

**What are the next steps?**

*If you are renting Durable Medical and Respiratory Equipment (DME):*

- Please contact the CareCentrix Transition Team at 1-866-776-4617 with the information we need and we'll take care of everything for you so there's no interruption in your service.
- We'll work with your current service provider to be sure your care is authorized and continues without interruption after 7/01/2017.
- If your current supplier is not in-network, the CareCentrix transition team will give you the name of the new supplier.
- The new supplier will call you to schedule a convenient time to deliver your equipment, after 7/01/2017.

*For Home Health and Home Infusion Services:*

- Please contact the CareCentrix Transition Team at 1-866-776-4617 with the information we need.
- We will work with your current service provider to be sure your care is authorized and continues without interruption after 7/01/2017.
- If your current supplier is not in-network, the CareCentrix transition team will give you the name of the new supplier.
- The new supplier will call you to schedule a convenient time to deliver your equipment, after 7/1/2017.

**Here are some important phone numbers for you, should you need help with anything:**

Purpose of call	Who to call	Phone number
For help with the transition from your current supplier to CareCentrix, or what it means	<b>CareCentrix Transition Team</b>	1-866-776-4617  Monday through Friday, from 8:00 am EST to 5:00 pm EST
Questions about this change or your plan	<b>Cigna Customer Service</b>  Starting on 7/01/2017	Call the number listed on your Cigna ID card  24 hours a day, 7 days a week
For new service requests and ongoing supply needs	<b>CareCentrix Office</b>	1- 877-466-0164

**Thank you for choosing Cigna.**

## Important information for you about your new Cigna plan

Congratulations on choosing a Cigna plan. We look forward to serving you when you become a Cigna customer on 7/01/2017.

CareCentrix is the exclusive in-network supplier of Durable Medical and Respiratory Equipment, Home Health and Home Infusion Services for Cigna customers. CareCentrix has a large national network of suppliers and in-house experts ready to serve your home medical equipment needs.

### What are some examples of Durable Medical and Respiratory Equipment (DME)?

- CPAP or Bipap Machines
- Oxygen
- Wheelchairs
- Hospital Beds
- Walkers
- Commodes
- Nebulizers
- Breast Pumps

### What are some examples of Home Health Services?

- Nursing visits
- Physical, Occupational or Speech Therapy
- Home Health Aides

### What are some examples of Infusion Therapy Services?

- Infusion Nurse
- Antibiotics
- Hydration

### If you use this equipment or these services now, what does this change mean for you?

Once you become a Cigna customer on 7/01/2017, you'll get your equipment or services through CareCentrix, instead of your current supplier. We'll take care of that for you. All we need from you is some information:

- Home address
- Phone number
- Insurance information
- Doctor's name
- Type of equipment you have (if applicable) and name of supplier

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