



## BEHAVIORAL HEALTH SERVICES QUICK FACTS AND PHONE GUIDE

Cigna-HealthSpring is committed to providing our customers with the highest quality and greatest value in healthcare benefits and services. Managing the behavioral health benefits of our customers allows Cigna-HealthSpring the opportunity to demonstrate this commitment by recognizing overall needs and providing better care.

Cigna-HealthSpring will continue to offer the outpatient services listed below without the requirement of a prior authorization. Any service not listed will continue to utilize the standard authorization process.

### Services Requiring No Authorization by Participating Provider

CPT Code	DESCRIPTION	Report with Psychotherapy Add-On Codes
90791	Psychiatric diagnostic evaluation (no medical services)	
90792 (or New Patient E & M codes)	Psychiatric diagnostic evaluation with medical services	
<u>Out Patient</u> 99201-99205 99211-99215	New Patient Visit (10-60 min) Established Patient (5-25 min)	Psychotherapy Add On Codes: (when appropriate)
<u>Nursing Facility</u> 99304-99306 99307-99310	New Patient Visit (10-45 min) Established Patient (10-35 min)	90833-30 min 90836-45 min 90838-60 min
90832	Psychotherapy (30 min)	
90834	Psychotherapy (45 min)	
90837	Psychotherapy (60 min)	
90846	Family Psychotherapy (without patient present)	
90847	Family Psychotherapy (with patient present)	
90853	Group Psychotherapy (other than of a multiple-family group) <i>Physicians Office Only ~ Facilities Require Prior Authorization.</i>	
Q3014	Telehealth	

FUNCTION	PHONE/ADDRESS	DESCRIPTION OF SERVICES
<b>Customer Eligibility/Benefits</b>	800-230-6138	Verification of coverage and benefits; for facility admissions and other facility services, consult the Common Working File if customer does present ID card.
<b>Authorization Line</b>	866-780-8546 Fax: 866-949-4846	Prior authorization is required for services not listed above.
<b>Inpatient Admissions</b>	866-780-8546 Fax: 866-949-4846	Notification is required within 24 hours of admissions; clinical staff available 24 hrs a day/7 days a week to assist with notifications and precertification.
<b>Claims Submission (paper)</b>	Cigna-HealthSpring Claims Department P.O. Box 981706 El Paso, TX 79998-1706	
<b>Claims Submission (electronic)</b>	<b>Emdeon</b> Payer ID: 63092 or 52192 <b>SSIGroup</b> Payer ID: 63092 <b>Availity</b> Payer ID: 63092 or 52192 <b>Proxymed</b> Payer ID: 63092	

	<b>Medassets</b> Payer ID: 63092 <b>Zirmed</b> Payer ID: 63092 <b>OfficeAlly</b> Payer ID: 63092 <b>GatewayEDI</b> Payer ID: 63092 <b>Relay Health</b> Professional claims CPID: 2795 or 3839 Institutional claims CPID: 1556 or 1978	
<b>Claim Status Inquires</b>	800-230-6138	
<b>HSConnect</b>	<a href="http://www.cignahealthspring.com">www.cignahealthspring.com</a>	Access to on-line provider portal for verification of member eligibility, authorization, and claim payment review. Select Providers tab, then HSConnect to access portal.
<b>Demographic Updates</b>	<a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a>	If the provider does not have web access, they may contact Cigna Behavioral Health (CBH) Provider Services at 1-800-926-2273
<b>Medical Management Program</b> (formerly referred to as: Provider Manual)	<a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a>	If the provider does not have web access, they may contact Cigna Behavioral Health (CBH) Provider Services at 1-800-926-2273
<b>Contract Questions</b>	<a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a>	If the provider does not have web access, they may contact Cigna Behavioral Health (CBH) Provider Services at 1-800-926-2273
<b>Interested in Joining Cigna Behavioral Health Network</b>	<a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a>	Follow: Join the Cigna Network > Behavioral > Cigna Behavioral Health Provider Application

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