

**New Cigna Provider Dedicated Toll-Free
Number 1-844-457-9969**

Purpose of this communication:

- To inform providers that CareCentrix has implemented a new toll-free number that has been created specifically for provider inquiries related to Cigna members such as authorization and claim inquiries.

What do I need to know?

- Effective October 6, 2017, providers contracted with CareCentrix to provide services to Cigna members should utilize the following new dedicated toll-free number for inquiries related to Cigna members: **844-457-9969**.
- This number is intended for use for operational processes such as authorizations and claims.
 - Failure to use this number may delay resolution of the inquiry.

What do I need to do?

- CareCentrix encourages all contracted providers that provide services to Cigna members to update their CareCentrix contact information for Cigna business to ensure that inquiries are properly directed.
 - Updated contact information will be posted on our provider portal and can be accessed by visiting: www.carecentrixportal.com
- Providers should continue to use our portal as their primary method for submitting authorization requests and reviewing claims status.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.