Payer claim and appeal addresses, 2026

HealthSpring, Aetna, Cigna and UnitedHealthcare. Checked against each payer's published documents on October 21, 2026.

HealthSpring (Medicare Advantage)

PAPER CLAIMS

HealthSpring, Medicare Advantage Claims
PO Box 23456, Chattanooga, TN 37421

Electronic: payer ID 52192

RECORDS AND DOCUMENTS THEY ASKED FOR

HealthSpring Claims Intake
PO Box 20002, Nashville, TN 37228

Fax 615-401-4642

RECONSIDERATIONS / PAYMENT DISPUTES

HealthSpring Reconsiderations
PO Box 1004, Nashville, TN 37202

Fax 615-401-4642 · within 180 days of payment. Non-contracted: "Noncontracted Payment Dispute", same box.

POSTSERVICE APPEALS (PARTICIPATING)

HealthSpring Appeals
PO Box 650065, Dallas, TX 75265

Fax 855-699-8985 · within 65 days

PART C APPEALS (INCL. NON-CONTRACTED)

HealthSpring Medicare Advantage Appeals
PO Box 650059, Dallas, TX 75265

Fax 855-350-8671 · signed Waiver of Liability

EXPEDITED MEDICAL APPEALS

HealthSpring Medicare Advantage Appeals
PO Box 650058, Dallas, TX 75265

Fax 855-350-8672

Aetna

PAPER CLAIMS: AL AK AR AZ CA FL GA HI ID LA MS NC NM NV OR SC TN UT WA

Aetna
PO Box 14079, Lexington, KY 40512-4079

PAPER CLAIMS: ALL OTHER STATES + ALL MEDICARE ADVANTAGE

Aetna
PO Box 981106, El Paso, TX 79998-1106

Cigna (commercial)

PROVIDER APPEALS

Cigna National Appeals
PO Box 188011, Chattanooga, TN 37422

Fax 877-815-4827

APPEALS, "G" ID CARDS

PO Box 188062
Chattanooga, TN 37422-8062

Fax 877-804-1679

Phone numbers

PAYER	PROVIDER LINE
HealthSpring	Claims 800-230-6138 · Appeals 800-511-6943 · Eligibility 800-668-3813 · Prior auth 800-453-4464 · ERA/EFT 833-306-0337
Aetna	Medicare Advantage and HMO 1-800-624-0756 · All other plans 1-888-632-3862
Cigna	Claims, eligibility, precert 800-882-4462 · "G" ID cards 866-494-2111
UnitedHealthcare	Provider services 877-842-3210 · Portal support 866-842-3278, option 1 · claim address: back of the ID card

Sources: HealthSpring In-Network and Out-of-Network Provider Manuals (2026); Aetna At a Glance (8/26); Cigna Important Contact Information; UnitedHealthcare Provider: Contact Us.

General information, not legal advice. Your provider agreement or state law can change these numbers, and the address on the EOB or ID card always wins.

Prepared by **Muhammad Ali**
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