

CIGNA AND TUFTS HEALTH PLAN: STRATEGIC ALLIANCE – CARELINK

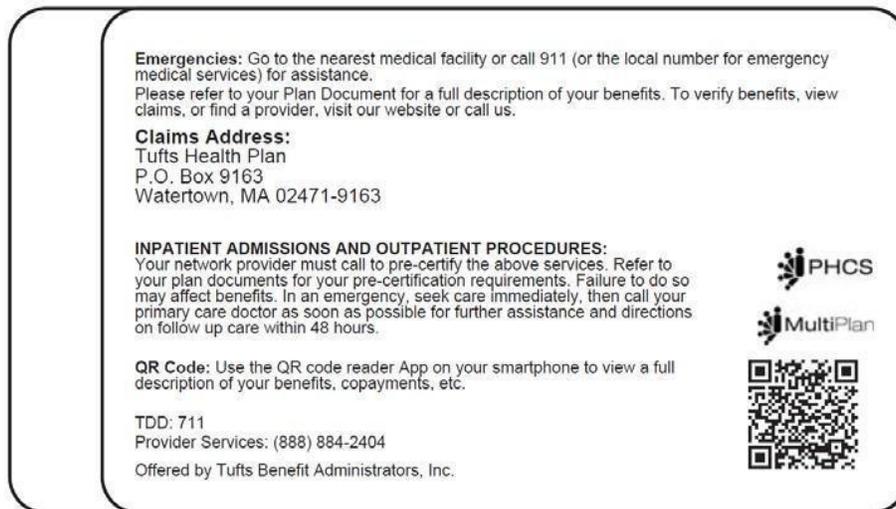
Quick Reference Guide for Providers

Updated: February 2022

Cigna has a strategic alliance with Tufts Health Plan to offer CareLink®, an Open Access Plan (OAP).

Your patients who have ID cards that display the CareLink logo are able to access care through the Tufts Health Plan network of providers in Massachusetts and Rhode Island. Outside of these states, they are able to access care through Cigna's network of providers throughout the country.

Sample Tufts CareLink ID card (Tufts is primary administrator)



Sample Cigna CareLink ID card (Cigna is primary administrator)

myCigna.com

TUFTS Health Plan Cigna Care Network
Connecticut General Life Insurance Co.

CareLink

IIN 12345B Control 00600000
Account: 11234567
Issuer: (12345)
Coverage Effective Date: 1/01/2012

Choice Fund OA Plus - HSA
No referral required
Primary 15%
Specialist 15%/25%
Rx 30%/40%/50%
Network Coinsurance:
In: 85%/15%
Out: 65%/35%

ID: **U01234567 01**
Name: **Joe Customer**

MultiPlan Med/Rx Deductible Applies
Network Savings Program

NMCWBC

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 ## hours.

Send Claims to: P.O. BOX XXXX, ANYTOWN, STATE, ZIP

Customer Service: 1.800.XXX.XXXX MH/SA: 1.800.XXX.XXXX

We encourage you to use a PCP as a valuable resource and personal health advocate.

AWAY FROM HOME CARE

CareLink plan administration

Depending on whether Cigna or Tufts Health Plan is the primary administrator of the employer group's benefits, there may be differences in how CareLink is administered. Please refer to the chart below as a guide.

Question	Primary administrator	
	Cigna	Tufts Health Plan
How do I identify Cigna or Tufts Health Plan as the primary administrator?	<ul style="list-style-type: none"> • CareLink Cigna ID card • Alphanumeric ID number • Begins with "U" <p>Example: U12345678 01</p>	<ul style="list-style-type: none"> • CareLink Tufts Health Plan ID card • Numeric ID number □ • Begins with "775," "776," "888," or "889" <p>Example: 889123456 01</p>
What is the CareLink medical network and governing medical contract for reimbursement?	<ul style="list-style-type: none"> • Tufts Health Plan contractual terms and reimbursement apply in Massachusetts (MA) and Rhode Island (RI) • Cigna's contractual terms and reimbursement apply in all other states 	
What is the CareLink behavioral health network?	Cigna Behavioral Health or other mental health plan provider based on employer group	<ul style="list-style-type: none"> • Tufts Health Plan in MA and RI • Cigna Behavioral Health in all other states, or a mental health plan provider based on employer group
How do I confirm eligibility for a patient with a CareLink plan?	<p>Cigna</p> <ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) <p>Tufts Health Plan</p> <ul style="list-style-type: none"> • TuftsHealthPlan.com • Tufts Health Plan Provider Services: 888.884.2404 • The New England Healthcare Exchange Network (NEHEN): NEHEN.org • Electronic data interchange (EDI) clearinghouse 	<p>Tufts Health Plan</p> <ul style="list-style-type: none"> • TuftsHealthPlan.com • Tufts Health Plan Provider Services: 888.884.2404 • Tufts Health Plan interactive voice response system [National Provider Identifier (NPI) required] □ NEHEN.org • EDI clearinghouse
How do I confirm benefits for a patient with a CareLink plan?	<ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) 	<ul style="list-style-type: none"> • TuftsHealthPlan.com • Tufts Health Plan Provider Services: 888.884.2404
Where do I submit claims (electronic or paper)?	<ul style="list-style-type: none"> • Electronic Use Cigna payer ID 62308 • Paper Use address on back of ID card 	<p>Electronic</p> <p>Contact EDI Operations:</p> <ul style="list-style-type: none"> • 888.880.8699, ext. 4042 • EDI_Operations@Tufts-Health.com <p>Paper</p> <ul style="list-style-type: none"> • Use address on back of ID card

(continued)	Primary administrator	
Question	Cign	Tufts Health Plan
Who processes claims and issues the explanation of payment, explanation of benefits, or statement of account?	Cigna	Tufts Health Plan
How can I review claim status?	<ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) 	<ul style="list-style-type: none"> • TuftsHealthPlan.com • Tufts Health Plan Provider Services: 888.884.2404 • NEHEN.org
Where do I submit an appeal?	<p>Cigna Attn: National Appeals Unit PO Box 188011 Chattanooga, TN 37422</p> <p>Submit high-technology imaging service appeals to:</p> <p>eviCore healthcare Attn: Claims Appeals 730 Cool Springs Blvd, Suite 800 Franklin, TN 37067</p>	<p>Tufts Health Plan Attn: CareLink Primary Administration PO BOX 178, CANTON MA 02021-0178</p>
Where can I find the precertification (prior authorization) list for CareLink customers outside of MA and RI ?	<ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) 	
Where can I find the precertification (prior authorization) list for CareLink customers in MA and RI ?	<ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) 	
Who do I contact for a prior authorization request, excluding high technology radiology and diagnostic cardiology management? (includes medical benefit drugs)	<p>Cigna</p> <ul style="list-style-type: none"> • CignaforHCP.com • Cigna Customer Service: 800.88Cigna (800.882.4462) 	
Who do I contact for a prior authorization request for high technology radiology imaging and diagnostic cardiology management?	<p>eviCore Cigna</p> <ul style="list-style-type: none"> • eviCore.com ☐ • eviCore ☐ Cigna Customer (800.882.4462) healthcare: 	<p>CignaforHCP.com</p> <p>Service: 800.88Cigna 888.693.3297</p>
Who do I notify of an observation admission?	<p>Notify Cigna within 48 hours of admission to observation. Note: Does not include postoperative observation service.</p>	

<p>Who do I contact for pharmacy prior authorization?</p>	<ul style="list-style-type: none"> • Cigna Pharmacy Customer Service: 800.592.5108 • Company identified on ID card 	<p>CVS Caremark</p> <ul style="list-style-type: none"> • Standard Pharmacy Unit: 888.413.2723 • Specialty Pharmacy Unit: 866.814.5506, or company identified on ID card
<p>What is the transplant network?</p>	<ul style="list-style-type: none"> • Tufts Health Plan in MA and RI • Cigna LifeSOURCE Transplant Network® in all other states Cigna LIFESOURCE.com, or 800.668.9682 	

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