

Medicare Advantage Provider Quick Reference Guide

Provider customer service
1-800-230-6138

Provider website
MedicareProviders.Cigna.com

Provider manual
MedicareProviders.Cigna.com
> Provider Manuals > 2020 Provider Manual

Provider portal: HSConnect
www.HSConnectOnline.com
Help Desk: 1-866-952-7596
Email: HSConnectHelp@HSConnectOnline.com

**ICD-10 coding & documentation/
360 Comprehensive Assessment**
MedicareProviders.Cigna.com/icd-10



Ancillary Services / Supplemental Benefits

**Outpatient
Laboratory Services**
LabCorp | Call: 1-888-522-2677
Quest Diagnostic Laboratories
Call: 1-866-697-8378
For questions concerning Supplemental Benefits, please call Provider Service: 1-800-230-6138

**Behavioral Health
Substance Abuse**
(Please call for authorizations)
Call: 1-866-780-8546
Fax: 1-866-949-4846

Post Hospital Meal Benefit
Available to patients
post-discharge from an
acute inpatient stay. Call
GA Foods: 1-866-481-2721

High-Technology Radiology and Diagnostic Cardiology Services

Please call at numbers below for Precertification or go online to: Evicore.com

Radiation Therapy:
Call: 1-866-686-4452
Fax: 1-800-540-2406
Radiology/Cardiology:
Call: 1-888-693-3211
Fax: 1-888-693-3210

Provider Resources:
[Evicore.com/Resources/
HealthPlan/Cigna-Medicare](http://Evicore.com/Resources/HealthPlan/Cigna-Medicare)
Web Portal Support Email:
Portal.Support@Evicore.com

Customer Service
ClientServices@Evicore.com

Prior Authorization

Prior Authorization must be obtained for the following services:
Inpatient and Elective Admission Notification, Home Health Care, DME and Outpatient Services.
For requirements, visit: MedicareProviders.Cigna.com > **Prior Authorization**
Prior Authorization can be obtained through HS Connect Provider Portal:
HSConnectOnline.com/Login
or by calling Provider Customer Service at: 1-800-230-6138

Referrals

HMO referrals vary by plan. PPO plan referrals are not required.
Referrals for specialists can be obtained through our HS Connect Provider Portal.
To register for HSConnect visit: HSConnectOnline.com/Login
To call or email the HSConnect Help Desk: 1-866-952-7596 | HSConnectHelp@HSConnectOnline.com

Claim Processing

Claims questions: 1-800-230-6138 | Appeals questions: 1-800-511-6943 | Fax: 1-800-931-0149
Electronic claims may be submitted through:
• Change Healthcare/Availity (Payor ID: 63092 or 52192)
• SSIGroup/Proxymed/Medassets/Zirmed/OfficeAlly/GatewayEDI (Payor ID: 63092)
• Relay Health (Professional claims CPID: 2795 or 3839, Institutional claims CPID: 1556 or 1978)
Mail Paper Claims to: Cigna Medicare Advantage, PO Box 981706, El Paso, TX 79998
Mail Appeals to: Cigna Medicare Advantage Appeals, PO Box 24087, Nashville, TN 37202
Mail Reconsideration Requests to:
Cigna Medicare Advantage Reconsiderations, PO Box 20002 Nashville, TN 37202

Compliance

To report potential fraud, waste, or abuse please contact Cigna Medicare Advantage's
Special Investigations Unit.
By mail: [Cigna Medicare Advantage
Attn: Special Investigations Unit
PO Box 20002, Nashville, TN 37202](mailto:Cigna Medicare Advantage Attn: Special Investigations Unit PO Box 20002, Nashville, TN 37202)
By email: SpecialInvestigations@Cigna.com
Attn: Cigna Medicare Operations
By phone: 1-800-667-7145

Pharmacy

Pharmacy - Part D
Prior Authorization Requests: CoverMyMeds.com (Preferred method)
Formulary Website: Cigna.com/Medicare/Resources/Drug-List-Formulary | Fax: 1-866-845-7267
Forms: Cigna.com/Medicare/Resources/Drug-Search | Questions? Call: 1-877-813-5595