



October 16, 2014

Additional Cigna customers will transition to RxClaim Nov. 1
Important Reminder: Action required on Cigna ID cards

Please post this information for all your stores and notify all pharmacy personnel.

Pharmacy claims processing for Cigna customers is being gradually moved to our RxClaim Platform.
As of November 1, there will be 15 Cigna clients on RxClaim.

See the list of 15 clients and critical claims processing information on the next page.

Use the information provided to assist Cigna customers in getting their prescriptions.

Not utilizing the BIN/PCN and RxGroup/Group information on the New ID card will result in rejected claims.

If you receive a rejection DO NOT turn the customer away!

Ask the customer if they have a new ID card and contact our Customer Care Line at 800-244-6224.

*See page 3 for **sample ID cards** and important **contact information**.*

Important Reminder: As previously communicated, Cigna clients are being gradually transitioned to our RxClaim system. Prior to transition, customers are receiving new ID cards with new BIN/PCN information. **The new BIN/PCNs must be programmed into your system (including all leading and trailing zeros). If not already complete, please contact your software representative to make the necessary changes immediately.** New cards will continue to be issued until June 2015, at which time all Cigna pharmacy customers will have updated ID cards. **During the transition period, both the new and existing BINs will be in use for Cigna customers. Do not delete the existing BIN.**

Catamaran Payer Sheets for Cigna can be found on our website at www.catamaranrx.com/pharmacies (Select Payer Sheets, then Catamaran non-Medicare standard).

Cigna Clients processing on RxClaim

As of **November 1, 2014**, pharmacy claims for the Cigna clients listed below will be processing on our RxClaim system. Be sure to ask each Cigna customer for their ID card and enter all ID card information for Cigna customers exactly as shown, including any leading or trailing zeroes. In addition to BIN and PCN requirements, **RxGroup/Group is a mandatory field.**

These customers have already received new ID cards with new RxBIN/RxPCN and RxGroup/Group combinations. The updated RxBin/RxPCN combinations should already be loaded in your system. **PLEASE CONFIRM THE CORRECT INFORMATION is loaded for these customers as soon as possible** and when processing claims for Cigna customers, please request and verify all data on Cigna ID cards – including RxGroup/Group information – to ensure there are no customer service disruptions.

Not utilizing the RxBIN/RxPCN and RxGroup/Group information on the New ID card will result in rejected claims. Please reference the charts and sample ID cards provided.

Client Name	RxBIN	RxPCN	RxGrp
ACORN PETROLEUM, INC.*	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø5335
ACZ LABORATORIES, INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6712
ADPERIO, INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø5967
KNOWLEDGENET	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6658
MARRAKESH MOROCCAN RESTAURANT LLC	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6544
RAIDER EXPRESS, INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6562
RAM PRODUCTS, LTD	Ø17Ø1Ø	Ø518ØØØØ	ØØ163992
REFRIGERATION SUPPLIES DISTRIBUTOR	Ø17Ø1Ø	Ø518ØØØØ	ØØ796Ø3Ø
TREASURE ISLAND FOODS INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø5947
VIKING TERMITE AND PEST CONTROL, INC.*	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6668
WALTON INTERNATIONAL GROUP (USA), INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6633
YOUTH EMERGENCY SERVICES, INC.	Ø17Ø1Ø	Ø518ØØØØ	ØØ6Ø6623

Client Name	RxBIN	RxPCN	Group
CARE HOLDING COMPANY	Ø17Ø1Ø	Ø215ØØØØ	33Ø8076
ST. MARK VILLAGE, INC.*	Ø17Ø1Ø	Ø215ØØØØ	3311528
THE BMS ENTERPRISES, INC.	Ø17Ø1Ø	Ø215ØØØØ	3337Ø76

See the next page for two sample ID cards and important contact information.

* Transitioned to RxClaim September 1, 2014.



Here is a sample ID card, showing typical placement of the **Group** and **RxBIN/RxPCN** information for cards with **RxPCN 02150000**.

Here is a sample ID card, showing typical placement of the **RxBIN/RxPCN** and **RxGrp** information for cards with **RxPCN 05180000**.

Contacts for your questions

Please use the following guidelines to correctly direct any inquiries you may have:

- **Point-of-service and processing issues:** 800-244-6224 – For issues such as eligibility, prior authorization, refill too soon, drug coverage, copay, etc. Please ensure you use the pharmacy prompts on the IVR to get to the correct department; you will need the prescription and member information to get through the prompts on the IVR system.
- **Pharmacy contract questions:** contact Catamaran Provider Relations; please visit www.catamaranrx.com/pharmacies, email Provider.Relations@catamaranrx.com or call 877-633-4701
- **Reimbursement questions:** visit Catamaran’s website (www.catamaranrx.com/pharmacies) and access “Key Documents” for applicable forms to complete

Cigna **customers** with benefit or copay questions should call the Cigna Customer Services number on their ID card.

Sincerely, **Catamaran Provider Relations Staff**