

# CIGNA-HEALTHSPRING BEHAVIORAL HEALTH SERVICES



## Quick Reference Guide

Keep this guide handy to help access Behavioral Health (BH) services available through Cigna-HealthSpring STAR+PLUS and Cigna-HealthSpring Medicare-Medicaid Plan (MMP).

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

<b>Provider Portal</b>	Visit <a href="https://starplus.hsconnectonline.com/login.aspx">https://starplus.hsconnectonline.com/login.aspx</a> Need technical support? > Call <b>1-866-952-7596</b> > Email <a href="mailto:HSConnectHelp@HSConnectOnline.com">HSConnectHelp@HSConnectOnline.com</a>	<b>Allows 24-hour access for:</b> <ul style="list-style-type: none"> <li>&gt; Patient eligibility</li> <li>&gt; Claim submission</li> <li>&gt; Claim(s) status</li> <li>&gt; Request authorizations and check status</li> <li>&gt; Verify patient's Service Coordinator</li> <li>&gt; Print Explanations of Payments</li> </ul>
<b>Websites</b>	<b>Cigna-HealthSpring STAR+PLUS</b> Visit <a href="https://www.cigna.com/starplus/health-care-professionals/">https://www.cigna.com/starplus/health-care-professionals/</a>	<b>Allows access for:</b> <ul style="list-style-type: none"> <li>&gt; Provider Manual Updates</li> <li>&gt; Training</li> <li>&gt; Provider portal</li> <li>&gt; Claims Process and Authorization</li> </ul>
	<b>Cigna-HealthSpring CarePlan MMP</b> Visit <a href="https://www.cigna.com/medicare/healthcare-professionals/tx-mmp">https://www.cigna.com/medicare/healthcare-professionals/tx-mmp</a>	
<b>Member Services</b>	Call <b>1-877-653-0327 (TTY: 7-1-1)</b> Monday - Friday 8 a.m. to 5 p.m. (CST) (Reps available by geographic area)	<b>Important:</b> Call the Behavioral Health Crisis Line for after-hours support at <b>1-800-959-4941</b>
<b>Provider Services</b>	Call <b>1-877-653-0331</b> Monday - Friday 8 a.m. to 5 p.m. (CST) (Reps available by geographic area)	
<b>Member Eligibility Verification Line</b>	Call <b>1-866-467-3126</b> Monday - Friday 8 a.m. to 5 p.m. (CST)	

### Behavioral Health Checklist

Do you know Cigna-HealthSpring requires follow-up with patients within 7 days after discharge from an inpatient setting?	<input type="checkbox"/>
Do you know Cigna-HealthSpring's 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-HealthSpring will work with you to locate patients in need who've missed appointments?	<input type="checkbox"/>



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