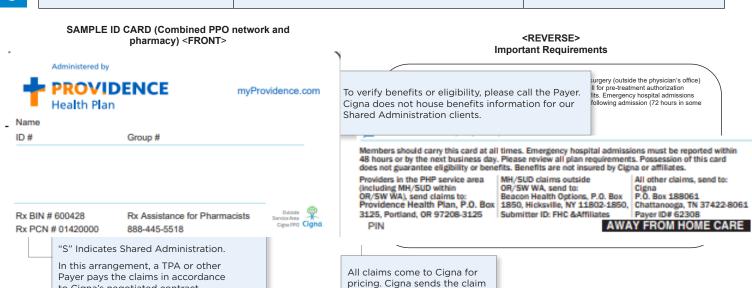
Shared Administration claim process

How to manage claims with Cigna-contracted Third Party Administrators (TPAs) and other Payers

Payer name		
Payer phone		
Payer website		
Instructions		

1	Customer makes appointment.	 Office verifies eligibility-at phone number listed above. Payer then verifies eligibility and benefits. 	
2	Customer is seen for appointment.	> Provider sends claim to Cigna to review specifics.	> Cigna prices claim.
3	Cigna sends claim to Payer.	> Payer pays claim according to benefit plan.	> Payer sends payment to provider.



to the Payer for payment.

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