CIGNA maintains a separate network for individuals who have ID cards that include the GWH-CIGNA identifier in the upper right corner of the card. This network is referred to as the GWH-CIGNA network.

There are some variations between GWH-CIGNA and the CIGNA network. This guide will help you understand when a patient is in-network, the claim and service channels, contractual relationships with ancillary vendors, Explanations of Payment (EOP), and Electronic Data Interchange (EDI) transactions.

**Providing In-Network Services**

When a patient presents the GWH-CIGNA ID card, you are in-network for that patient if:

- your provider agreement identifies a Great-West Healthcare company; or
- you have a provider agreement that identifies a Great-West Healthcare company and a separate agreement with Connecticut General Life Insurance Company or a CIGNA HealthCare HMO; or
- you have been notified in writing that individuals covered under plans formerly administered by Great-West Healthcare are now covered under your CIGNA participating provider agreement.

Otherwise, you are an out-of-network health care professional for patients with GWH-CIGNA ID cards.

When a patient presents the CIGNA ID card, you are in-network for that patient if:

- you have a provider agreement with Connecticut General or a CIGNA HealthCare HMO.

If you only have a provider agreement that identifies a former Great-West Healthcare company, you are an out-of-network health care professional for patients with a CIGNA ID card.
Network Differences

Separate Claim and Service Channels
It is important that the correct claim submission processes are followed for both the CIGNA and the GWH-CIGNA network. Currently, claim submission is different depending on the network. Follow the information found on the patient ID card, including:
- Claim address and claim submission process
- Payer ID number
- Precertification procedures
- Customer service number and web address

For additional information, access the Important Contact Information found on the Secured Provider Portal, www.gwhcignaforhcp.com.

Ancillary Vendor Relationships
The GWH-CIGNA and CIGNA networks may have different contractual relationships with vendors such as radiology and laboratory. When you refer a patient with the GWH-CIGNA ID card for these services, use the Provider Directory and the CIGNA Reference Guide found on the Secured Provider Portal, www.gwhcignaforhcp.com to find an in-network vendor.

EOPs and EDI Transactions
The GWH-CIGNA identifier also appears on paper Explanation of Payment (EOP) documents and on Electronic Data Interchange (EDI) transactions. You can identify an EOP associated with a GWH-CIGNA ID card by the 1000 Great-West Drive claim address, the payer ID 80705, and the GWH-CIGNA remark code. EDI transactions associated with the GWH-CIGNA ID card will include the GWH-CIGNA identifier in the payer name field.

Need more information?

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GWH-CIGNA
www.gwhcignaforHCP.com
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