



Cigna Alternate ID Reminder

Purpose of this communication:

- To inform providers of the correct process when entering member Subscriber ID and Alternate Member ID into the Provider Portal: HomeBridgeSM for Cigna and Cigna Select (GreatWest) members.

What do I need to know?

- All initial authorization requests for Cigna HMO or PPO members that are entered with an 11 alphanumeric character (i.e., U1234567801) Subscriber ID will receive an error message that reads: “The correct Subscriber ID format for this plan is a series of 9 alphanumeric characters. Please Re-enter in the correct format”.

What do I need to do?

- DO NOT re-key in that same 11 alphanumeric character (i.e., U1234567801) Subscriber ID in the Member Alternate ID field to bypass the message.
- **Instead, please enter the first 9 characters of the Subscriber ID only** and refrain from entering any information in the ‘Member Alternate ID’ field unless you have been provided with a Cigna Select (GreatWest) alternate ID number.

* Insurance Name	CIGNA PPO
* Subscriber ID	U12345678
	OR
Member Alternate ID	

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to the Intake Team at 844-457-9810.