

Transition of Care Guidelines & Information:

If you are in Definity and transferring to Cigna*

What's Available	What You Need to Do
<p>Preferred Provider Network: Many Definity providers are also CIGNA providers. If your provider is in both networks, you can continue to access care in-network.</p>	<p>Check the CIGNA provider directory for your provider. If he/she is participating, give your new CIGNA i.d. card to your provider when you access care after 1/1/08</p>
<p>Qualifying Conditions: If your Definity provider is not a CIGNA provider you may be able to continue with your current non-participating provider through CIGNA for up to 90 days at the in-network benefit level for these conditions</p> <ul style="list-style-type: none"> ▪ Newly diagnosed or relapsed cancer in the midst of chemotherapy, radiation therapy, or reconstruction ▪ Trauma ▪ Transplant candidates, unstable recipients or recipients in need of ongoing case management due to complications associated with a transplant ▪ Recent major surgeries still in the global follow-up period (6-8 wk) ▪ Acute conditions in active treatment such as hearth attacks, strokes, etc. ▪ Hospital confinement on 1/1/08 	<p>Call CIGNA Customer Service at 800-401-4041 after 11/1/07 to request a Transition of Care Request Form. Complete and mail the form to CIGNA by 12/14/07 or within the first 30 days of 2008. CIGNA will be able to consider the application once they receive UC's eligibility file in mid-December.</p>
<p>Pregnancy: If your Definity provider is not a CIGNA provider and you are pregnant (second of third trimester) on 1/1/08, you may be able to continue with your current non-participating provider through CIGNA at the in-network benefit level</p>	<p>Same as above</p>
<p>Prescription Open Refills: If you have open refills through Definity's mail order pharmacy, your prescription should transfer automatically to CIGNA. (NOTE: Federal law prohibits the transfer of prescriptions for controlled substances; these will require a new prescription)</p>	<p>Transfer of data between plans will happen automatically; Call CIGNA's mail order pharmacy after 1/1/08 for refills. To ensure a smooth transition, refill in December if possible.</p>
<p>Prescription Prior Authorizations: If your prescription required prior authorization under Definity, the authorization will transfer to CIGNA; CIGNA will not require further authorization (if necessary) until prescription expires.</p>	<p>Transfer of data between plans will happen automatically; you don't need to do anything. To ensure a smooth transition, refill in December if possible</p>

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<p>Retail Pharmacy: If you have open refills through a retail pharmacy that is not in the CIGNA pharmacy network, CIGNA is unable to obtain your records. You must obtain a new prescription from your physician and take it to a CIGNA participating retail pharmacy beginning 1/1/08.</p>	<p>Request a new prescription from your provider prior to 1/1/08; take it to a CIGNA retail pharmacy for dispensing after 1/1/08 or use a pharmacy that is included in both Definity's and CIGNA's network. Controlled substances require a new prior authorization, which your physician will have to submit to CIGNA for processing.</p>
<p>HRA Balance: If you have a balance in your Definity Health Reimbursement Account (HRA) on 12/31/07, it will transfer to CIGNA. To accommodate any claims that may still be processed under Definity over the turn of the year, the balance will transfer on 4/1/08. Any claims that need to be re-processed by CIGNA will be at that time.</p>	<p>Transfer of data between plans and claim reconciliation will happen automatically; you don't need to do anything.</p>
<p>Behavioral Health: If you are using a behavioral health provider under Definity, you should already be using a United Behavioral Health (UBH) provider. Changing to CIGNA should not impact your care.</p>	<p>You don't need to do anything.</p>

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