

CIGNA BEHAVIORAL HEALTH, INC. WILL CHANGE ITS NAME TO EVERNORTH BEHAVIORAL HEALTH, INC.

Questions and Answers
For Behavioral Providers
July 2021

On September 1, 2021, Cigna Behavioral Health, Inc. will change its name to Evernorth Behavioral Health, Inc. To support you through this change, below are questions you may have about this matter.

WHAT'S HAPPENING?

- 1. Why is Cigna Behavioral Health, Inc. changing its name to Evernorth Behavioral Health, Inc.?**
We are taking a critical step forward in delivering on our mission to be *the* leading health services company in our industry and to fundamentally transform and evolve the health experience for millions of people around the world.

With the launch of Evernorth, a new brand for our growing, high-performing health services portfolio, we are accelerating delivery of innovative and flexible solutions that drive the most value for you and your patients.

WHAT'S STAYING THE SAME?

- 2. Will this change how we work together?**
No. There will be no immediate changes to our working relationship or processes as a result of this change. You will continue to use existing systems to work with us, which include:
 - o Verifying benefits and eligibility
 - o Checking claim status
 - o Requesting prior authorization
 - o Submitting claims (same addresses and electronic data interchange [EDI] payer ID number 62308)
 - o Getting reimbursed
 - o Referring patients to network-participating providers, facilities, and vendors
 - o Other transactional activities

While you and your patients may see communications reflecting the Evernorth brand, it will not affect your day-to-day business with us and there will be no disruption of service.

- 3. Will patients receive new ID cards?**
No. You will continue to see your Cigna patients with no disruption of service and refer to their Cigna ID cards for current benefit and contact information. As always, verify your patient's eligibility and benefits before rendering behavioral health services. You can use the provider website, an EDI transaction through your vendor or practice management system, or call the number on the back of the ID card.

Together, all the way.®



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4. Will my patients' benefits change as a result of this transition?

No. Your patients' benefits will remain the same as we transition to Evernorth Behavioral Health. In addition, this news does not impact any of our health plans' agreements with behavioral providers.

If you have questions about your patients' plans, please continue to refer to their Cigna ID cards for current contact and benefit information.

5. Will phone and fax numbers remain the same?

Yes. You will continue to use the same telephone and fax numbers as you do today.

6. Will this change my contract with you?

No. There will be no changes to your contract terms. Your contractual obligations will remain the same, even after we become Evernorth Behavioral Health, Inc.

Please continue to:

- Operate in a *business as usual* manner
- Deliver quality uninterrupted behavioral health care and focus on your patients
- Honor all existing terms and conditions in our contracts

Any amendments made to your Participating Provider Agreement after September 1, 2021, will come from Evernorth Behavioral Health, Inc.

For providers who have Cigna behavioral *and* medical contracts, please note that this name change *only* applies to the behavioral network.

7. If a provider contracted with Evernorth Behavioral Health, Inc. renders services to a customer with a Cigna health plan, which company name will be on the explanation of payment (EOP)?

Contracted behavioral providers will continue to submit claims on a standard Health Care Finance Administration (HCFA) form, and once it's processed, the EOP will be from Evernorth Behavioral Health.

WHAT'S CHANGING?

8. Are email and mailing addresses changing?

You will continue to use the same mailing addresses as you do today. For correspondence, you will simply change our name from *Cigna Behavioral Health* to *Evernorth Behavioral Health* starting September 1, 2021.

All behavioral-related Cigna.com email addresses will change over to Evernorth.com domains starting September 1, 2021. If you currently send emails to Cigna Behavioral Health, you should plan to update them accordingly. For example, the email address for the Provider Relations Team will change from BehPrep@Cigna.com to BehPrep@Evernorth.com.

9. Will Evernorth Behavioral Health have a new website for providers?

Yes. Starting in 2022, we will launch a new Evernorth website for providers. In advance of the launch, you will be able to preview the homepage at provider.evernorth.com starting September 1, 2021. You will use your Cigna for Health Care Professionals website (CignaforHCP.com) credentials to log in. After entering the new homepage, you will see Cigna branding as we work to bring you a unified Evernorth experience.

10. If I am not registered for CignaforHCP.com, can I log in to provider.evernorth.com?

Yes. If you are not currently registered for the provider website, you can register on either CignaforHCP.com or provider.evernorth.com. This will give you access to provider.evernorth.com, when the full site becomes live in 2022. Once you register, you will be able to log in and perform a variety of activities. See next question for more information.

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11. Will I be able to perform all of the same functions on provider.evernorth.com as I do today on [CignaforHCP.com](https://cignaforhcp.com)?

Yes. [Provider.evernorth.com](https://provider.evernorth.com) will provide you with all of the functionality that you're accustomed to using on [CignaforHCP.com](https://cignaforhcp.com). Examples include:

- Verifying benefits and eligibility
- Checking claim status
- Submitting claims (Same EDI payer ID number 62308)
- Enrolling in and managing electronic funds transfer (EFT)
- Other transactional activities

12. Will there be changes to electronic transactions that I use through a vendor or my practice management system?

Any transactions you use today, such as submitting electronic claims (837), checking eligibility and benefits (270/271), electronic remittance advice (835), etc. will remain the same. The payer ID, 62308, is not changing, however you may see changes in the information source and payer name. All changes will be communicated with our partnering [EDI vendors](#).

ADDITIONAL INFORMATION

13. Will you continue to notify me of future changes as you transition to Evernorth Behavioral Health?

Yes. Maintaining our relationship with you remains a top priority. As the transition to Evernorth Behavioral Health progresses, you can expect to receive updates through channels, including newsletters, emails, website postings, and/or mailed notifications.

14. Where can I get more information about Cigna's launch of Evernorth?

For more information about this topic, please refer to the September 2020 [news release \(Cigna.com > About Cigna > Cigna Newsroom > News Releases > Cigna Launches Evernorth To Accelerate Delivery Of Innovative And Flexible Health Service Solutions\)](#).

15. Who can I contact if my question isn't answered in this document?

If you have questions about our transition to Evernorth Behavioral Health, please call Provider Services at 800.926.2273.

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