



Provider Newsflash

December 2016

Cigna Secondary Claims

Purpose of this communication

- To inform providers about changes to the claims submission process when Medicare is primary and Cigna is secondary.

What do I need to know?

- Cigna now forwards Medicare crossover claims to CareCentrix on your behalf.
- When Cigna forwards a Medicare crossover claim to CareCentrix, you will receive a message from Cigna indicating that Cigna has received your claim from Medicare and forwarded it to CareCentrix.
- With the exception of claims that are billed to Medicare using HCPCS/modifiers that are not included in your contract, you no longer need to bill CareCentrix for Medicare crossover claims where Cigna is the secondary payer.

Is there anything else I need to know?

- Continue to bill CareCentrix for Cigna secondary claims for services that were billed to Medicare using HCPCS/modifiers that are not included in your CareCentrix contract.
- Continue to bill CareCentrix for all other non-Medicare Cigna secondary claims.
- Submit your secondary claims in accordance with the process outlined in our Provider Manual, including submitting the secondary claim on paper with the primary payer's explanation of benefits.
- If you have further questions, please contact your network management representative.

Thank you in advance for your cooperation and continued partnership.