

MEDICARE ADVANTAGE QUICK REFERENCE GUIDE

North Carolina, South Carolina



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/HSCconnect
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 Delta Dental Call: 1-866-409-8053 ROUTINE VISION Administered through Superior Vision Call: 1-888-886-1995
	For questions concerning Supplemental Benefits , please call Provider Service Call: 1-800-230-6138
Health Services	HEALTH SERVICES PRIOR AUTHORIZATION See Prior Authorization Matrix for a list of services requiring Prior Authorization. Prior Authorization can be obtained through HS Connect. Prior Authorization – Outpatient Services Elective Admission Notification NC Call: 1-866-949-7099 Fax: 1-855-500-2774 SC Call: 1-866-949-7101 Fax: 1-855-420-4717
	Inpatient Admission Notification NC Fax: 1-855-693-2168 SC Fax: 1-855-792-2308
	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 HSCconnecthelp@hsconnectonline.com To register for HSConnect visit: https://healthspring.hsconnectonline.com/HSCconnect
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: <ul style="list-style-type: none"> • Change Healthcare/Availity (Payor ID: 63092 or 52192) • SSI Group/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
	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: HSCconnecthelp@hsconnectonline.com Visit: https://healthspring.hsconnectonline.com/HSCconnect
Compliance	To report potential fraud, waste, or abuse please contact Cigna-HealthSpring's Special Investigations Unit By mail: Cigna-HealthSpring Attn: Special Investigations Unit PO Box 20002, Nashville, TN By email: specialinvestigations@cigna.com Attn: Cigna Medicare Operations By phone: 1-800-667-7145
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 Drug Coverage Determinations visit: https://www.cigna.com/healthspringdrugforms

Sample ID Card	 
	<p><Plan Name></p> <p>Customer ID: <Member ID> <contract & PBP></p> <p>Name: <Member Name></p> <p>Health Plan (80840)</p> <p>PCP: <Provider Name></p> <p>Phone: <Provider Phone Number></p> <p>Network: <Network Name></p> <p>RxBIN: 017010</p> <p>RxPCN: CIHSCARE</p> <p>Copays</p> <p>PCP: <copay></p> <p>Specialist: <copay></p> <p>ER: <copay></p> <p>Urgent Care: <copay></p>
	<p>This card does not guarantee coverage or payment.</p> <p><Barcode></p> <p><Services may require a referral by the PCP or authorization by the Health Plan.> <Medicare limiting charges apply.></p> <p>Customer Service: <phone number> TTY: <phone number></p> <p>Provider Services: <phone number></p> <p>Authorization/Referral: <phone number></p> <p>Medical Claims: <address></p> <p>Pharmacy Help Desk: <Phone number></p> <p>Pharmacy Claims: <address></p> <p>Website: <URL></p>