	See <a href="http://priorityhealth.com/provider/manual/appeals">priorityhealth.com/provider/manual/appeals</a> for information on claims and authorization appeals by plan type.	Attn: Cigna Appeals Unit PO Box 188011 Chattanooga, TN 37422 If the Cigna ID card indicates GWH-Cigna or 'G' on the front of the card: Attn: Cigna Appeals Unit PO Box 188062 Chattanooga, TN 37422-8062
Who do I contact for a prior authorization or for medical management services?	See the patient's ID card for instructions -or- Visit <a href="http://priorityhealth.com/provider/manual/auths">priorityhealth.com/provider/manual/auths</a>	Visit <a href="http://CignaforHCP.com">CignaforHCP.com</a> > Patients > View and submit pre-certification. <i>(To use this tool, you must be a registered user with access to view patient information.)</i> Cigna Customer Service: 800.882.4462 To find out which services require an authorization, visit <a href="http://CignaforHCP.com">CignaforHCP.com</a> > useful links > precertification policies
How do I request prior authorizations for high-tech radiology?	<p><b>In Michigan:</b> Log in to your <a href="http://priorityhealth.com/provider">priorityhealth.com/provider</a> account and click Auth Request.</p> <p><b>Outside Michigan:</b> Visit <a href="http://priorityhealth.com/provider/manual/auths">priorityhealth.com/provider/manual/auths</a></p>	Visit <a href="http://eviCore.com">eviCore.com</a> or call eviCore at: 888.693.3297
Ancillary services	Priority Health	Cigna members in Michigan will use Priority Health's network for ancillary care, with the exception of: Behavioral Health, Transplants, Optometry and Telehealth (Medical & BH), Home Health, Infusion, Labs and Dialysis. For more detail on ancillary care for Cigna members, visit the Provider Manual.

**For more information, contact the Priority Health provider help line at 800.942.4765.**