

# Renaissance Physicians Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Risk	Commercial Risk	Commercial Non-Risk			
Service	Cigna Medicare 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	<a href="https://medicareproviders.cigna.com/">https://medicareproviders.cigna.com/</a>	<a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a>	<a href="https://www.aetna.com/health-care-professionals.html">https://www.aetna.com/health-care-professionals.html</a>	<a href="https://my.providerfinderonline.com/">https://my.providerfinderonline.com/</a>	<a href="https://www.bcbstx.com/provider/network/blue_advantage_hmo.html">https://www.bcbstx.com/provider/network/blue_advantage_hmo.html</a>	<a href="https://cignaforhcp.cigna.com/app/login">https://cignaforhcp.cigna.com/app/login</a>
Provider/ Customer Service	<b>RPO Provider Customer Service:</b> 832-553-3480 <b>Cigna Medicare Provider Customer Service:</b> 1-800-230-6138 <b>RPO Claims:</b> 855-604-9976 <b>TTY/TTD:</b> 877-893-1504 <b>Member Verification:</b> 832-553-3480 <b>Financial Assistance (LIS):</b> 877-236-4471 <b>RPO Member Customer Service:</b> 832-553-3480 <b>Member Customer Service:</b> 800-668-3813 (TTY 711)	<b>Provider Service Line:</b> 844-343-9753 <b>Customer Service:</b> 800-882-4462 <b>Member Verification:</b> www.cignaforHCP.com <b>Cigna Cigna of Houston Customer Service:</b> 800-997-1406 832-553-3480	<b>PPO:</b> 1-888-632-3862 <b>HMO:</b> 1-800-624-0756	<b>Blue Choice PPO Customer Service:</b> 800-451-0287 <b>Blue Essentials Provider Cust Svc:</b> 1-877-299-2377 <b>Blue Premier Provider Cust Svc:</b> 1-800-676-2583 <b>Eligibility and Benefit Information:</b> availity.com	<b>Blue Cross Advantage HMO</b> <b>Phone:</b> 1-800-327-9251	<b>Customer Service:</b> 1 (800) 997-1654 <b>Website Assistance:</b> 1 (800) 853-2713 <b>Provider Portal:</b> <a href="https://cignaforhcp.cigna.com/app/login">https://cignaforhcp.cigna.com/app/login</a> <b>Provider Service for Medical and Dental:</b> 1 (800) 882-4462 <b>Provider Service for Behavioral:</b> 1 (800) 926-2273
Polychronic Management Department	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>	Email: <a href="mailto:providered@careallies.com">providered@careallies.com</a>
Health Services (Pre-Cert)	<b>Referral Requests: HSConnect Online Portal</b> <a href="https://www.hsconnectonline.com/login">https://www.hsconnectonline.com/login</a> <b>Phone:</b> 713-437-3060 <b>Pre-Cert (Direct Admits):</b> 832-553-3456 <b>Medical Directors, Dr. Ramapriya Suresh:</b> 713-437-3145 <b>Pharmacy Manager, Esteban Gallardo:</b> 832-553-3314 <b>Pharmacy/Mail Order Prescriptions:</b> 1-800-835-3784 <b>Acute Admissions - Sue Chiampi:</b> 770-779-3842 <b>SNF - Evicore:</b> 1-800-918-8924 <b>LTAC - Evicore:</b> 1-800-918-8924 <b>Case Management:</b> 888-501-1116	<b>www.cignaforHCP.com</b> <b>Referral Requests - HSConnect Online Portal:</b> <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a> 713-437-3060 <b>Inpatient Authorization and Case Management Programs:</b> 800-882-4462	<a href="https://www.availity.com/">https://www.availity.com/</a>	<b>For all referrals, verification of benefits:</b> <a href="http://www.availity.com">www.availity.com</a> <b>Pre-cert: iExchange Web application:</b> <a href="https://www.bcbstx.com/provider/tools/iexchange_index.html">https://www.bcbstx.com/provider/tools/iexchange_index.html</a> <b>or iExchange System:</b> 800-451-0287 <b>Medical Care Management:</b> 855-896-2701 <b>Prime (Pharmacy) Therapeutics:</b> 800-289-1525 <b>For Additional Services:</b> <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: <a href="https://www.bcbstx.com/provider/contact_us.html">https://www.bcbstx.com/provider/contact_us.html</a>	<b>Referrals:</b> 1.866.494.2111 eviCore healthcare 800.298.4806 <b>*Cigna Open Access, PPO, and Indemnity plans. Referrals are never needed for these plans. Most services no longer require precertification</b> <a href="https://www.cigna.com/static/www-cigna-com/docs/individuals-families/master-precertification-list-for-providers.pdf">https://www.cigna.com/static/www-cigna-com/docs/individuals-families/master-precertification-list-for-providers.pdf</a>
Supplemental Benefits	<b>Silver and Fit:</b> 877-427-4788 <a href="http://www.silverandfit.com">www.silverandfit.com</a> <b>Transportation (Access2Care):</b> 866-214-5126 <b>Superior Vision:</b> 800-879-6901 <b>Hearing Care Solutions:</b> 866-872-1001 <b>DentaQuest:</b> 844-824-2014	Please access <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> 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>	<b>Eligibility and Benefit Information:</b> <a href="http://www.availity.com">availity.com</a> <b>Blue Advantage HMO</b> <b>Provider Customer Service:</b> 1-800-451-0287*	<b>Vision Services Plan</b> <b>Phone:</b> 800.877.7195 <b>Dental Network</b> 800.244.6224
Behavioral Health	<b>Customer Eligibility/Benefits:</b> 800-230-6138 <b>Authorizations (Inpatient) and Inpatient Admissions:</b> 866-780-8546	<b>Mental Health:</b> 800-882-4462	<a href="https://www.aetna.com/health-care-professionals/patient-care-programs/primary-care-behavioral-health.html">https://www.aetna.com/health-care-professionals/patient-care-programs/primary-care-behavioral-health.html</a>	<b>Blue Choice PPO Members:</b> <b>Behavioral Health:</b> 800-528-7264 <b>Blue Advantage HMO Members:</b> <b>Magellan Behavioral Health at</b> 800-729-2422	<b>Blue Advantage HMO Members:</b> <b>Magellan Behavioral Health at</b> 800-729-2422	<b>Evernorth Behavioral Health:</b> <a href="https://provider.evernorth.com/app/login">https://provider.evernorth.com/app/login</a> <b>Phone:</b> 800.926.2273
Electronic Payor ID (Electronic Medical Claims Submission)	<b>Submit Professional Claims to RPO</b> Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	<b>Submit Professional Claims to RPO</b> Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	<a href="http://www.availity.com/aetnaproviders">www.availity.com/aetnaproviders</a>	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. <b>Phone:</b> 800-882-4462

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Service	Cigna Medicare HMO	Cigna City of Houston HMO Cigna Surefit	Aetna Commercial	BCBS VBIP: Blue Choice PPO, Blue Advantage HMO (BAV)	Cigna Commercial PPO Legacy CAC
In-Network Provider/ Facility Search	In network providers can be found via the HSConnect Portal: <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a>	In Network RPO Providers: <a href="https://myrpo.com/providers/find-a-provider">https://myrpo.com/providers/find-a-provider</a>  In Network Cigna Providers: <a href="https://hcpdirectory.cigna.com/web/public/providers">https://hcpdirectory.cigna.com/web/public/providers</a>	<a href="https://www.aetna.com/individuals-families/find-a-doctor.html">https://www.aetna.com/individuals-families/find-a-doctor.html</a>	<a href="https://www.bcbstx.com/provider/pdf/bavhmo_arg.pdf">https://www.bcbstx.com/provider/pdf/bavhmo_arg.pdf</a>	In Network Providers: <a href="https://hcpdirectory.cigna.com/">https://hcpdirectory.cigna.com/</a>
Preferred Hospitals	HCA The Methodist Steward Health Care Tenet St. Joseph Medical Center 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	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	DME/Home Health: 800-882-4462	Dialysis: Fresenius, Texas Renal Ventures	Fresenius Med Care Museum Dist	Home Health: Encompass Home Health Memorial Hermann 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 <a href="http://lab.express-scripts.com/providers/">lab.express-scripts.com/providers/</a>	Cigna Home Delivery Pharmacy: 800-285-4812 Please access <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> 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 Phamracy 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 <b>**Contact provider rep for full listing**</b>	Urgent Care: NextLevel Urgent Care Next Care Urgent Care  Cigna Facility/Center Search: <a href="https://hcpdirectory.cigna.com/web/public/providers/">https://hcpdirectory.cigna.com/web/public/providers/</a>	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 LabCorp
Member ID Card					