

BEHAVIORAL HEALTH SERVICES



Quick Reference Guide

Keep this guide handy to help access Behavioral Health (BH) services available through Cigna STAR+PLUS and Cigna CarePlan (MMP) .

Services	<p>Network Operations Call 1-877-653-0331 (TTY: 7-1-1) Monday - Friday 8 a.m. to 5 p.m. (CST)</p> <ul style="list-style-type: none">› Helps participating providers get support and resolve challenges› Verifies claims receipt or reviews claims status› Processes demographic changes such as PCP on file or patient address changes <hr/> <p>Case Management Call 1 877-725-2539 (TTY: 7-1-1) Monday - Friday 8 a.m. to 5 p.m. (CST)</p> <ul style="list-style-type: none">› Assists patients with accessing behavioral health services› Coordinates and tracks 7/30 day post-hospital appointments› Assists with safe discharge plans› Works with community support services to coordinate care <p>Note: Targeted Case Management (TCM) and Mental Health Rehabilitation (MHR) assessments are to be completed by the renewal time-frame by the Local Mental Health Authorities (LMHA) providing the services.</p> <hr/> <p>Behavioral Health Crisis Line for all Service Areas Call 1-800-959-4941 24/7 (Provided by the Local Mental Health Authority)</p> <ul style="list-style-type: none">› Helps provide transportation to facilities› De-escalates the crisis› Provides intensive interventions› Diverts hospitalization <p>Note: Crisis intervention services may include deploying the Mobile Crisis Outreach Team.</p> <hr/> <p>Service Coordination Call 1-877-725-2688 (TTY: 7-1-1) Monday - Friday 8 a.m. to 5 p.m. (CST)</p> <ul style="list-style-type: none">› Assesses patient health needs including referrals to psychiatric providers› Helps access services such as Adult Foster Care, Adult Day Care, Personal Attendant Services, Minor Home Modifications, Home Delivered Meals and Durable Medical Equipment
Pharmacy Services (Outpatient)	<p>Pharmacy PA requests can be submitted:</p> <ul style="list-style-type: none">› Phone: 1-888-671-7379 Monday - Friday 8 a.m. to 5 p.m. (CST)› Fax: 1-888-766-6341› Online portal: https://spcdr.cigna.com/ <p>Visit https://starplus.cigna.com/health-care-providers/pharmacy/ for additional information.</p> <p>Remember: All antipsychotics are subject to clinical PA. Patients are eligible to receive a limited, emergency 3-day supply of any medication that requires a PA.</p>
Prior Authorizations (PA)	<ul style="list-style-type: none">› Fax outpatient PA forms to 1-877-809-0787› Fax inpatient PA forms to 1-877-809-0786› Fax Long Term Services and Supports PA forms to 1-877-809-0788› Fax Outpatient Pharmacy PA forms to 1-888-766-6341 <p>Reminder: Download PA forms at https://www.cigna.com/starplus/health-care-professionals/claims-authorization/prior-authorization/</p>

Provider Portal	Visit https://starplus.hsconnectonline.com/login.aspx Need technical support? > Call 1-866-952-7596 > Email HSCConnectHelp@HSConnectOnline.com	Allows 24-hour access for: <ul style="list-style-type: none"> > Patient eligibility > Claim submission > Claim(s) status > Request authorizations and check status > Verify patient's Service Coordinator > Print Explanations of Payments
Websites	Cigna STAR+PLUS Visit https://www.cigna.com/starplus/health-care-professionals/	Allows access for: <ul style="list-style-type: none"> > Provider Manual Updates > Training > Provider portal > Claims Process and Authorization
	Cigna CarePlan MMP Visit careplantx.cigna.com/health-care-providers/	
	Provider Pharmacy Visit https://starplus.cigna.com/health-care-providers/pharmacy/ <ul style="list-style-type: none"> > Prior authorization request forms > Drug formulary search > Prior authorization clinical criteria > List of medications with quantity limits > Network pharmacy directory/search > Over-the-counter (OTC) catalog 	
Member Services	Call 1-877-653-0327 (TTY: 7-1-1) Monday - Friday 8 a.m. to 5 p.m. (CST) (Reps available by geographic area)	Important: Call the Behavioral Health Crisis Line for after-hours support at 1-800-959-4941
Provider Services	Call 1-877-653-0331 Monday - Friday 8 a.m. to 5 p.m. (CST) (Reps available by geographic area)	
Member Eligibility Verification Line	Call 1-866-467-3126 Monday - Friday 8 a.m. to 5 p.m. (CST)	

Behavioral Health Checklist

Do you know Cigna requires follow-up with patients within 7 days after discharge from an inpatient setting?	<input type="checkbox"/>
Do you know Cigna behavioral Health Department can help coordinate follow-up appointments with patients discharged from an inpatient facility?	<input type="checkbox"/>
When patients are not compliant with treatment or medication, do you follow up with them by phone or face-to-face?	<input type="checkbox"/>
When patients miss scheduled appointments, do you call them within 24 hours of any business week to reschedule?	<input type="checkbox"/>
Do you know Cigna will work with you to locate patients in need who've missed appointments?	<input type="checkbox"/>



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