

INFO FOR PROVIDERS

Working with Allegiance



Allegiance Benefit Plan Management, Inc. is the Third Party Administrator (TPA) for your patient's health plan. Though we are a wholly-owned subsidiary of Cigna, Allegiance operates independently to bring industry-leading flexibility and personalization to our clients. This means that providers must contact Allegiance directly for eligibility, benefits verification, and claims status for this patient.

Please review the information below regarding how to submit claims and verify eligibility.

- **Online Verification of Benefits** is available at <https://www.askallegiance.com/ivr>
- **Allegiance Customer Service** is available from 7a - 5p MST, Monday through Friday at 1-800-877-1122
- **Providers interested in HIPAA transactions;** 270/271, 276/277 should have their clearinghouse contact Availity at <https://www.availity.com>

PROCESS	CONTACT	ADDITIONAL INFORMATION
Claim Submission	Cigna	P.O. Box 188061, Chattanooga, TN 37422-8061 Payer ID: 62308
Claim Processing	Allegiance	1-800-877-1122
Claim Status	Allegiance	1-800-877-1122
Claim Payment	Allegiance	1-800-877-1122
Pre-Certification / Pre-Treatment Review	Allegiance Care Management	1-800-342-6510
Payment Refunds	Allegiance	P.O. Box 3018, Missoula, MT 59806-3018
Benefit Verification	Allegiance	1-855-999-3199 / 406-523-3199 www.abpmtpa.com/nrsp/ivrrequest.asp