

Shared Administration claim process

How to manage claims with Cigna HealthcareSM-contracted Third Party Administrators (TPAs) and other Payers

Payer name	Charter Communications, LLC (administered by HWMG)
Payer phone	866-791-7628
Payer website	https://www.hwmg.org
Instructions	Call HWMG at 866-791-7628 to verify member eligibility.

We share the administration with our contracted Third Party Administrators and other Payers, and have identified some key items to highlight the difference between this arrangement and a Cigna direct customer.

The Payer's card shown below is an example of an ID card for this Shared Administration client.

Please review carefully and follow the process as outlined.

1	Customer makes appointment.	<ul style="list-style-type: none"> > Office verifies eligibility—at phone number listed above (and on the front of the customer's ID Card) > Payer then verifies eligibility and benefits. 	
2	Customer is seen for appointment.	<ul style="list-style-type: none"> > Provider sends claim to Cigna Healthcare to review specifics. 	<ul style="list-style-type: none"> > Cigna Healthcare prices claim.
3	Cigna Healthcare sends claim to Payer.	<ul style="list-style-type: none"> > Payer pays claim according to benefit plan. 	<ul style="list-style-type: none"> > Payer sends payment to provider.

