



**State of Illinois Health Benefit Plan  
Termination with Cigna and CareCentrix  
Effective July 1, 2017**

**Purpose of this communication:**

Beginning July 1, 2017, Cigna and CareCentrix will no longer coordinate services for the State of Illinois Health Benefit Plan. Providers should work directly with the patient's new carrier for services provided to State of Illinois members on or after July 1, 2017.

**What do I need to know?**

- New and existing authorizations for State of Illinois Benefit Plan members will be effective through CareCentrix until June 30, 2017.
- Requests for authorizations and claims for services rendered on or after July 1, 2017 will not be accepted by CareCentrix.
- Services rendered on or after July 1, 2017 will be coordinated through the patient's new carrier.

**What do I need to do?**

- Providers should contact the patient's new carrier directly in order to provide services to State of Illinois Health Benefit Plan members on or after July 1, 2017.
- Services rendered on or after July 1, 2017 for State of Illinois members should be billed directly to patient's new carrier.
- Services rendered prior to July 1, 2017 should be billed to CareCentrix in accordance with the timely filing limits outlined in your Provider Agreement or within the period of time required by applicable law if longer.

**Thank you in advance for your cooperation and continued partnership.  
If you have any questions, please reach out to your assigned Network Management  
representative for assistance.**