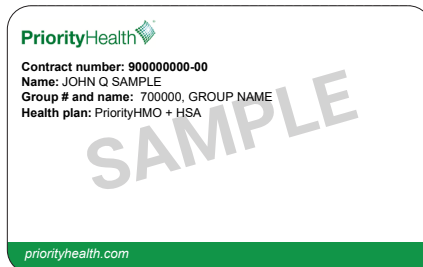


# Priority Health + Cigna Alliance

As your organization grows, you may be exploring nationwide expansion opportunities, allowing employees to work from anywhere or seeing your workforce change. Through our new alliance with Cigna, we're growing with you by enhancing our nationwide member experience. On Jan. 1, 2021, all employer groups will have access to the new Alliance network model, and we'll be issuing updated ID cards to all members\*. Your employees will receive their ID cards by mail between Oct. –Dec. 2020.

## MICHIGAN MEMBERS:

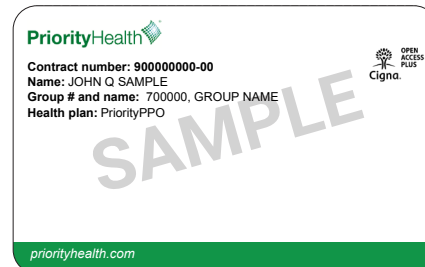
### USE CIGNA NETWORK WHEN TRAVELING OUT OF STATE.



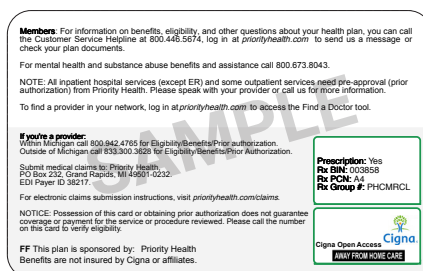
The front of the card remains the same. The Priority Health logo signifies the member's primary network.

## EMPLOYEES RESIDING OUTSIDE OF MICHIGAN:

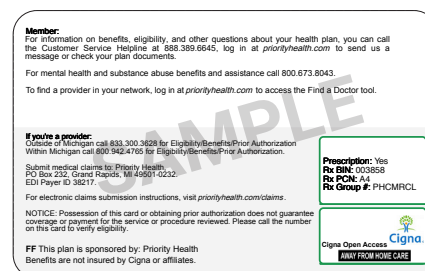
### USE CIGNA OPEN ACCESS PLUS NETWORK AS PRIMARY NETWORK COVERAGE.



The front of the card now features the Cigna OAP network logo in the upper right-hand corner. This identifies their primary network.



The back of the card includes the Cigna partner logo for coverage while traveling out of MI and updated provider billing instructions.



The back of their card outlines additional information they need to know and features updated provider billing instructions.

**Priority  
Health**

Members will continue to use their online Priority Health member account to locate providers in Michigan.

When searching for providers in their primary network, Cigna Open Access Plus\*\*, members will be able to log onto their online Priority Health member account and search quickly and easily.

# Member experience enhancements

We're consistently looking for ways to simplify our member's experience with their plan. The transition to the Alliance network model will affect your employees differently depending on where they live. See below the changes by member type and how we're supporting you and your employees during this transition.



## Michigan employee experience MINIMAL CHANGES

All members will receive new ID cards for Jan. 1, 2021. However, members residing in Michigan will see no change to how they find participating providers. They'll still use their Priority Health member account to find providers in their network. They'll receive the following communications from Priority Health to help them understand the changes to their ID card:

Updated ID cards received by mail between Oct. –Dec. 2020, including:

- Advanced notice sent to impacted members, informing them of their new member ID card and when to use it
- *How to read your member ID card* educational insert, including instructions for using their card and how to find a doctor



## Out-of-state employee experience ENHANCEMENTS COMING JAN. 1, 2021

Members residing outside of Michigan will receive new ID cards and can expect to see member experience enhancements for Jan. 1, 2021. These enhancements strive to simplify and integrate their experience with Priority Health including:

- Easy access through their online Priority Health account to:
  - find providers in their primary network
  - search procedure coverage and cost
- Ability to call Priority Health Customer Service directly with questions about any prior authorization requests, including those submitted by providers outside of Michigan.
- New ID cards with updated logo indicating their new primary network: the Cigna Open Access Plus (OAP) network.

The following communications will be delivered by Priority Health to prepare members for these changes:

- Open Enrollment support materials delivered to agents and employers in September.
- Updated ID cards received by mail between Oct. –Dec. 2020, including:
  - Advanced notice sent to impacted members, informing them of their new member ID card and when to use it
  - *How to read your member ID card* educational insert, including instructions for using their card and how to find a doctor

**For more information, contact your Priority Health representative.**