

## NOTICE

### Providers who Service State of Illinois Plan Members

February 23, 2009

Dear CIGNA Provider:

CIGNA HealthCare contracts with the State of Illinois to administer four insurance programs on behalf of the State, including the State Employees Group Insurance Program. This is a self-insured program. CIGNA Healthcare administers the program and the State funds the payment of claims when money is made available based upon the State's cash management plan.

Of the four plans funded by the State of Illinois, submitted claims for the Local Government Health Plan, the Teachers' Retirement Insurance Program, and the College Insurance Program, continue to be paid without delay. All claims received for each of the four plans continue to be processed by CIGNA Healthcare on a timely basis. *If you have received an Explanation of Payment from CIGNA, it is not necessary to re-submit the claim.* Claims submitted for members of the State Employees Group Insurance Program are currently delayed in funding due to the economic climate.

Please know that the State is doing all it can to fund claims as quickly as possible. Claims will be paid as soon as funds are available and late payment interest will be included in such payments. Pursuant to State law, late payment interest is calculated beginning on the 31<sup>st</sup> day after receipt of a clean claim, and is paid when the claim is finalized.

We appreciate your understanding and patience during this difficult and unprecedented time, and thank you for your continued provision of valuable medical services for the employees, retirees, and their dependents enrolled in all four of the State insurance programs.

We will communicate additional claim payment information as it becomes available. If you have any questions, please contact CIGNA Healthcare at 1-800-962-0051 or the Department of Central Management Services at 1-800-442-1300.