



Provider Newsflash Update

April 2021

CareCentrix and Cigna – Claims Reminder

Purpose of this communication:

- To remind providers to timely submit claims for Cigna members to the appropriate party to avoid claim denials.

What do I need to know?

- As previously communicated, the CareCentrix/Cigna agreement terminated on 1/31/2021.
- This change does not impact any other CareCentrix health plan clients and will not affect your provider agreement with CareCentrix.
- There are no changes to the billing or claims practices for services rendered to Cigna members on or before 1/31/2021. These claims should be billed to CareCentrix as soon as possible and will be processed and paid by CareCentrix in accordance with the terms of the Cigna member's benefit plan and the terms of your CareCentrix provider agreement.
- Claims submitted to CareCentrix for Cigna members with dates of service on or after 2/1/2021 will not be processed by CareCentrix. These claims should be submitted directly to Cigna and will be processed and paid by Cigna in accordance with the terms of the Cigna member's benefit plan and your agreement with Cigna or as otherwise specified by Cigna. The CareCentrix provider agreement, including provider contract rates, does not apply to claims for dates of service for Cigna members on or after 2/1/2021.
- Providers seeking CareCentrix support for dates of service on or before 1/31/2021 should utilize the HomeBridge® Provider Portal or the contact information listed on the Provider Manual.

What do I need to do?

- Providers should ensure claims are submitted timely and to the appropriate party (CareCentrix or Cigna) based on the dates of service. Claims should be submitted as soon as possible and in accordance with your agreement to avoid claim denials.
- For additional information regarding the transition of services to Cigna, please reference the previously distributed newsflashes available on the Newsflash Archive on the HomeBridge® Provider Portal at www.carecentrixportal.com or by contacting Cigna/eviCore directly using the following contact information:
 - Call Cigna at 800-244-6224 for authorization or claims/billing related support
 - Call eviCore at 800-575-4517, option 3 for contracting or credentialing related support

Thank you in advance for your cooperation and continued partnership.