

Cigna Payer Solutions Active Accounts Update

For Health Care Professionals – January 2020

Some employers require a higher level of customization and flexibility that aligns with the capabilities of a Third Party Administrator (TPA). Cigna Payer Solutions has relationships with select Third Party Administrators (TPAs), Business Process Outsourcers (BPOs) and insurers to offer a breadth of Cigna products that complement the TPA's administrative and service capabilities.

In addition to our medical network, some clients may also access our dental network, pharmacy benefit management, case management, out-of-network savings programs, transplant, and/or stop loss coverage.

In these relationships, Cigna Payer Solutions:

- Provides access to our network
- Performs medical management and utilization reviews
- Re-prices claims according to our contracted rates and claims logic
- Provides clinical appeals management
- Provides contract dispute resolution

TPAs, BPOs, and insurers:

- Maintain eligibility
- Administer benefits
- Pay claims for these shared accounts using their own systems and vendors

Important information about how TPA-administered plans are managed:

- Payers typically manage **smaller business groups**, and often use vendors to process payments.
- Typically smaller groups **use stop loss at a much higher rate** to fund claims.
- These scenarios add to the time it takes to get the EOB and payment to you. **Typical times are 30-45 days.**
- **We require our Payers to provide eligibility information.** This can help minimize late identification of non-covered individuals.
- Plan designs generally require in-network and out-of-network benefit differentials to encourage plan participants to use health care professionals who participate in our network.
- We complete a business review to ensure Payers meet established standards for claim payment accuracy, payment response time, and customer call statistics (e.g., speed of answer). Adherence to these standards is contractually required and audited on a regular basis.
- Our staff and provider service partners support health care professionals and resolve claim inquiries or issues.
- We administer the contractual relationship with health care professionals to resolve contract language and intent differences.

Additional information

- **ID cards:**
 - ID cards contain the Cigna logo and have the letter "S" on the front of the card to designate that Cigna shares the administration of the plan with a third party.
 - Each card also includes the paper and electronic claims submission addresses.
 - ID Cards include the TPA or insurer's telephone number and address(es), for eligibility, benefits, claim status and payment inquiry. Please contact the TPA with questions on these topics.
- **Medical management:** Cigna's utilization management includes precertification, concurrent care review, and discharge planning.

A list of Payer Solutions TPAs updated in January 2020 can be found on the following pages.

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Active Accounts (Updated January 2020)

TPA or Insurer Name	TPA Customer Service Phone Number for Eligibility, Benefits, Claims	Link to HCP Portal
Academic Health Plans	1.888.308.7320	
ACS Benefit Services, Inc.	1.800.849.5370	HCP Login
Affordable Benefit Administrators	1.800.350.0148	HCP Login
Allegeant/LBA Healthplans, Inc.	1.800.815.8240	HCP Login
Allegiance Benefit Plan Management, Inc. ⁽¹⁾	Please refer to ID Card	HCP Login
Allied Benefit Systems, Inc.	1.800.288.2078	HCP Login
Allied / IHC	1.888.499.3501	HCP Login
Ameriben / IEC Group, Inc. (effective 10/1/19)	1.800.786.7930	HCP Login
America's Choice Health Plans	1.800.824.3882	
American Republic Insurance Company / World Insurance Company - (American Enterprise)	1.800.247.2190	HCP Login
Assured Benefits Administrators	1.800.247.7114	HCP Login
Aultcare Corporation	330.363.6360 or 1.800.344.8858	HCP Login
Automated Benefit Services (Ascension Smart Health)	1.888.492.6811	HCP Login
Automated Benefit Services (USHL)	1.844.284.6750	HCP Login
Assurant Health (Fortis and John Alden)	1.800.553.7654	HCP Login
Benefit Administrative Systems	1.800.523.0582	HCP Login
Benefit and Risk Management Services	1.916.467.1400	HCP Login
Benefit Assistance Company, LLC (effective 1/1/20)	1.800.982.7838	
Boon Chapman	1.800.252.9653	HCP Login
Business Administrators & Consultants, Inc.	1.800.521.2654	
Centivo (effective 1/1/20)	Please refer to ID Card	HCP Login
Christian Brothers Services, Inc.	1.800.807.0400	HCP Login
Commercial Travelers	1.800.756.3702	HCP Login
Conifer Value Based Care	1.818.461.5000	HCP Login
Continental Benefits ⁽²⁾	1.866.805.2515	HCP Login
Cottingham & Butler (SISCO)	1.800.793.5235	HCP Login
CWI Benefit Administrators	1.800.992.8088	HCP Login
CWIBenefits – Ascension Student Program	1.800.537.1777	
CWIBenefits – Automated Group Administration, Inc. (AGA)	1.260.755.4705	
CWIBenefits – Benefit Management Administrator	1.800.934.6302	HCP Login
CWIBenefits – Benefit Management, Inc.	1.800.290.1368	HCP Login
CWIBenefits – Benveo	1.844.722.9378	
CWIBenefits – Boulder Administrative Services	1.877.406.3699	
CWIBenefits – BPA Benefit Plan Administrators	1.800.277.8973	HCP Login
CWIBenefits – Fringe Benefits Consortium/San Diego County and Imperial County FBC	1.888.233.7915	
CWIBenefits – Group Benefit Services, Inc.	1.410.832.5156	
CWIBenefits – Hawaii Mainland Administrators, LLC	1.480.921.8944	
CWIBenefits – Kentucky Health Administrators	1.859.263.2382	
CWIBenefits – Markham Gray Dennis (Britton Benefit Services)	1.800.676.1182	
CWIBenefits – MedBen	1.800.423.3151	
CWIBenefits – Old National (Employee Plans LLC)	1.260.625.7347	
CWIBenefits – Pro-Claim Plus	1.800.551.7334	HCP Login
CWIBenefits – TPA Exchange, Inc.	1.877.224.8061	HCP Login

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CWIBenefits – Trusteed Plan Services Corporation	1.800.426.9786	HCP Login
Daniel H Cook Associates (Cook Associates)	1 212 505 5050	HCP Login
Delta Health Systems (DHS)	1.800.422.6099	HCP Login
EBA&M (Employee Benefits Administration and Management)	1.800.249.8440	HCP Login
EBIX (formerly IHC Health Solutions, Inc.)	1.800.651.5236	HCP Login
Eliance/Preferred Health Care	1.855.408.8503	
EMI Health	1.800.662.5851	HCP Login
Employee Benefit Consultants (EBC)	1.800.558.7798	HCP Login
Employee Benefit Management Services, LLC (effective 8/1/19)	1.866.326.7944	HCP Login
Employer Driven Insurance Services (EDIS) (formerly Ben-e-lect)	1.888.866.7973	HCP Login
Everence Insurance Company	1.800.348.7468	HCP Login
FCE Benefit Administrators	1.800.298.7269	HCP Login
First Choice Health Network (effective 1/1/20)	1.800.467.5281	HCP Login
Fringe Benefit Coordinators	1.833.236.3229	HCP Login
Fringe Benefit Group (formerly LoneStar d/b/a Employer Plan Services, Inc.)	1.855.495.1190	HCP Login
Gilsbar	1.888.472.4352	HCP Login
Group & Pension Administrators, Inc.	1.866.206.3224	HCP Login
Group Administrators, Ltd.	1.800.323.1683	HCP Login
Group Resources, Inc.	1.888.620.1297	HCP Login
Hawaii Western Management Group	1.888.591.0088	HCP Login
Healthcomp	1.800.442.7247	HCP Login
Healthcare Highways, Inc. (effective 7/1/19)	1.844.869.5640	
Health Cost Solutions, Inc.	1.800.526.3919	HCP Login
HealthFirst TPA, Inc. (effective 12/1/19)	1.800.477.2287	HCP Login
Healthgram	1.800.550.6214	HCP Login
HealthSCOPE Benefits	1.800.821.9399	HCP Login
HealthSmart Benefit Solutions	1.800.444.3995	HCP Login
Insurance Benefit Administrators (effective 7/1/19)	1.844.630.7500	HCP Login
Insurance Management Services	1.800.687.5944	HCP Login
J.P. Farley Corporation	1.800.634.0173	HCP Login
Key Benefit Administrators	1.800.871.2335	HCP Login
Lucent Health California (formerly Capitol Administrators, Inc., a Lucent Health Company)	1.800.331.5301	HCP Login
Lucent Health Nashville (formerly North America Administrators)	1.800.411.3650	HCP Login
Lucent Health Wisconsin (formerly Cypress Benefit Administrators)	1.855.556.0285	HCP Login
Maestro Health (Integra Employer Health)	1.888.906.4653	HCP Login
Mediview/Seton Health Plan	1.512.420.2760	HCP Login
Meritain Health	1.800.925.2272	HCP Login
Metlife/Trustmark Health Benefits (formerly Metlife - Coresource)	1.866.217.5631	HCP Login
Mountain States Administrative Services	1.800.866.4731	HCP Login
Mutual Assurance Administrators, Inc.	1.800.825.3540	HCP Login
OrchestrateHR (formerly Employer Direct Health)	1.800.550.8009	
National General – Allied	1.800.392.5150	HCP Login
Paragon Benefits, Inc.	1.800.277.9218	HCP Login

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Pinnacle Benefit Administrators	1.800.649.9121	HCP Login
Priority Health	1.800.942.4765	HCP Login
Professional Benefit Administrators, Inc.	1.800.435.5694	HCP Login
QUALCARE	1.732.562.7804	HCP Login
Scott & White Health Plan	1.844.769.3994	HCP Login
SeeChange Health	1.866.340.7182	
Shasta Administrative Services	1.800.441.4518	HCP Login
S & S Healthcare Strategies		HCP Login
S&S - Advanced Benefit Solutions	1.804.641.2251	
S&S – Advantek Benefit Administrators	1.866.556.7655	HCP Login
S&S - Alternative Benefit Plans, Inc.	1.800.241.7319	HCP Login
S&S - American Plan Administrators	1.888.624.6300	HCP Login
S&S - American Trust Administrators	1.800.842.4121	
S&S – AmeriPlan	1.866.711.6230	
S&S - Anchor Benefit Consulting	1.800.845.7629	HCP Login
S&S - ARM, Ltd.	1.800.392.1770	HCP Login
S&S – Auxiant	1.800.245.0533	HCP Login
S&S - Baker Benefits	1.866.991.4900	HCP Login
S&S - Benefit Plan Administrators of Eau Claire, Inc.	1.800.236.7789	HCP Login
S&S - Burns Consulting (OME_RESA)	1.770.532.2690	
S&S - Caprock Health Plans	1.800.747.9446	HCP Login
S&S – Coastal Administrative Services	1.800.870.1831	HCP Login
S&S - Corporate Benefit Services, Inc.	1.800.277.9476	HCP Login
S&S - Covenant Services Group, The	1.800.680.8728	HCP Login
S&S - Custom Design Administrators	1.513.598.2929	HCP Login
S&S - D.H. Evans Associates (DBA Path Administrators)	1.717.671.8551	HCP Login
S&S – Dunn Associates	1.812.378.9960	
S&S - E.S. Beveridge & Associates, Inc.	1.800.441.3961	HCP Login
S&S – Empire Benefit Administrators dba Total Plan Concepts	1.718.435.6000	HCP Login
S&S - Employee Benefit Management Corp (EBMC)	1.800.304.0761	HCP Login
S&S - Employee Benefit Service Center, The	1.800.310.6645	HCP Login
S&S – Employee Benefit Services, Inc.	1.888.746.7705	
S&S - Enterprise Group Planning, Inc. (EGP)	1.800.229.2210	
S&S - Equitable Plan Services, Inc.	1.800.749.2631	HCP Login
S&S - Fox Everett	1.877.476.6327	HCP Login
S&S - Group Benefit Services	1.800.638.6085	
S&S - Group Insurance Services Center	1.800.242.4472	
S&S - HealthCare Solutions Group, Inc.	1.800.749.1422	HCP Login
S&S - Health Plan Administrators	1.330.953.2307	HCP Login
S&S – Health Plan of NE	1.800.310.2835	HCP Login
S&S - Healthnow Administrative Services	1,877.804.4629	
S&S - Hewitt Coleman & Associates	1.864.240.5800	HCP Login
S&S - Insurance Design Administration	1.855.606.9294	
S&S - IMA, Inc. (Insurance Management Administrators)	1.800.742.9944	
S&S - Insurance Program Managers	1.888.377.5845	HCP Login
S&S - Interactive Benefits Corporation	1.800.442.7484	
S&S - International Benefit Administrators	1.800.422.7617	HCP Login
S&S - Managed Care of America, Inc.	1.800.922.4966	HCP Login

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S&S - NOVA Healthcare Administrators	1.716.773.2122	HCP Login
S&S - Omni Administrators	1.212.278.0754	
S&S - Pekin Insurance (affiliation to GPS)	1.800.322.0160	HCP Login
S&S - People's 1st Health Strategies	1.866.881.0676	
S&S - Professional Claims Management	1.630.655.1169	HCP Login
S&S - Providence Administrative Services	1.800.495.5950	HCP Login
S&S - Regional Care, Inc.	1.800.795.7772	HCP Login
S&S - RH Administrators	1.800.680.0892	
S&S - S&S Healthcare Strategies	1.800.717.2872	HCP Login
S&S - Self Funding Administrators	1.800.424.8611	
S&S - Self Funded Plans, Inc.	1.800.722.7374	
S&S - Significa Benefit Services	1.800.433.3746	HCP Login
S&S – SIHO	1.800.443.2980	HCP Login
S&S – South Georgia Benefit Administrators	1.800.831.4914	
S&S - Stirling Benefits, Inc.	1.800.447.6689	HCP Login
S&S – Special Insurance Services	1.800.767.6811	
S&S - Taylor Benefit Resources	1.229.225.9943	HCP Login
S&S - Texas AG Benefit Administrators	1.866.747.1901	
S&S - The Underwriter Group	1.502.244.1343	
S&S - Total Plan Services	1.800.969.5238	HCP Login
S&S - TR Paul, Inc.	1.800.678.4161	
S&S - Trident Administrators	1.800.362.5894	HCP Login
S&S - Tucker Administrators	1.800.347.1232	HCP Login
S&S - Vertech Benefit Administrators		
S&S - WelNet	1.800.727.1733	
Tall Tree Administrators	1.877.453.4201	HCP Login
The Health Plan	1.800.624.6961	HCP Login
The Lewer Agency, Inc.	1.800.821.7715	
The Loomis Company	1.610.374.4040	HCP Login
Cognizant TriZetto Software Group, Inc.		
TriZetto - Creative Plan Administrators, LLC (CPA)	1.860.656.7956	HCP Login
TriZetto - Diversified Administration Corp.	1.860.295.0238	HCP Login
TriZetto – EBSO (formerly Employee Benefit Consultants)	1.800.558.7798	HCP Login
TriZetto - Florida Health Administrators, Inc.	1.954.366.0111	HCP Login
TriZetto - Group Insurance Service Center, Inc.	1.800.242.4472	HCP Login
TriZetto - Heritage Consultants, Inc.	1.800.282.2460	HCP Login
TriZetto - Insurance Administrators of America	1.800.283.2524	HCP Login
TriZetto - Pequot Pharmaceutical Network	1.877.883.5980	HCP Login
TriZetto – Preferred Benefit Administrators	1.888.524.2777	HCP Login
TriZetto - Resources One Administrators	1.800.967.2077	
TriZetto - Self Insured Plans, LLC	1.866.960.5066	HCP Login
TriZetto – Worksite Benefits	1.800.486.7664	HCP Login
Trustmark Health Benefits (formerly Coresource, Inc.)	1.800.223.3943	HCP Login
Trustmark Small Business Benefits (formerly Trustmark Companies (Starmark))	1.800.522.1246	HCP Login
Tufts Associated Health Plans, Inc.	1.800.462.0224	HCP Login
Unified Group Services (UGS)	1.800.291.5837	HCP Login
US Health Group - (Freedom Life Insurance Company & National Foundation Life Insurance)	1.866.745.8744	HCP Login
Web TPA, LLC	Please refer to ID card	HCP Login

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Wellfleet (formerly Consolidated Health Plans)	1.800.633.7867	HCP Login
Zelis Healthcare	1.800.860.1111	

- (1) *Allegiance Benefit Plan Management is responsible for administering various aspects of this patient's plan, which may include claim processing, utilization management or eligibility verification. As may vary by group, please call the phone number listed on the member ID card.*
- (2) *Please note that when calling Continental Benefits, a group specific phone number may be provided.*

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