

CIGNA Compliance Dispute Documents needed:

In order to evaluate a complaint, we must have a full and complete description of the conduct by CIGNA that violates the terms of the CIGNA settlement agreement. That description should include particularized facts as to CIGNA's conduct and a designation of the provisions of §7 of the settlement agreement you believe are violated by this conduct.

If the conduct involves an interpretation of a CPT code or modifier, please provide us with supporting examples and include any:

- 1) A copy of your contract with CIGNA for the time period(s) at issue (if you are a participating provider (if available));
- 2) HCFA or CMS 1500 forms at issue, or electronic equivalent;
- 3) EOB, EOP, or Remittance Advice;
- 4) Medical records for the date(s) of service at issue; and
- 5) Other relevant documentation.