

Talking Points

August 2021

Cigna to end contract with Idaho Physicians Network, effective June 30, 2022

What's happening?

- Effective June 30, 2022, Cigna will end its relationship with Idaho Physicians Network (IPN).
- Letters were mailed on June 1, 2021 to notify providers of this change.
- In order to remain participating, providers must directly contract with:
 - Cigna – Core Medical and Behavioral Health Care
 - American Specialty Health (ASH) – Acupuncture, Chiropractic, Massage Therapy
 - eviCore – Durable Medical Equipment (DME), Home Health, Home Infusion, High Tech Radiology
- Cigna's Medical Recruitment Team (MRT) and National Ancillary team began outreach to core specialties on or around July 6, 2021.

Cigna

- Core medical providers will need to contract with Cigna, directly, to remain in the network.
- Core medical providers include the following:
 - Primary care providers (PCPs) – FP, PD, IM, etc.
 - Delegated groups
 - Hospitals
 - Surgery centers
 - Community health centers
 - Specialists (e.g., OBGYN, Cardiology, Pulmonology, etc.)
 - Physical therapists and occupational therapists
- Core medical providers will need to complete the contracting materials that were sent to them on or before July 6, 2021. The contracting packet will include the following:
 - Cover letter (ID letter)
 - Provider Information Form (PIF)
 - Group Agreement
 - W-9 (standard)
 - HCFA
- Core medical providers should be directed to mail their questions to:
 - **Cigna**
 - **Attention: Medical MRT**
 - **PO Box 9072**
 - **Denison, Texas 75020**
- They can also send an email to the Medical Recruitment Team at MRTIntakeinbox@Cigna.com.

Behavioral providers can expect to receive an outreach from the Cigna National Contracting Unit (NCU) on or after August 2, 2021.



- Behavioral providers should be directed to CignaforHCP.com to join the behavioral network. They will need to submit the Cigna Behavioral Provider Information Form ([CHCP - Behavioral Resources - CBH Credentialing](#)) to initiate the contracting process.
- A recruitment letter with instructions for completing the form will be sent to them on or around August 2, 2021.
- Behavioral providers should enter the following recruitment code when submitting the Cigna Behavioral Provider Information Form: **21IPN**.
- Behavioral providers can outreach the Cigna NCU with questions at BehavioralContracting@Cigna.com or contact the Behavioral Provider Service Center at **800.926.2273**

American Specialty Health (ASH)

- Cigna's National Ancillary team began outreach on or around July 6, 2021 to providers who will need to contract through ASH, to remain in the network.
- Acupuncturists, chiropractors, and massage therapists will need to contract with American Specialty Health (ASH).
- Acupuncture, chiropractic, and massage therapy providers should call 888.511.2743 with questions about this program.

eviCore

- Cigna's National Ancillary team began outreach on or around July 6, 2021 to providers who will need to contract through eviCore, to remain in the network.
- Durable Medical Equipment (DME), home health, home infusion, and high tech radiology providers will need to contract with eviCore.
- Providers of durable medical equipment (DME), home health, home infusion and high tech radiology services should be directed to clientservices@evicore.com. They will be routed to the network team from there.

General inquiries

- Provider should contact Cigna at **800.88Cigna (800.882.4462)** with general inquiries.
- Cigna has requested that Idaho Physicians Network redirect provider calls in accordance with the above.

