



Renaissance Physicians Line of Business Quick Reference Guide

Service	Cigna City of Houston	Cigna Local Access Plus, Cigna Connect, Cigna CAC	Cigna-HealthSpring	Blue Cross Medicare Advantage (HMO)	Blue Choice PPO/Blue Advantage HMO (VBIP)	Amerigroup Medicare Advantage (Amerivantage)
Product Type	Commercial	Commercial Incentive Program	Medicare Advantage Plan	Medicare Advantage Plan	Commercial Incentive Program	Medicare Advantage Plan
Website	www.cignaforHCP.com	https://hcpdirectory.cigna.com/web/public/providers	www.myhealthspring.com	https://www.bcbstx.com/medicare/mapd_provider.html	https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&nextPage=networkplan&residencestate	https://providers.amerigroup.com/pages/tx-2012.aspx
Provider/Customer Service	Provider Service Line: 844-343-9753 Customer Service: 800-882-4462 Member Verification: www.cignaforHCP.com Cigna Cigna of Houston Customer Service: 800-997-1406	Customer Service: 800-882-4462 Member Service: www.cignaforHCP.com	Provider Service Line: 844-343-9753 Customer Service: 800-230-6138 TTY/TTD: 877-893-1504 Member Verification: 832-553-3480 Financial Assistance (LIS): 877-236-4471	Provider Service Line: 844-343-9753 Customer Service: 877-774 8592 TTY/TDD: 711 Member Verification: 877-299-2377	Customer Service: 800-451-0287	Provider Service Line: 844-343-9753 Customer Service: 866-805-4589
Coding Department			Enhanced Encounter/Coding: Chaun Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959	Coding: Chaun Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959		
Health Services (Pre-Cert)	Referral Requests: HSConnect Online Portal https://healthspring.hsconnectonline.com/HSConnect 713-437-3060 Inpatient Authorization and Case Management Programs 800-882-4462 www.cignaforHCP.com	Contact Cigna directly for Referrals: www.cignaforHCP.com Medical Management: 800-882-4462 Sleep: Care Centrix 877-877-9899	Referral Requests: HSConnect Online Portal https://healthspring.hsconnectonline.com/HSConnect 713-437-3060 Pre-Cert (Direct Admits) 832-553-3456 Medical Directors (Dr. Ramapriya Suresh) 713-437-3145 Clinical Pharmacy Manager (Esteban Gallardo) 832-553-3314 Pharmacy/Mail Order Prescriptions 800-331-6293 Acute Admissions (Sue Chiamp) 770-779-3842 SNF (Pam Parsons) 770-779-6946 LTAC (Amber Hill) 770-779-6246 Case Management: 888-501-1116	Referral Requests: HSConnect Online Portal https://healthspring.hsconnectonline.com/HSConnect 713-437-3060 Urgent Admissions: 800-441-9188 Medical Care Management: 855-896-2701 Prime (Pharmacy) Therapeutics: 877-277-7898	Referral and Precert Request (EVICORE): 855-252-1117 Prime (Pharmacy) Therapeutics: 800-289-1525 AIM Specialty Health: 800-859-5299 For Additional Services: Please Contact Blue Cross Blue Shield Customer Service Directly	Referral Requests: HSConnect Online Portal https://healthspring.hsconnectonline.com/HSConnect 713-437-3060 Express Scripts Pharmacy: 1-800-338-6180 Pre-Cert (Direct Admits) 1-877-434-7578 Case Management: 866-805-4589
Supplemental Benefits	Please Access: www.cignaforHCP.com for more information	Amplifon Hearing Health Care: 855-531-4695 For Additional Benefits: www.cignaforHCP.com	Silver and Fit (www.silverandfit.com) 877-427-4788 Transportation (Access2Care) 866-214-5126 Superior Vision 800-879-6901 Hearing Care Solutions 866-872-1001 DentaQuest 866-288-1573	Silver Sneakers 888-423-4632 Eye Med: 866-939-3633 Dental Networks of America: 855-557-5491 LogistiCare: 844-452-9383 Tru Hearing: 877-248-4040 For Additional Benefits : Please Contact Blue Cross Blue	For Additional Benefits : Please Contact Blue Cross Blue	Superior Vision 800-507-3800 Dental: 888-278-7310 Transportation (LogistiCare) 866-588-5122 Nations Hearing: 877-440-2601 SilverSneakers 866-584-7389 Acupuncture: 800-678-9133
Electronic Payor ID (Electronic Medical Claims Submission)	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	All Claims must be submitted directly to Cigna. Please contact Cigna for further details.	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	All Claims must be submitted directly to Blue Cross Blue Shield. Please contact Blue Cross Blue Shield for further details.	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)

*This is a summary of Renaissance Physicians collaborative agreement for the complete list please visit our website www.myrpo.com or contact your local Provider Relations Representative at 832-553-3300.

Service	Cigna City of Houston	Cigna Local Access Plus, Cigna Connect, Cigna CAC	Cigna-HealthSpring	Blue Cross Medicare Advantage (HMO)	Blue Choice PPO/Blue Advantage HMO (VBIP)	Amerigroup Medicare Advantage (Amerivantage)
Product Type	Commercial	Commercial Incentive Program	Medicare Advantage Plan	Medicare Advantage Plan	Commercial Incentive Program	Medicare Advantage Plan
Preferred Hospitals	HCA The Methodist IASIS Tenet CHI St. Lukes Christus Memorial Hermann Hospital System	HCA The Methodist IASIS Tenet CHI St. Lukes Christus Memorial Hermann Hospital System	HCA The Methodist IASIS Tenet CHI St. Lukes Christus Memorial Hermann Hospital System	HCA The Methodist IASIS Tenet CHI St. Lukes Christus	HCA The Methodist IASIS Tenet CHI St. Lukes Christus	HCA Memorial Hermann Hospital Systems IASIS Tenet CHI St. Lukes Christus
Preferred Imaging	CHI St. Luke's Memorial Hermann Health Systems	EviCore Phone: 888-963-3211 evicore.com/Cigna/Pages/Radiology.aspx	CHI St. Luke's Memorial Hermann Health Systems	CHI St. Luke's Memorial Hermann Health Systems	One Step Diagnostic Gulf Coast MRI Houston Medical Imaging Diagnostic Radiology of Houston	CHI St. Luke's Memorial Hermann Health Systems
Preferred Ancillary Providers	DME/Home Health 800-882-4462	DME/HomeHealth: Care Centrix 877-466-0164 www.carecentrixportal.com Dialysis Davita and Fresenius	DME/Home Health 832-553-3456 Encompass Home Health Dialysis Davita and Fresenius	https://www.bcbstx.com/medicare/mapd_provider_er.html	https://www.bcbstx.com/onlineDirectory/index.htm	(DME/Home Health) 1-866-959-1537 (fax) Dialysis Davita and Fresenius
Behavioral Health	Mental Health: 800-882-4462	Behavioral Health: 800-926-2273	Behavioral Health: 866-780-8546	Mental Health: Magellan Health Provider Finder: www.magellanhealth.com Magellan Internal Renaissance Physicians #: 800-327-9251	Behavioral Health: 800-528-7264	Behavioral Health: 866-805-4589 (Outpatient) Behavioral Health: 800-505-1193 (fax) (Inpatient) Behavioral Health: 877-434-7578 (fax)
Preferred Pharmacy	Please Access: www.cignaforHCP.com for more information Cigna Home Delivery Pharmacy	Please Access: www.cignaforHCP.com for more information Cigna Home Delivery Pharmacy	HEB Walmart Walgreens Kroger For more information please visit https://www.cigna.com/medicare/part-d/pharmacy-options	HEB Walmart Walgreens Home Delivery: Walgreens	CVS Caremark https://www.bcbstx.com/provider/pharmacy/pa_step_therapy.html	CVS Pharmacy Target Kroger Walmart Sam's Club
Surgery Center/Urgent Care	www.cignaforHCP.com	https://hcpdirectory.cigna.com/web/public/providers/	https://providersearch.hsconnectonline.com/OnlineDirectory	https://www.bcbstx.com/medicare/mapd_provider.html	https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&nextPage=networkplan&residencestate	https://providers.amerigroup.com/pages/tx-2012.aspx
Laboratory Provider	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic

<p>Member ID Card</p>	 <p>Administrated By: Cigna Health and Life Insurance Co. Coverage Effective Date: 03/01/2014 Group: 3334592 Plan: 0000 Member ID: U4444444 01 Name: Janet Dove PCP: Memorial Hermann Health Network PCP Phone: 714.000.0000 Legend Network Plan RxBIN: 60403 RxCN: 0210000</p>	 <p>Client logo TPV logo CSN logo Legal entry name Coverage effective date: MM/DD/CCYY Group: 1234567 Issuer (RxBIN) ID: U23456789 01 Name: John Public PCP: James Smith PCP Name Last PCP phone: XXX.XXX.XXXX ID card acct name RxBIN XXXXXXX RxCN XXXXXXXX</p>	 <p>Cigna-HealthSpring Preferred (HMO) Customer ID: 101010110 Name: TXH4513025 RPO Health Plan (80840) PCP: TEST PROVIDER Phone: 123-456-7890 Network: Renaissance RxBIN: 017010 RxCN: CHSCARE Copays PCP: \$0 Specialist: \$35 ER: \$75 Urgent Care: \$25</p>	 <p>BlueCross BlueShield of Texas Blue Cross Medicare Advantage (HMO) Name: John A. Sample ID: ZGJ804XXXXX Plan: 9101000260 Plan: Blue Cross Medicare Advantage (HMO) RxBIN: 011552 Part D RxCN: MAPDA Part B RxCN: TXPANFE RSGP: 0001 RxD: 804XXXXX Office Visit: \$ x Specialist: \$ x Emergency: \$ xx PCP: Dr. Example PCP Phone: 1-###-###-### Renaissance Physician Organization BS Plan Code: 401 BC Plan Code: 401</p>	 <p>PPO Sample Group ID Card BlueCross BlueShield Subscriber Name: SAMPLE ID: 123456789 Group Number: 987654321 Effective Date: 01/01/2014 Member Effective: BAV, HMO SINGLE TDI ICA Network Value Office Visit: \$ Emergency Room: \$ Urgent Care: \$ Rx Copy: \$ RxBIN: 000000 RxCN: 000000</p>	 <p>Amerigroup RealSolutions Medicare Advantage Plans www.amerigroup.com/medicare Member ID: 123456789 Member Name: Jane Doe PCP Effective Date: 01/01/2014 Primary Care Physician (PCP): Dr. Jane Doe PCP Phone: 123-456-7890 Clinic Name/PA: Renaissance Physician Organization Issuer ID: 80840 Copays may apply for certain services Rx GROUP: WMZA Rx BIN: 003858 Rx PCN: MD CMS Contract/PPB/Segment: -018 MedicareRx Prescription Drug Coverage</p>
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