



We apologize for the inconvenience.

For BSWH Employee Plan ONLY:

EFFECTIVE JANUARY 1, 2017, all SWHP non-contracted provider requests for prior authorization are processed by Cigna.

Please take the following steps to ensure your request is processed in a timely manner:

- (1) You **MUST FIRST** verify benefits and eligibility with SWHP by phone. Call 1-844-769-3994 and speak to a customer advocate.
- (2) When verification is complete, you may have the advocate transfer you directly to Cigna, **OR** you may contact Cigna at 1-866-494-4872 to determine prior authorization requirements and initiate prior authorization requests.