

How to Complete Your Cigna Continuity of Care Request

A Quick Reference Guide for VSON Patients

What is Continuity of Care?

A Continuity of Care (Transition of Care) request allows eligible Cigna members to request continued in-network coverage with their current Vail-Summit Orthopaedics & Neurosurgery (VSON) provider for an ongoing course of treatment.

Step 1

Complete the Continuity of Care Request

Cigna has confirmed that patients are responsible for completing and submitting the Continuity of Care request form.

Use the information below to complete the provider section of the form.

VSON Provider Information

Group Practice Name

Vail-Summit Orthopaedics & Neurosurgery

Health Care Provider Name

Enter the name of the VSON physician or advanced practice provider (PA-C or NP) you are requesting to continue seeing.

Health Care Provider Specialty

Use the specialty of your treating provider.

Examples include:

- Orthopaedic Surgery
 - Neurosurgery
 - Physical Medicine & Rehabilitation (Physiatry)
 - Primary Care Sports Medicine
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VSON Phone Number

(970) 668-3633

Provider Address

Use the VSON office where you primarily receive your care.

Edwards

1140 Edwards Village Blvd.
Suite B-105
Edwards, CO 81632

Frisco

360 Peak One Drive
Suite 100
Frisco, CO 80443

Vail

181 West Meadow Drive
Suite 400
Vail, CO 81657

Example

See the highlighted example below showing where this information is entered on the Continuity of Care request form.

Group Practice Name	
Health Care Provider Name	Health Care Provider Phone #
Health Care Provider Specialty	
Health Care Provider Address	

How VSON Will Support You

VSON is committed to helping patients navigate the Continuity of Care process. We are happy to:

- Provide the practice and provider information needed to complete the request.
 - Answer questions about your VSON provider or office location.
 - Fax your completed Continuity of Care request to Cigna as a courtesy, if requested.
 - Respond promptly to Cigna's requests for medical records or additional clinical documentation needed to review your request.
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Step 2 – Submit Your Request to Cigna

Once you have completed and signed the Continuity of Care request, submit it directly to Cigna.

If you would like assistance, VSON is happy to fax your completed request to Cigna as a courtesy.

We recommend:

- Keeping a copy of the completed form.
 - Writing down the date you submitted it.
 - Recording the Cigna representative's name.
 - Keeping your Cigna reference or case number.
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Who Should I Contact?

Please contact Cigna directly if you have questions about:

- Your eligibility for Continuity of Care
- The status of your request
- Your insurance benefits
- Your financial responsibility
- Coverage or approval decisions

Please contact Vail-Summit Orthopaedics & Neurosurgery at (970) 668-3633 if you have questions about:

- Your VSON provider
 - Appointments or scheduling
 - Completing the provider information section of the Continuity of Care request
 - Faxing your completed request to Cigna
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Please Remember

Submitting a Continuity of Care request does not guarantee approval.

Cigna determines:

- Whether you qualify for Continuity of Care.
- Which services are covered.
- How long any approval remains in effect.

VSON is committed to supporting our patients throughout this transition by providing information needed to complete the Continuity of Care request and promptly responding to Cigna's requests for medical records or clinical documentation.

Helpful Tip: If you speak with Cigna by phone, ask for the representative's name and a reference or case number. Keeping this information can make future follow-up easier.