



## Nursing Facility Representative Contacts Effective May 15, 2017

Cigna-HealthSpring encourages a well maintained relationship with Providers and their Representatives. Provider Services can assist providers with questions concerning eligibility, benefits, claims and claims status. To check claims status, providers can call the Provider Services Department at 1-877-653-0331 or access the provider portal at <https://starplus.hsconnectonline.com>. If a claim needs to be reprocessed for any reason, Provider Services can assist the Provider with the process to Claims or Appeals Departments.

The Provider can also contact his/her Nursing Facility Representative for additional assistance. The Nursing Facility Representative’s responsibilities include:

- maintaining the provider network,
- ensuring a sufficient number of providers are available in each county to serve the health care needs of members enrolled in Cigna-HealthSpring’s STAR+PLUS Program;
- respond to any inquiries related to contracting and credentialing requirements
- and serve as the primary liaison with participating providers to resolve any operational challenges between the Provider and Cigna-HealthSpring.

Providers can contact Provider Services Department at 1-877-653-0331 for assistance eligibility, claims status, applied income changes, authorization status and Member concerns. For all other questions you can contact Nursing Facility Provider Representative in your Service Delivery Area (SDA):

Jessica Lerma  
Covers **Hidalgo SDA** and part of **MRSA NE SDA**

Hidalgo SDA:  
Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy, and Zapata Counties

MRSA NE SDA:  
Anderson, Angelina, Cherokee, Henderson, Houston, Nacogdoches, Panola, Rusk, Sabine, San Augustine, Shelby and Trinity Counties

Email to: [Jessica.Lerma@healthspring.com](mailto:Jessica.Lerma@healthspring.com)

Call to: (214) 604-7448

Noe Salazar  
Covers **Tarrant SDA** and part of **MRSA NE SDA**

Tarrant SDA:  
Denton, Hood, Johnson, Parker, Tarrant and Wise Counties

MRSA NE SDA:  
Bowie, Camp, Cass, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Hopkins, Lamar, Marion, Montague, Morris, Rains, Red River, Smith, Titus, Upshur, Van Zandt and Wood Counties

Email to: [Noe.Salazar@healthspring.com](mailto:Noe.Salazar@healthspring.com)

Call to: (469) 404-7673

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