



Renaissance Physicians

Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Risk	Commercial Risk	Commercial Non-Risk			Medicare Advantage Non-Risk	Medicaid 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)	Amerigroup Medicare Advantage	Amerigroup Medicaid
Website for Providers	https://medicareproviders.cigna.com/	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://provider.amerigroup.com/texas-provider/home	https://provider.amerigroup.com/texas-provider/home
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 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 Svc: 1-877-299-2377 Blue Premier Provider Cust Svc: 1-800-676-2583 Eligibility and Benefit Information: availity.com	Blue Cross Advantage HMO Phone: 1-800-327-9251	Medicare: 1-866-805-4589	Medicaid & CHIP: 1-800-454-3730 Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan): 1-855-878-1785
Polychronic Management Department	Email: providedered@careallies.com	Email: providedered@careallies.com	Email: providedered@careallies.com	Email: providedered@careallies.com	Email: providedered@careallies.com	Email: providedered@careallies.com	Email: providedered@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	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/ixexchange_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: https://provider.amerigroup.com/texas-provider/resources/referrals Pre-cert: Availity Pre-Cert Tool For additional Health Services: Availity.com	Referrals: https://provider.amerigroup.com/texas-provider/resources/referrals Pre-cert: Availity Pre-Cert Tool For additional Health Services: Availity.com
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	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 Provider Customer Service: 1-800-451-0287	Eligibility and Benefit Information: Availity.com Provider Customer Service: 1-866-805-4589	Eligibility and Benefit Information: Availity.com Provider Customer Service: 1-800-454-3730
Behavioral Health	Customer Eligibility/Benefits: 800-230-6138 Authorizations (Inpatient) and Inpatient Admissions: 866-780-8546	Mental Health: 800-882-4462	https://www.aetna.com/health-care-professionals/patient-care-programs/primary-care-behavioral-health.html	Behavioral Health: 800-528-7264	Magellan Behavioral Health: 800-729-2422	Behavioral Health: 1-866-805-4589	Behavioral Health: 1-800-454-3730
Electronic Payor ID (Electronic Medical Claims Submission)	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)	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 should be submitted electronically to Amerigroup. The Electronic Payor ID for Amerigroup is 26375	All claims should be submitted electronically to Amerigroup. The Electronic Payor ID for Amerigroup is 26375

Product Type	Medicare Advantage Risk	Commercial Risk	Commercial Non-Risk		Medicare Advantage Non-Risk	Medicaid Non-Risk
Service	Cigna Medicare HMO	Cigna City of Houston HMO Cigna Surefit	Aetna Commercial	BCBS VBIP: Blue Choice PPO, Blue Advantage HMO (BAV)	Amerigroup Medicare Advantage	Amerigroup Medicaid
In-Network Provider/ Facility Search	In network providers can be found via the HSConnect Portal: https://healthspring.hsconnectonline.com/HSConnect	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	https://provider.amerigroup.com/	https://provider.amerigroup.com/
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	HCA St. Lukes Houston Methodist St. Joseph Medical Center	HCA St. Lukes Houston Methodist St. Joseph Medical Center
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	Memorial Hermann Imaging Houston MRI & Diagnostic Imaging	UT Physicians
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	Dialysis: Fresenius	Dialysis: US Renal Center Fresenius Medical Care, DaVita	Dialysis: US Renal Center Fresenius Medical Care, DaVita
Preferred Pharmacy	Albertsons, Brookshire, HEB, 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/	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, Randalls, Kroger	Walgreens, CVS, HEB, Randalls	Walgreens, CVS, HEB, Randalls
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**	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	Urgent Care: Concentra Urgent Care
Laboratory Provider	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics
Member ID Card						