



August 16, 2017

Re: Our new relationship with American Specialty Health in Washington

Dear

As you know, we have historically worked with Healthways in Washington to administer chiropractic, massage therapy, naturopath and acupuncture services for your patients with Cigna coverage. We are pleased to announce that effective January 1, 2018, American Specialty Health Group, Inc. (ASH) will take over administration of these services for these individuals.

As a result of this relationship, ASH will:

- Contract directly with providers who administer chiropractic, massage therapy, naturopath and acupuncture services.
- Process claims for these services.
- Review claims for medical necessity from participating and non-participating providers.

What this means to you

- Because ASH will be responsible for contracting directly with chiropractic, massage therapy, naturopath and acupuncture providers, you must be contracted with them to continue to receive in-network reimbursement for these covered services for your patients in Washington with Cigna coverage, effective January 1, 2018.
- On and after January 1, 2018, all claims for these services must be submitted through ASH to be considered for coverage.
- Please note that Healthways will continue to manage these services through December 31, 2017.

Contracting with ASH

If you are not contracted with ASH, you will soon receive an ASH contracting kit, which includes credentialing documents. You will need to submit the completed credentialing documents to ASH by the date outlined in the kit (October 27, 2017) to remain a participating provider for your patients with Cigna coverage in Washington.

If you are already contracted with ASH for other health plans, you will receive a "Cigna Election of Participation Form." Signing this form and returning it to ASH prior to the January 1, 2018 effective date will allow you to remain a participating provider for your patients with Cigna coverage.

We are committed to working together to ensure a smooth transition for you and your patients. Please do not hesitate to call ASH at 1.888.511.2743 if you have any questions regarding your network participation. If you need to contact Cigna, please call us at 1.800.88Cigna (882.4462).

Thank you for the care you provide our customers. We look forward to your continued network participation.

Sincerely,

James E Fitzpatrick
Vice President, Network Management

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