

GET READY FOR QUICKER, EASIER AUTHORIZATION REQUESTS.

**Medicare Provider Portal enhancements
coming soon.**



On October 30, 2020, Cigna's secure HSConnect Medicare Provider Portal is integrating industry-leading MHK software (formerly Medical House of Knowledge or MedHOK).

Providers with access to HSConnect will experience benefits such as:

- › **Improved speed, efficiency and transparency** accessing Cigna Medicare services.
- › **Seamless integration** – your log-in and passwords remain the same.
- › **Enhanced functionality:**
 - Get faster decisions (some at the time of entry).
 - Request any inpatient and outpatient Medicare service electronically. Eliminates need to call or fax.
 - Attach required documentation of any size.
 - Review the status of requests in real time 24/7.
 - Receive a reference number for each request.
 - Decision letters will be immediately faxed for provider records.

Access online training prior to launch date.

- › Web-based training is available at **MedicareProviders.Cigna.com>HSConnect Provider Portal**.
- › Training is highly recommended, although providers who use HSConnect will have full access on October 30, 2020.

New to HSConnect? To request access:

- › Create an account at **HSConnectonline.com**.
- › Call **1-866-952-7596, option 2**.



Together, all the way.®