



Provider Newsflash

March 2016

Cigna Global Liberty- Foreign Address

Purpose of this communication:

CareCentrix will be implementing a change on our portal. This change will affect patients with Cigna Global Liberty accounts.

What do I need to do?

- Step 1: Enter the member's information in the patient information screen and click "Continue."

To get started with your referral submission. Fields marked with an * sign are required fields. Click [HERE](#) for help with these fields.

- * Referral Method
- * Referral Source
- * Patient Last Name
- * Patient First Name
- * Patient DOB
- * Insurance Name
- * Subscriber ID
- * Patient Home Zip Code
- * Patient Home City
- * Earliest Authorization Request Start Date

Buttons: Cancel, Continue

- Step 2: The Provider Portal will conduct an eligibility search with the member's health plan.
 - If the member has a foreign address in eligibility, a message will appear requesting the member's United States address is entered.

A screenshot of a web browser window displaying a form titled "Patient US Address Information". The form has a purple header bar with the title on the left and a "Close Window" button on the right. Below the header, a message states: "The patient's eligibility indicates they have a permanent address which is not within the United States or a U.S. territory. Please add the patient's United States address in the address fields provided." The form contains six input fields, each with a red asterisk indicating a required field: "Patient Address", "Patient Zip Code", "Patient City", "Patient State", "Patient County", and "Patient Primary Phone Number". At the bottom of the form are two buttons: a grey "Cancel" button and an orange "Continue" button.

- If the member has a United States address in eligibility, please proceed through the portal as normal.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please reach out to your Provider Management representative for assistance.