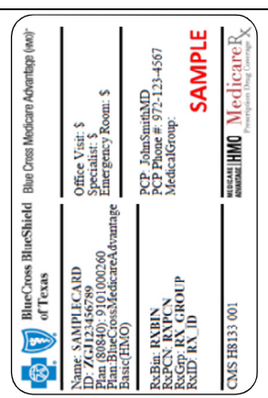
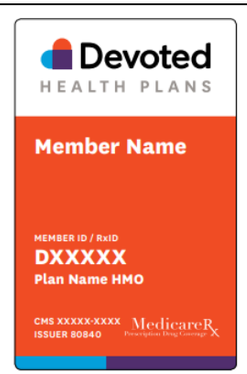
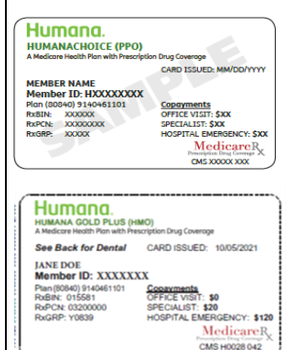
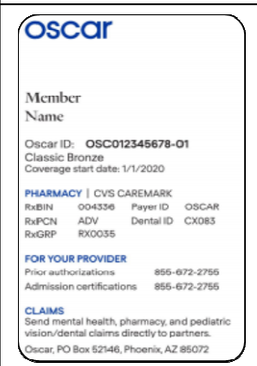
LONESTAR
STATE PHYSICIAN ALLIANCE

Lonestar State Physician Alliance CIN
Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Plans					Commercial	
Service	**Aetna Medicare PPO/HMO**	**Blue Cross Blue Shield Medicare Advantage HMO**	**Cigna Medicare Advantage Cigna True Choice Medicare PPO**	**Devoted Health Medicare Devoted HMO**	**Humana Medicare Humana Choice PPO Humana Gold Plus HMO**	**Oscar Individual Family Plan**	**Cigna Commercial PPO CIN CAC**
Website for Providers	https://www.aetna.com/health-care-professionals.html	https://www.bcbstx.com/provider	https://medicareproviders.cigna.com/	https://www.devoted.com/providers	https://www.humana.com/provider/	https://www.hioscar.com/providers/	www.cignaforHCP.com
Provider/ Customer Service	**PPO:** 1-888-632-3862 **HMO:** 1-800-624-0756	877-774-8592	**Cigna Provider Cust Service:** 1-800-230-6138 **Member Cust Service:** 1-800-668-3813	**Provider Services, Member Eligibility, Claims Status, Authorizations:** 1-877-762-3515 **Member Eligibility Status:** www.availity.com **Member Services:** 1-800-338-6833	**Provider Service:** 1-800-448-6262 **Member Customer Service:** 1-800-457-4708 **Member Verification:** availity.com	**Provider Services:** 855-672-2755	**Customer Service:** 1-888-992-4462 **Members:** mycigna.com **Provider Cust Service:** 1-800-882-4462
Health Services (Pre-Cert)	https://www.availity.com	**Phone:** 1-855-390-6573 **Fax:** 1-855-874-4711 https://www.availity.com	**PPO plan referrals are not required.** **Referrals, authorizations, eligibility:** **HS Connect:** 1-866-952-7596 https://www.hsconnectonline.com/login.aspx **Pre cert for services below: eviCore** **Healthcare:** evicore.com **Radiology/Cardiology:** 1-888-693-3211 **Radiation Therapy/** **Medical Oncology:** 1-866-686-4452	**Referrals & Prior Authorizations:** www.availity.com **Fax:** 1-877-264-3872	https://www.availity.com	**Provider Portal:** provider.hioscar.com **Phone:** 855-672-2755 **Fax:** 844-965-9053	**Contact Cigna directly for Referrals:** www.cignaforHCP.com **Medical Mgmt (including pre-cert):** 800-882-4462 For patients with "G" ID cards: 866-494-2111 Sleep Mgmt Services: Care Centrix: 877-877-9899 Cigna.SleepCCX.com
Supplemental Benefits	For additional benefits please contact Aetna.	**Eye Med**: 1-877-774-8592 **Dental Networks of America**: 800-972-7565 **Transportaion (LogistiCare):** 844-452-9383 **Tru Hearing**: 1-844-802-4415 **Telehealth services (MD Live):** 800-400-6354 **SilverSneakers:** 1-866-584-7389 **24/7 Nurseline:** 1-800-631-7023	**24/7 Health Info Line:** 1-866-576-8773 **Telehealth services:** MDLIVE.com/CignaMedicare 1-866-918-7836 **Nutrition Mgmt:** 1-855-511-6369 **Dental Cust Service:** 1-866-213-7295 **Fitness:** 1-888-886-1992 **Hearing:** 1-866-872-1001 **Over the counter benefit:** 1-866-851-1579 **Vision**: 1-888-886-1995	**SilverSneakers**: 1-866-584-7389 **TruHearing:** 1-844-278-9079 **Meals, Independent Living Systems:** 1-305-262-1292 **Optometry: Premier Eye Care:** 1-800-738-1889 **Transportation: Alivi:** 1-888-998-4640	**Eye Med** **SilverSneakers**: *866-584-7389* **Well Dine**: *1-800-457-4708* **TruHearing:** *1-855-205-4979*	**Davis Vision** **LIBERTY Dental Plan:** *1-888-352-7924*	**Dental Network:** 800-244-6224 **Phone:** 800-244-6224 **Website:** CignaforHCP.com For patients with "G" ID cards: **Phone:** 866.494.2111
Behavorial Health	AetnaIntegratedPCPBehavioralHealth@aetna.com	**Magellan:** 1-800-729-2422	**Phone:** 1-866-780-8546 **Fax:** 1-866-949-4846	**Magellan:** 1-800-776-8684	**Humana Behavorial Health** 800-777-6330	**Optum** Electonic Payer ID: 87726	**Phone:** 800-926-2273 **Website:** CignaforHCP.com
Electronic Payor ID (Electronic Medical Claims Submission)	Availity Client Services at 1- 800-AVAILITY (282-4548).	Availity Payor ID: 66006	**Change Healthcare/Availity** (Payor ID: 63092 or 52192) **SSIGroup/Proxymed/Medassets/Zirmed/OfficeAlly/Gateway EDI** (Payor ID: 63092) **Relay Health** (Professional claims CPID: 2795 or 3839 **Institutional claims CPID**: 1556 or 1978	Availity Clearinghouse or Change Healthcare Payor ID: DEVOT	Availity Payor ID: 61101	Availity, Eligible or Change Healthcare using Oscar's Payor ID: OSCAR	*All Claims must be submitted directly to Cigna. Please refer to member's ID card.* **To Check claims status:** Phone: 800-882-4462
Member ID Card *Front*							

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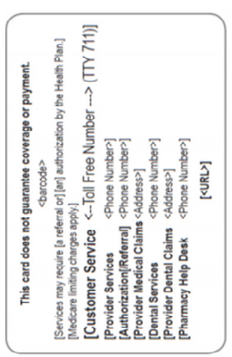
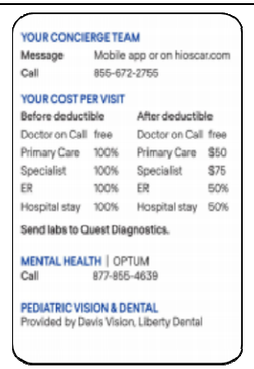
In-Network Provider/ Facility Search	https://www.aetna.com/individuals-families/find-a-doctor.html	https://my.providerfinderonline.com/?ci=tx-med-adv-value-hmo&network_id=0&geo_location=41.53819999999999,-72.807&locale=en_us	https://providersearch.hsconnectonline.com/Directory/	https://www.devoted.com/search-providers/	https://www.humana.com/finder/medical	https://www.hioscar.com/search/	https://hcpdirectory.cigna.com/web/public/consumer/directory/search
Preferred Hospitals	HCA Memorial Hermann CHI St. Luke's St. Joseph Medical Center Houston Methodist Christus	HCA Houston Methodist CHI St. Luke's St. Joseph Medical Center Christus	HCA Steward Health Care CHI St. Luke's Christus	Houston Methodist HCA CHI St. Luke's St. Joseph Medical Center Bayshore	HCA Houston Methodist CHI St. Luke's Christus	HCA	CHI St. Luke's HCA St. Joseph Med Center Baptist Beaumont
Preferred Imaging	Houston Methodist Imaging Center Memorial MRI & Diagnostic Houston Medical Imaging	Houston Methodist Imaging Center One Step Diagnostic Memorial MRI & Diagnostic	**eviCore Healthcare:** evicore.com Radiology/Cardiology: 1-888-693-3211	Houston Methodist Imaging Center Houston Medical Imaging Memorial MRI & Diagnostic	Memorial MRI & Diagnostic Houston Medical Imaging	HCA Memorial MRI & Diagnostic, LLC	***eviCore*** *for Diagnostic cardiology, high-tech radiology, and musculoskeletal* **Phone:** 888.693.3211 **Website:** eviCore.com
Preferred Ancillary Providers	**Dialysis:** Fresenius, Texas Renal Ventures **DME:** Lincare	**Dialysis:** Fresenius **DME:** Lincare	**Dialysis:** Fresenius **DME:** Lincare, Apria	**Dialysis:** Fresenius	**Dialysis:** Fresenius, DaVita **DME:** Apira, Lincare	**Dialysis:** Baylor College of Medicine, Us Renal Care **DME:** Apira	**Dialysis:** DaVita and Fresenius Medical Center **DME, Home Health, Infusions: CareCentrix:** Phone: 844.457.9810 **Website:** carecentrixportal.com
Preferred Pharmacy	**CVS** **Mail Order:** **CVS Caremark Mail Service Pharmacy** **Phone:** 877-238-6211 **Fax:** 1-877-270-3317	**CVS, Walgreens, Kroger, Walmart, H-E-B**	**Brookshire, HEB, Kroger, Randalls, SAMS, Walgreens, Walmart** **Preferred Home Delivery Pharmacy: Express Scripts:** 1-877-860-0982 (TTY 711) Express-Scripts.com	**CVS - General/Mail Order:** 1-800-378-5697 **Specialty Pharmacy:** 1-800-238-7828 **Coverage Determinations & Appeals:** 1-855-344-0930	**Brookshire, HEB, Kroger, Walgreens, Walmart** **Mail Order:** **Centerwell Pharmacy** **Phone:** 1-800-379-0092 **Fax:** 1-800-379-7617	**CVS, Wagreens, Kroger, Walmart, HEB**	**CVS, HEB, Kroger, Randalls, Walgreens, Walmart** **Express Scripts Pharmacy:** 800-211-1456 **Specialty Pharmacy, Accredo:** 844.516.3319
Urgent Care	Concentra Urgent Care Next Level Urgent Care	Concentra Urgent Care Dispatch Health	MDLive.com/CignaMedicare *For in network surgery centers, use the provider search tool listed above.*	Next Level Urgent Care Houston CareNow Urgent Care	Concentra Urgent Care Next Level Urgent Care Dispatch Health	Concentra Urgent Care	Concentra Urgent Care
Laboratory Provider	**Quest Diagnostics**	**Quest Diagnostics**	**Quest Diagnostics**	**Quest Diagnostics**	**Quest Diagnostics**	**Quest Diagnostics**	**Quest Diagnostics**
Member ID Card *Back*	N/A						

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