



**Cigna Alternate ID Reminder**

**Purpose of this communication:**

- To inform providers of the correct process when entering member Subscriber ID and Alternate Member ID into the Provider Portal: HomeBridge<sup>SM</sup> for Cigna and Cigna Select (GreatWest) members.

**What do I need to know?**

- All initial authorization requests for Cigna HMO or PPO members that are entered with an 11 alphanumeric character (i.e., U1234567801) Subscriber ID will receive an error message that reads: “The correct Subscriber ID format for this plan is a series of 9 alphanumeric characters. Please Re-enter in the correct format”.

**What do I need to do?**

- DO NOT re-key in that same 11 alphanumeric character (i.e., U1234567801) Subscriber ID in the Member Alternate ID field to bypass the message.
- **Instead, please enter the first 9 characters of the Subscriber ID only** and refrain from entering any information in the ‘Member Alternate ID’ field unless you have been provided with a Cigna Select (GreatWest) alternate ID number.

* Insurance Name	CIGNA PPO
* Subscriber ID	U12345678
	OR
Member Alternate ID	

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to the Intake Team at 844-457-9810.**