



Provider Newsflash

January 2026

Cigna Claims Questions

Purpose of this communication:

- The purpose of this communication is to remind providers that CareCentrix is no longer processing claims for Cigna members.

What do I need to know?

- To submit, manage, check status, or perform any other actions for claims or authorizations related to Cigna members, contact Cigna or use the claims address located on the member's ID card.
 - Call Cigna at 800-244-6224 for authorization or claims/billing related support.
 - Call EviCore by Evernorth at 800-575-4517, option 3 for contracting or credentialing related support.

What do I need to do?

- If you have any questions, contact Cigna.

Thank you in advance for your cooperation and continued partnership.