

UNITED FOOD AND COMMERCIAL WORKERS AND EMPLOYERS, ARIZONA HEALTH AND WELFARE TRUST 2015 BENEFIT PLAN

For Health Care Professionals

April 2015

On April 1, 2015, the Cigna Open Access Plus (OAP) plan was offered to active participants of the United Food and Commercial Workers and Employers, Arizona Health and Welfare Trust (UFCW).

Plan features

Following are some features of the UFCW OAP plan:

- No referral requirement
- In-network and out-of-network coverage
- Copayments for office visits, urgent care, and prescriptions
- Prescription service provided by Catamaran
- Mental health and substance abuse services provided by HMC HealthWorks

Medical management

CareAllies, which provides Cigna's medical management services, will provide inpatient utilization reviews for acute, rehabilitation, and skilled nursing and case management. Please contact CareAllies at 1.855.205.2414.

Prior authorization

Prior authorization is required for some outpatient services including:

- Diagnostic radiology and nuclear cardiology (CT, MRI, and PET scans)
- Durable medical equipment
- Gastric Bypass
- Home health care (home nursing care)
- Orthotics and prosthetics
- Outpatient procedures – (for example, potential cosmetic, vein therapy)
- Sleep Management
- Transplants
- Unlisted procedures

To obtain prior authorization, please call Cigna's dedicated UFCW Customer Service at 1.855.205.2414.

Eligibility, benefits, claims status, and payment

Please submit claims directly to us using Cigna electronic payer ID 62308, or send paper claims to Cigna, P.O. Box 188004, Chattanooga, TN 37422-8004. Please note that electronic claim submission is the most cost-effective method.

For information and questions on eligibility, customer benefits, claim status, or payment, please call Southwest Service Administrators (SSA) at 1.800.474.3485, or locally at 602.249.3582. Attached are the SSA Web Portal and IVR FaxBack Instructions for Providers to assist your practice with accessing automated eligibility information. SSA can also provide information on Electronic Remittance Advice (ERA) and Electronic Fund Transfers (ERA).

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Customer ID cards

Customer ID cards include paper and electronic claims submission information, Cigna's telephone number for prior authorization, and contact information for SSA to check eligibility, benefits, or claim status. A sample ID card is provided below.

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**UNITED FOOD & COMMERCIAL WORKERS &
EMPLOYERS AZ HEALTH & WELFARE TRUST**

Southwest Service Administrators, Inc.
2400 W. Dunlap Ave., Suite 250, Phoenix, AZ 85021
In Phoenix: (602) 249-3582
Toll Free: (800) 474-3485
Participant Fax Line: (602) 249-3795
www.ssatpa.com

Partnership Plan A



Cigna.

Open Access Plus

No Referral Required

Cigna Group/Account Number - 3338732

ID: Ask for Participant's SSN S

Submit/Mail Medical Claims to:

Cigna Payor 62308; PO Box 188004, Chattanooga, TN 37422-8004

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Access all providers at www.ssatpa.com
To Access Out of Network Providers: **(800) 678-7427**

You may be asked to present this card when you receive care. This card does not guarantee coverage. You must comply with all the terms and conditions of the plan. Willful misuse of this card is considered fraud.

Inpatient/Emergency Admission Instructions: Your provider must call the toll-free number listed below to precertify your medical benefits or your benefits might be affected. Refer to your plan documents for your plan's precertification requirements. In an emergency, seek care immediately, then notify Cigna within 48 hours.

For Inpatient and Pre-certification of Outpatient Procedures, call: 1.855.205.2414
For Outpatient Pre-certification of CT Scans, MRI & PET Scans call: 1.866.249.3808

We encourage you to use a primary care physician as a valuable resource and personal health advocate.

Office Visits - AZ PPO Providers: \$25 co-pay All Others: Subject to deductible & Coinsurance

Prescription Benefits - In Network - Catamaran (800) 880-1188


Generic: \$7 co-pay
Brand Name (no generic equivalent): \$25 co-pay
Brand Name (with generic equivalent): \$7 + difference between Generic & Brand cost

Dental PPO Network - (888) 422-1995 or (602) 266-1995

Vision Benefits - Vision Service Plan (800) 877-7195

Mental Health/Substance Abuse - Call HMC (800) 464-7101

AWAY FROM HOME CARE

UF-40 03/15 

Additional information

HMC HealthWorks (HMC) manages the mental health and substance health care professional network and care management services. HMC can be reached by calling 1.800.464.7101.

For reimbursement, appeals, and general questions, please call Cigna Customer Service between 8:00 AM (EST) to 6:00 PM (EST) at 1.800.549.8908.

An [informational video](#) on Cigna's Shared Administration product is available on the secure Cigna for Health Care Professionals website. For more information, please log in to CignaforHCP.com (Medical Resources > Medical Plans and Products > Shared Administration).

Together, all the way.™

