

Payer Solutions

Active Accounts

For Health Care Professionals

Updated September 2013

We contract with Third Party Administrators (TPAs) to share the administration of self-funded (ASO) plans. We also contract with several insurance companies that issue individual and group insurance policies. For these relationships, we provide access to our network, perform medical management and utilization reviews, re-price claims according to our contracted rates and claims logic, provide clinical appeals management, and provide contract dispute resolution. For some clients, we may also provide transplant and out-of-network discount programs, stop loss insurance, disease management services, or pharmacy benefits. Third party administrators and insurance companies maintain eligibility, administer benefits, and pay claims for these shared accounts on their own systems. You may also find the following information helpful in understanding how these plans are managed:

- We require our TPA partners to frequently provide eligibility information. This can help to minimize late identification of non-covered individuals.
- Plan designs generally require in- and out-of-network benefit differentials to encourage plan participants to use health care professionals who participate in our network.
- We complete a pre-contract checklist to ensure a TPA meets our standards on claim payment accuracy, payment response time, and call statistics (e.g., speed of answer). Adherence to these standards is contractually required.
- We audit TPAs on a regular basis to ensure contract standard compliance and monitor service through random call testing.
- Our staff and Provider Service Partners support health care professionals and resolve claim inquiries or issues.
- We retain the contractual relationship with health care professionals to resolve contract language and intent differences.
- Our list of TPAs was updated in September 2013 and can be found on the following pages.

ID Cards: ID cards contain the GWH-Cigna logo and both paper and electronic claims submission addresses. The TPA or insurer telephone number along with addresses for eligibility, benefits, and claim status inquiry are also available on the patient's GWH-Cigna ID card.

Medical Management: Individuals receive utilization management services that include precertification, concurrent care review, and discharge planning.

Eligibility/Benefits/Claim Status and Payment: For answers to questions regarding coverage eligibility, benefits, or claim status and payment, please contact the TPA or insurer telephone number and address listed on the patient's GWH-Cigna ID card.



Active Accounts (Updated September 2013)

TPA or Insurer Name	TPA Customer Service Phone Number for Eligibility, Benefits, Claims
Academic Health Plans	1.888.308.7320
Affordable Benefit Administrators	1.800.350.0148
Allegiance Benefit Plan Management Inc.	1.406.721.2222
Allied Benefit Systems Inc.	1.800.288.2078
American Republic Insurance Company / World Insurance Company - (American Enterprise)	1.800.247.2190
Assurant Health (Fortis and John Alden)	1.800.647.9106
Benefit Administrative Systems	1.800.523.0582
Benefit and Risk Management Services	1.916.467.1400
Ben-e-lect	1 888 866 7973
Business Administrators & Consultants, Inc.	1.800.521.2654
Butler Insurance Service Inc.	1.866.927.2200
Capitol Administrators	1.800.654.6701
Celtic Insurance Company	1.800.477.7870
Christian Brothers Services, Inc.	1.630.378.2461
Consolidated Health Plans	1.800.633.7867
Coresource	1.800.832.3332
Cottingham & Butler (SISCO)	1.800.793.5235
CWI Benefit Administrators	1.800.992.8088
CWIBenefits – ARM, LTD,	1.800.392.1770
CWIBenefits – Assured Benefits Administrators	1.800.247.7114
CWIBenefits – BB&T John Burnham Insurance Services	1.949.955.4200
CWIBenefits – Benefit Services	1.781.237.3776
CWIBenefits – BPA Benefit Plan Administrators	1.800.277.8973
CWIBenefits – Employee Plans	1.260.625.7470
CWIBenefits – Gulf Guaranty Employee Benefit Services, Inc.	1.800.890.7337
CWIBenefits – Klais & Company	1.330.867.8443
CWIBenefits – Prestige International	1.949.870.1640
CWIBenefits – San Diego County and Imperial County FBC	1.888.233.7915
CWIBenefits – Trusteed Plans Services Corp	1.800.426.9786
CWIBenefits –Preferred Benefit Administrators	1.407.786.2777/1.630.655.3755
Cypress Benefit Administrators	1.877.236.0844
Delta Health Systems (DHS)	1.800.422.6099
EBA&M (Employee Benefits Administration and Management)	1.800.249.8440
Employers Direct Health, Inc.	1.800.872.9934
Everence Insurance Company	1.800.348.7468
FCE Benefit Administrators	1.650.341.0306
Federated Insurance	1.800.533.0472
FMH Coresource	1.800.990.9058
Gilsbar	1.888.472.4352
Group & Pension Administrators Inc	1.800.827.7223
Group Administrators, Ltd.	1.800.323.1683
Group Resources, Inc.	1.888.620.1297
Healthcomp	1 800 442 7247
Health Cost Solutions Inc.	1.800.526.3919
Health Design Plus (HDPlus)	1.800.549.9114
Healthgram	1.704.523.2758
HealthSCOPE Benefits	1.800.821.9399
HealthSmart Benefit Solutions	1.800.444.3995

IHC Health Solutions, Inc. f/k/a Insurers Administrative Corporation – IAC (Life Investors)	1.800.446.1223
Insurance Management Services	1.800.687.5944
Integra Employer Health	1.888.906.4653
Interactive Medical Systems Inc.	1.800.426.8739
J.P. Farley Corporation	1.800.634.0173
Key Benefit Administrators	1.800.331.4754
LBA HealthPlans	1.800.858.4468
LoneStar	1.855.452.1400
MedSave (formerly First Service Administrators Inc.)	1.800.226.3155
Meritan Health	1.800.925.2272
Mountain States Administrative Services	1.800.866.4731
Mutual Assurance Administrators Inc	1.800.825.3540
NGS Coresource	1.800.521.1555
North America Administrators	1.800.441.3650
Paragon Benefits Inc.	1.800.277.9218
Pinnacle Benefit Administrators	1.800.649.9121
PPI Benefit Solutions	1.888.674.0046
Professional Benefit Administrators, Inc.	1.704.523.2758
S & S Healthcare Strategies	1.800.435.5694
S&S – A&I Benefit Plan Administrators	1.800.717.2872
S&S – American Plan Administrators	1.503.224.0048
S&S – American Trust Administrators	1.626.732.2150
S&S – Auxiant	1.800.842.4121
S&S – Benefit Administrative Services, LTD	1.800.475.2232
S&S – Benefit Plan Administrators of Eau Claire, Inc.	1.800.523.0582
S&S - Benefit Solutions, Inc.	1.800.277.8973
S&S – Benefit Support	1.915.541.7055/1.719.290.0313
S&S – Burns Consulting (OME_RESA)	1.770.532.2690
S&S – Caprock Health Plans	1.419.891.5200
S&S – CDS Group Health	1.800.747.9446
S&S – Claims Application Management (AssureCare)	1.800.455.4236
S&S – Consociate Dansig	1.763.383.4800
S&S – Covenant Services Group	1.615.771.3534
S&S – Corporate Benefit Services, Inc.	1.800.680.8728
S&S – E.S. Beverage & Associates	1.301.230.0076
S&S – Employee Benefit Management Corp (EBMC)	1.800.441.3961
S&S – Employee Benefit Service Center, The	1.406.245.3575
S&S – Enterprise Group Planning (EGP)	1.505.821.6477
S&S – Equitable Plan Services, Inc.	1.440.349.2210
S&S – Fox Everett	1.405.755.2929
S&S - Group Benefit Services	1.601.718.5239/1.601.981.6000
S&S – Group Insurance Services Center	1.417.883.8088
S&S – Group Plan Solutions	1.713.473.1496/1.304.201.6191
S&S – Harrington Health Services	1.888.301.0747
S&S – Health Plan Administrators	1.800.235.7160
S&S – Health Plan Holding	1.330.953.2307
S&S – Health Services Review	1.800.237.7767
S&S – Insurance Design Administration	1.800.573.0009
S&S – Interactive Benefits Corporation	1.201.337.0555
S&S – Managed Care of America, Inc.	1.860.676.3069
S&S – Omni Administrators	1.800.922.4966
S&S – Pekin Insurance	1.212.278.0754
S&S – Providence Administrative Services	1.309.346.1161

S&S – Regional Care, Inc.	1.210.4957595
S&S – Rehn & Associates	1.800.795.7772
S&S – RH Administrators	1.800.872.8979
S&S – S&S Healthcare Strategies	1.800.680.0892
S&S – Self Funding Administrators	1.800.717.8272
S&S – Significa Benefit Services	1.800.424.8611
S&S – The Underwriter Group	1.717.581.1300
S&S – Total Plan Services	1.800.717.2872
S&S – Tucker Administration	1.469.791.5900
S&S – Verity National Group	1 800 840 3977
S&S - Healthcare/SandsTech	1.704.525.9666
SeeChange Health	1.800.717.2872
Simplifi (CBCA)	1.866.340.7182
South Point Benefits	1.800.824.3882
Tall Tree Administrators	1.702.797.8940
The Lewer Agency Inc	1.877.453.4201
The Loomis Company	1.800.821.7715
TriZetto	1.610.374.4040
TZ - Allied Benefit Systems	1.800.569.1222
TZ - Benefit Plan Administrators, Inc. (BPA)	1.312.261.9331
TZ - Creative Plan Administrators, LLC (CPA)	1.800.277-8973
TZ - Diversified Administration Corp.	1.860.656.7956
TZ - Employee Benefit Consultants	1.860.295.0238
TZ - Florida Health Administrators, Inc	1.800.558.7798
TZ - Healthtrans, Inc	1.954.366.0111
TZ - Heritage Consultants, Inc	1.314.748.7860
TZ - Insurance Administrators of America	1.800.282.2460
TZ - International Benefits Administrators	1.800.283.2524
TZ - Pequot Pharmaceutical Network	1.516.739.1060
TZ – Preferred Benefit Administrators	1.860.859.7889
TZ - Resources One Administrators	1.407.786.2777
TZ - Self Insured Plans, LLC	1.800.967.2077
TZ – Sheffield, Olson and McQueen, Inc. (SOMI)	1.239.403.7884
TZ – Worksite Benefits	1.800.486.7664
Trustmark Companies	1.866.981.0062
Unified Group Services (UGS)	1.847.615.1500
US Health Group - (Freedom Life Insurance Company & National Foundation Life Insurance)	1.800.291.5837
Web TPA, LLC	1.800.387.9027
Freedom Life Insurance	1.866.393.2872



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