

HEARING PROGRAM



Provider quick reference guide

Cigna has partnered with Amplifon Hearing Health Care (Amplifon) in an exclusive relationship to provide digital and digitally programmable analog hearing aids and supplies to our Cigna customers in all markets. The following information outlines the highlights of our relationship.

Value to providers

Amplifon acts as the single point of contact for the provider to coordinate digital and digitally programmable analog hearing devices and supplies for our customers. Amplifon works directly with our providers to procure, pay for and bill Cigna directly for devices.

Administration simplification with Amplifon

- › Single source to coordinate and manage hearing devices
- › Verifies eligibility and benefits
- › Coordinates delivery
- › Shifts focus from administrative process and allows the provider to focus on providing high-quality care to their patients

Providers continue to provide services per their Cigna contract

- › Hearing testing and evaluations
- › Analog and disposable hearing aids
- › Follow-up visits and repairs (after three-year warranty)¹

Additional program benefits

- › No out-of-pocket expenses for providers for devices, as Amplifon assumes all up-front costs
- › Amplifon bills Cigna for the device, eliminating wait time for device reimbursement
- › Other financial risk is eliminated (e.g., denials, misplaced or unidentified inventory)

Value to our customers

- › Customers **save money** by gaining access to low price guarantees on over 2,000 brand-name hearing aids, and free one-year follow-up care
- › 60-day hearing aid trial period with no restocking fees
- › Free batteries for two years
 - First set upon delivery of device
 - Second year through Amplifon directly
- › Three-year warranty for loss and damage

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Service coordination

1. Provider initiates request to Amplifon
2. Amplifon verifies eligibility and benefits, then contacts provider and customer to review coverage
3. Provider and customer determine the best hearing device for customer's condition
4. Provider shares a "Disclosure Form" with customer, which customer signs (Disclosure Form acknowledges the estimated customer liability based on plan benefit)
5. Provider places order with one of the manufacturers that Amplifon represents, using Amplifon's purchasing order number
6. Manufacturer ships hearing aids and supplies directly to provider
7. Provider fits customer with device, collects any customer liability (check or credit card), and sends payment to Amplifon^{2,3}
8. Amplifon submits claim for device and supplies to Cigna
9. Cigna sends payment and EOP to Amplifon, and EOB to the customer^{2,4}
10. Amplifon will pay the dispensing fee for the hearing aid directly to the provider 60 days after the device has been provided to the customer



Amplifon contact information

Phone: 800.920.4327



Credentialing

Email: Credentialing@amplifon.com

Phone: 855.531.4695

Website: amplifonusa.com/Cigna
(Click on "For Providers" and download the "New Enrollment Packet")



1. Amplifon subcontracted providers should refer to their Amplifon contract for reimbursement direction.

2. Customer can also call Amplifon directly and supply their credit card information.

3. Choice Fund Accounts and Merps accounts will not be collected by the rendering health care professional, but will be collected directly by Amplifon after the claim has been processed.

4. If SAR/TPA, Cigna forwards to Claim Administrator

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