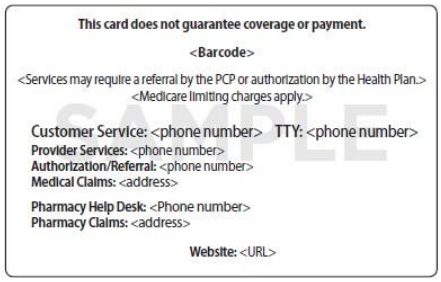
Medicare Advantage Quick Reference Guide

Kansas City, Maryland, Delaware, Pennsylvania, and Washington, DC

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 **BEHAVIORAL HEALTH/SUBSTANCE ABUSE** Cigna-HealthSpring Network (Please call for authorizations) | Call: 1-866-780-8546 **DENTAL SERVICES** Administered through Denta Quest | Kansas City Call: 1-866-913-0949 | All Others Call: 1-888-423-2949 **ROUTINE VISION** Administered through Superior Vision | Call: 1-888-886-1995 For questions concerning Supplemental Benefits- please call Customer Service Call: 1-800-230-6138
Health Services	**HEALTH SERVICES- PRIOR AUTHORIZATION** See Prior Authorization Matrix. Prior Auth can be obtained through HS Connect Inpatient Admission Notification | Home Health Care /DME Prior Auth – Outpatient Services | Elective Admission Notification Call: 1-888-454-0013 | Fax: 1-866-464-0707 **HEALTH SERVICES- 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://bravohealth.hsconnectonline.com/HSConnectEast_RequestAccount
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-HealthSpring PO Box 981706 El Paso, TX 79998 Mail Appeals to: Cigna Health-Spring Appeals PO Box 24087 Nashville, TN 37202 Mail Reconsideration Requests to: Cigna-HealthSpring Reconsiderations PO Box 20002 Nashville, TN 37202
HSConnect (Online Portal)	Experience the ease of HSConnect. Your online solution for referral 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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