

CLAIMS AND APPEALS MAILING ADDRESS CONSOLIDATION: QUICK REFERENCE

For Health Care Professionals
July 1, 2014

We have consolidated all mailing locations for Cigna paper claims and appeals to Chattanooga, TN. The Kennett, MO mailing addresses are no longer in service. Claims and appeals sent to Kennett will be forwarded to Chattanooga by the U.S. Postal Service. Please send all paper claims and appeals to the appropriate Chattanooga PO Box as indicated below. If you have any questions, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

Function	Former Address	New Address Effective July 1, 2014	Fax Numbers <i>remain the same</i>
General mail including customers with GWH-Cigna ID cards and Payor Solutions	1000 Great-West Drive Kennett, MO 63857-3749	PO Box 188061 Chattanooga, TN 37422-8061	1.859.410.2440 1.877.804.1443 1.859.410.2439
Appeals for customers with GWH-Cigna ID cards	PO Box 668 Kennett, MO 63857-0668	PO Box 188062 Chattanooga, TN 37422-8062	1.859.410.2441 1.877.804.1679
Cigna LifeSOURCE Transplant Network®	PO Box 228 Kennett, MO 63857-0228	PO Box 188063 Chattanooga, TN 37422-8063	N/A
GWH-Cigna Behavioral Health appeals	PO Box 763 Kennett, MO 63857-0763	PO Box 23487 Chattanooga, TN 37422-3487	N/A

GO YOU.



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