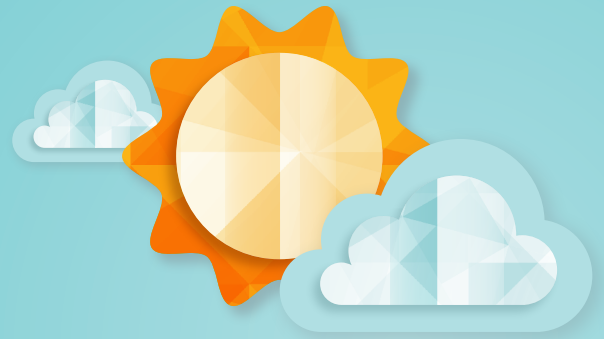




# Hello and welcome to HealthPartners!



We're so excited to have you as a member. You can count on us to support you and your family at every step.

## Using your HealthPartners Open Access network through Cigna

We're HealthPartners, your health insurance plan, and we've got you and your family covered. Our partnership with Cigna gives you nationwide in-network access to care, so you and your family can find care wherever you are.

### HOW CAN I FIND A DOCTOR IN MY NETWORK?

- ▶ Log on to your myHealthPartners account or your myHP mobile app to find a doctor and search for care in your network. Search for doctors by name, clinic specialty and more.
- ▶ Haven't set up your account yet? No problem. Visit [healthpartners.com/openaccess](http://healthpartners.com/openaccess) to search for care and set up your account.

### HOW WILL MY DOCTOR KNOW I'M COVERED?

- ▶ Show the doctor's office staff your member ID card
- ▶ Point to the Cigna logo on the front of the card if the doctor's office staff has questions about your coverage

### HOW DOES MY MEMBER ID CARD WORK?

On the front of your ID card, both the Cigna and HealthPartners logos are there to let the doctor's office staff know about our partnership with Cigna. This partnership means that your HealthPartners plan is a Cigna alliance plan, and as a HealthPartners member, you're covered.

## We're here for you at every step

If you have any questions about your health insurance plan, or anything else, call your Member Services team at the number on the back of your member ID card. You can even speak with the same person if you need to call back.

### DOES MY DOCTOR UNDERSTAND HEALTHPARTNERS' RELATIONSHIP WITH CIGNA?

Use the next page to help your doctor's office staff understand how HealthPartners and Cigna work together.



### FORGOT YOUR ID CARD?

Access it on the myHP mobile app

Your HealthPartners plan is a Cigna alliance plan



You're covered nationwide through HealthPartners' relationship with Cigna

## HealthPartners national network through Cigna

HealthPartners offers our members nationwide access to care through an alliance with Cigna. HealthPartners works with Cigna to offer national Open Access network plans that give members coast-to-coast coverage. HealthPartners administers the health plan coverage, processes the claims and manages all aspects of the member experience.

**Below is an image of the HealthPartners member ID card.** Note both the Cigna and HealthPartners logos on the front of the ID card. The two logos are there to show you that the HealthPartners plan is a Cigna alliance plan, and HealthPartners members are covered. Additional information, including claims submission instructions, can be found on the back of the card. We also include key contact numbers for our Member Services team for you to call with any questions.

- ▶ For claims related questions, contact the HealthPartners Claims Customer Service team at **952-883-7755** or **800-444-4558**
- ▶ For care and coverage related questions, contact the HealthPartners Member Services team at **952-883-5000** or **800-883-2177**

ID	99999999	Group	12345	Renewal Mo.
Name	JANE K DOE			January
Care Type	HealthPartners Open Access			
Office Visit		\$##.00		
Urgent Care		\$##.00		
Convenience Care		\$##.00		
RxBIN 003585 RxPCN 24002				
<a href="http://healthpartners.com">healthpartners.com</a>				

**Emergency & Urgently Needed Care** Print date 9/16  
For emergency situations, call 911 and/or get medical attention immediately.  
For medical advice call the CareLine<sup>SM</sup> nurse service any time at 612-339-3663 or 800-551-0859 or call your clinic.

**Precertification**  
Contact CareCheck<sup>SM</sup> at 952-883-6400 or 800-316-9807 for any admission at an out-of-network hospital or facility.

**Claims Submission:** *Provider:* [healthpartners.com/eservices](http://healthpartners.com/eservices)  
Medical: HealthPartners Claims, P.O. Box 1289, Minneapolis, MN, 55440-1289.

**Pharmacy:** *Provider:* [healthpartners.com/formulary](http://healthpartners.com/formulary)

**Member Services:**  
HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309.  
Phone **952-883-5000** or **800-883-2177**.  
Coverage includes optometry care through the PHCS network.

**AWAY FROM HOME CARE** Offered by HealthPartners



To learn more about HealthPartners please visit [healthpartners.com/provider](http://healthpartners.com/provider)