



Renaissance Physicians Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Risk		Commercial Risk	Commercial Non-Risk			
Service	Cigna Medicare HMO	Humana MA HMO	Cigna City of Houston HMO Cigna Surefit	Aetna Commercial	BCBS VBIP: Blue Choice PPO, Blue Premier, Blue Essentials	BCBS VBIP: Blue Advantage HMO (BAV)	Cigna Commercial PPO Legacy CAC
Website for Providers	https://medicareproviders.cigna.com/	https://www.humana.com/provider/	www.cignaforHCP.com	https://www.aetna.com/health-care-professionals.html	https://my.providerfinderonline.com/	https://www.bcbstx.com/provider/network/blue_advantage_hmo.html	https://cignaforhpc.cigna.com/app/login
Provider/ Customer Service	RPO Provider Customer Service: 832-553-3480 Cigna Medicare Provider Customer Service: 1-800-230-6138 RPO Claims: 855-604-9976 TTY/TTD: 877-893-1504 Member Verification: 832-553-3480 Financial Assistance (LIS): 877-236-4471 RPO Member Customer Service: 832-553-3480 Member Customer Service: 800-668-3813 (TTY 711)	Provider Service: 1-800-448-6262 Member Customer Service: 1-800-457-4708 Member Verification: availity.com	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 832-553-3480	PPO: 1-888-632-3862 HMO: 1-800-624-0756	Blue Choice PPO Customer Service: 800-451-0287 Blue Essentials Provider Cust Srvc: 1-877-299-2377 Blue Premier Provider Cust Srvc: 1-800-676-2583 Eligibility and Benefit Information: availity.com	Blue Cross Advantage HMO Phone: 1-800-327-9251	Customer Service: 1 (800) 997-1654 Website Assistance: 1 (800) 853-2713 Provider Portal: https://cignaforhpc.cigna.com/app/login Provider Service for Medical and Dental: 1 (800) 882-4462 Provider Service for Behavioral: 1 (800) 926-2273
Polychronic Management Department	Email: providered@careallies.com	Email: providered@careallies.com	Email: providered@careallies.com	Email: providered@careallies.com	Email: providered@careallies.com	Email: providered@careallies.com	Email: providered@careallies.com
Health Services (Pre-Cert)	Referral Requests: HSConnect Online Portal https://www.hsconnectonline.com/login Phone: 713-437-3060 Pre-Cert (Direct Admits): 832-553-3456 Medical Directors, Dr. Ramapriya Suresh: 713-437-3145 Pharmacy Manager, Esteban Gallardo: 832-553-3314 Pharmacy/Mail Order Prescriptions: 1-800-835-3784 Acute Admissions - Sue Chiampi: 770-779-3842 SNF - Evicore: 1-800-918-8924 LTAC - Evicore: 1-800-918-8924 Case Management: 888-501-1116	https://www.availity.com	www.cignaforHCP.com Referral Requests - HSConnect Online Portal: https://healthspring.hsconnectonline.com/HSConnect 713-437-3060 Inpatient Authorization and Case Management Programs: 800-882-4462	https://www.availity.com/	For all referrals, verification of benefits: www.availity.com Pre-cert: iExchange Web application: https://www.bcbstx.com/provider/tools/ieexchange_index.html or iExchange System: 800-451-0287 Medical Care Management: 855-896-2701 Prime (Pharmacy) Therapeutics: 800-289-1525 For Additional Services: <i>Please see reference guide in BCBS VBIP manual provided by your Network Operations representative.</i>	Blue Advantage HMO and Blue Advantage Plus HMO (bcbstx.com) Website: Availity Authorizations & Referrals Website: https://www.bcbstx.com/provider/contact_us.html	Referrals: 1.866.494.2111 eviCore healthcare 800.298.4806 *Cigna Open Access, PPO, and Indemnity plans. Referrals are never needed for these plans. Most services no longer require precertification https://www.cigna.com/static/www-cigna-com/docs/individuals-families/master-precertification-list-for-providers.pdf
Supplemental Benefits	Silver and Fit: 877-427-4788 www.silverandfit.com Transportation (Access2Care): 866-214-5126 Superior Vision: 800-879-6901 Hearing Care Solutions: 866-872-1001 DentaQuest: 844-824-2014	Eye Med SilverSneakers: 866-584-7389 Well Dine: 1-800-457-4708 TruHearing: 1-855-205-4979	Please access www.cignaforHCP.com for full listing of member specific benefits	Provider Relations: 1-888-632-3862 for Indemnity and PPO-based or 1-800-624-0756 for HMO-based	<i>For additional benefits please contact Blue Cross Blue Shield. Also, see the reference guide provided to you by your Network Operations Representative.</i>	Eligibility and Benefit Information: availity.com Blue Advantage HMO Provider Customer Service: 1-800-451-0287*	Vision Services Plan Phone: 800.877.7195 Dental Network 800.244.6224
Behavioral Health	Customer Eligibility/Benefits: 800-230-6138 Authorizations (Inpatient) and Inpatient Admissions: 866-780-8546	Humana Behavioral Health 800-777-6330	Mental Health: 800-882-4462	https://www.aetna.com/health-care-professionals/patient-care-programs/primary-care-behavioral-health.html	Blue Choice PPO Members: Behavioral Health: 800-528-7264 Blue Advantage HMO Members: Magellan Behavioral Health at 800-729-2422	Blue Advantage HMO Members: Magellan Behavioral Health at 800-729-2422	Evernorth Behavioral Health: https://provider.evernorth.com/app/login Phone: 800.926.2273
Electronic Payor ID (Electronic Medical Claims Submission)	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	Availity Payor ID: 61101	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	www.availity.com/aetnaproviders	All claims should be submitted electronically to BCBS. The Electronic Payor ID for BCBSTX is 84980	All claims should be submitted electronically to BCBS. The Electronic Payor ID for BCBSTX is 84981	All Claims must be submitted directly to Cigna. Please refer to member's ID card. Phone: 800-882-4462

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In-Network Provider/ Facility Search	In network providers can be found via the HSConnect Portal: https://healthspring.hsconnectonline.com/HSConnect	https://www.humana.com/finder/medical	In Network RPO Providers: https://myrpo.com/providers/find-a-provider In Network Cigna Providers: https://hcpdirectory.cigna.com/web/public/providers	https://www.aetna.com/individuals-families/find-a-doctor.html	https://www.bcbstx.com/provider/pdf/bavhmo_qrg.pdf	In Network Providers: https://hcpdirectory.cigna.com/
Preferred Hospitals	HCA The Methodist Steward Health Care Tenet St. Joseph Medical Center Christus	HCA The Methodist Tenet CHI St. Luke's Christus	HCA Steward Health Care Tenet Christus	Memorial Hermann CHI St. Luke's Houston Methodist HCA Christus	HCA Houston Methodist CHI St. Luke's Ben Taub AD Hospital	Memorial Hermann Houston Methodist HCA Kindred
Preferred Imaging	Memorial Hermann Health Systems	Memorial MRI & Diagnostic Houston Medical Imaging	Houston MRI and Diagnostic Center Inc MVP Imaging Elite Health Services Memorial Hermann Health Systems	Houston Methodist Imaging Center Memorial MRI & Diagnostic, LLC	I Imaging Go Imaging Go Imaging Central	Houston MRI & Diagnostic Imaging Memorial Hermann Outpatient Imaging Global Imaging
Preferred Ancillary Providers	DME/Home Health: 832-553-3456 Encompass Home Health Dialysis: Davita and Fresenius	Dialysis: Fresenius, DaVita DME: Apira, Lincare	DME/Home Health: 800-882-4462	Dialysis: Fresenius, Texas Renal Ventures	Fresenius Med Care Museum Dist	Home Health: Encompass Home Health Dialysis: Fresenius Kidney Care
Preferred Pharmacy	Albertsons, Brookshire, HEB, Kroger, Randalls, Walgreens, Walmart Mail Order Pharmacy: 800-835-3784 Fax: 888-327-9791 NCPDP Code: 2623735 ePrescribing questions? Call 800.211.1456 lab.express-scripts.com/providers/	Brookshire, HEB, Kroger, Walgreens, Walmart Mail Order: Humana Pharmacy Phone: 1-800-379-0092 Fax: 1-800-379-7617	Cigna Home Delivery Pharmacy: 800-285-4812 Please access www.cignaforHCP.com for more information.	CVS Mail Order: CVS Caremark Mail Service Pharmacy Phone: 888-792-3862 Fax: 1-877-270-3317	Walgreens Heb Pharmacy Randalls Pharmacy Kroger Pharmacy Proscript American Pharmacy Bioscrip Pharmacy Medical Plaza	CVS H-E-B Walgreens Kroger Walmart
Surgery Center/ Urgent Care	Urgent Care: NextLevel Urgent Care Next Care Urgent Care Conroe Surgery Center, Bay Area Endoscopy, Cyfair Surgery Center, HMU Surgical Center, Pearland Surgery Center, Sugar Land Surgery Center **Contact provider rep for full listing**	Concentra Urgent Care Next Level Urgent Care Dispatch Health	Urgent Care: NextLevel Urgent Care Next Care Urgent Care Cigna Facility/Center Search: https://hcpdirectory.cigna.com/web/public/providers/	Urgent Care: Concentra Urgent Care, Next Level Urgent Care	Urgent Care Locations: Carenow Concentra Urgent Care Memorial Hermann Medical Group Urgent Care AFC Urgent Care Search: Blue Cross Blue Shield (BCBS) company's website, or by calling the 1-800 number on the back of your member ID card.	Urgent Care: Concentra Urgent Care, Next Level Urgent Care, Nextcare Urgent Care, Urgentcare Mds
Laboratory Provider	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics LabCorp
Member ID Card		 				