Medicare Advantage Quick Reference Guide
Georgia (excluding Catoosa, Dade, and Walker Counties)

Website
Visit: www.cignahealthspring.com

Eligibility Verification / Customer Service
Customer Service provides eligibility & copayment information for plan members.
Customer Service: 1-800-668-3813 | Provider Services: 1-800-230-6138
Visit: https://healthspring.hsconnectonline.com/HSConnect

Ancillary Services / Supplemental Benefits
OUTPATIENT LABORATORY SERVICES
LabCorp | Call: 1-888-522-2677
Quest Diagnostic Laboratories | Call: 1-866-697-8378
Solstas Lab Partners | Call: 1-888-664-7601

BEHAVIORAL HEALTH/SUBSTANCE ABUSE
Cigna-HealthSpring Network (Please call for authorizations) | Call: 1-866-780-8546

DENTAL SERVICES
Administrated through Delta Dental | Call: 1-866-409-8053

ROUTINE VISION
Administrated through Superior Vision | Call: 1-888-886-1995

For questions concerning Supplemental Benefits please call Customer Service: 1-800-230-6138

Health Services

HEALTH SERVICES-PRIOR AUTHORIZATION
See Prior Authorization Matrix for a list of services requiring Prior Authorization.
Prior Authorization – Outpatient Services & Elective Admission Notification
Call: 1-866-949-7103 | Fax: 1-855-388-1452
Prior Authorization can be obtained through HS Connect

HSCONNECT – REFERRALS / PRIOR AUTHORIZATION
Referrals are required for Specialist office visits and can be obtained through HSConnect
To call or email the HSConnect Help Desk: 1-866-952-7596
HSConnectHelp@hsconnectonline.com To register for HSConnect, visit: https://healthspring.hsconnectonline.com/HSConnect

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)
• SSGroup/Proxymed/Medassets/Zirmed/OfficeAlliance/GatewayEDI (Payor ID: 63092)
• Relay Health (Professional claims CPID: 2795 or 3839 Institutional claims CPID: 1556 or 1978)

Mail Paper Claims to: Cigna-HealthSpring
PO Box 981706
El Paso, TX 79998
Mail Appeals to: Cigna-HealthSpring
PO Box 24087
Nashville, TN 37202
Mail Reconsideration Requests to: Cigna-HealthSpring Reconsiderations
PO Box 20002
Nashville, TN 37202

For questions concerning the Content of this Guide please call 1-800-230-6138

HSConnect (Online Portal)
Experience the ease of HSConnect. Your online solution for referral entry and inquiry, outpatient prior authorization entry and inquiry, inpatient authorization inquiry, eligibility verification, and claims payment review.
Call: 1-866-952-7596 | Email: HSConnectHelp@hsconnectonline.com
Visit: https://healthspring.hsconnectonline.com/HSConnect

Compliance
Fraud, Waste, & Abuse Hotline: 1-800-230-6138

Cigna-HealthSpring Behavioral Health Services
Call: 1-866-780-8546 | Fax: 1-866-949-4846

Pharmacy

PHARMACY – PART D
Visit our website for detailed formulary information.
Call: 1-800-222-6700 | Visit: http://www.cigna.com/medicare/part-d/drug-list-formulary

Sample ID Card

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This card does not guarantee coverage or payment.
| <Plan Name> 
| Customer ID | <Member ID> 
| Name: Member name | 
| Health Plan (80049) | POP: <provider name> 
| Phone: <provider phone number> | 
| Network: <network name> | 
| Referee: <referee name> | 
| Provider: <provider name> | 
| Phone: <provider phone number> | 
| Payor: <payor name> | 
| Phone: <payor phone number> | 
| erle: <erle> | 
| Emergency Care: <emergency care> | 

Customer Services: <phone number> | TTY: <phone number> | 
| Provider Services: <phone number> | 
| Authorization referral: <phone number> | Medical Claims: <address> | 
| Pharmacy Help Desk: <phone number> | Pharmacy Claims: <address> | 
| Website: <URL> |