Lonestar State Physician Alliance CIN
Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Plans			
Service	**Aetna Medicare Advantage PPO/HMO**	**Blue Cross Blue Shield Medicare Advantage HMO**	**Cigna Medicare Advantage Cigna True Choice Medicare PPO**	**Prominence Medicare Advantage**
Website for Providers	https://www.aetna.com/health-care-professionals.html	ttps://my.providerfinderonline.com/?ci=tx-med-adv-value_hmo&network_id=0&geo_location=41.53819999999999,-72.807&locale=en_us	https://medicareproviders.cigna.com/	https://prominencehealthplan.com/for-providers/
Provider/ Customer Service	**PPO:** 1-888-632-3862 **HMO:** 1-888-624-0756	877-774-8592	**Cigna Provider Cust Service:** 1-800-230-6138 **Member Cust Service:** 1-800-668-3813	**Provider Relations**: 833-863-0323 **Customer Service**: 877-770-3088 **Provider Portal:** http://www.prominenceproviders.com/
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	**Eligibility, benefits, claim status:** 877-770-3088 **Prior Auth/Utilization Management**: 844-540-9595
Supplemental Benefits	For additional benefits please contact Aetna.	**Eye Med:** 1-877-774-8592 **Dental Networks of America**: 800-972-7565 **Transportation (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	**Teledoc:** 1-800-TELADOC (835-2362) **Delta Dental:** 855-251-9778 **National Vision Administrators:** 855-969-5882 **Hearing Care Solutions**: 866-344-7756 **Mail Order Pharmacy**: 855-873-8739 For additional services please contact Prominence Health Plan
Behavioral Health	AetnaIntegratedPCPBehavioralHealth@aetna.com	**Magellan:** 1-800-729-2422	**Phone:** 1-866-780-8546 **Fax:** 1-866-949-4846	844-540-9595
Electronic Payor ID (Electronic Medical Claims Submission)	Availity Client Services at 1- 800-AVAILITY (282-4548)	BCBSTX Electronic Payor ID: 66006	**Change Healthcare/Availity** (Payor ID: 63092 or 52192) **SSIGroup/Proxymed/Medassests/Zirmed/OfficeAlly/Gateway EDI** (Payor ID: 63092) **Relay Health** (Professional claims CPID: 2795 or 3839 **Institutional claims CPID**: 1556 or 1978	**Change Healthcare** electronic claims submission Payer ID: 80095

Last Update: 02/21/2023

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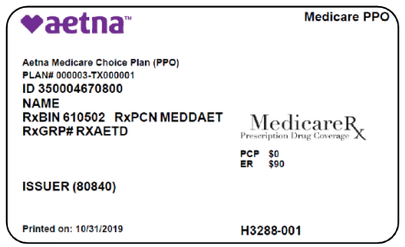
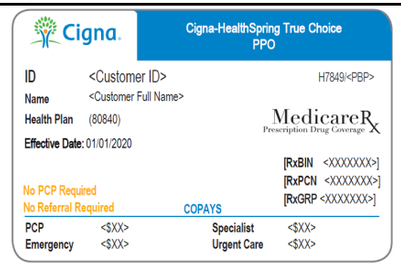
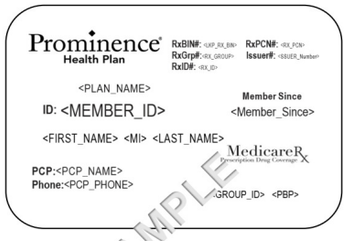
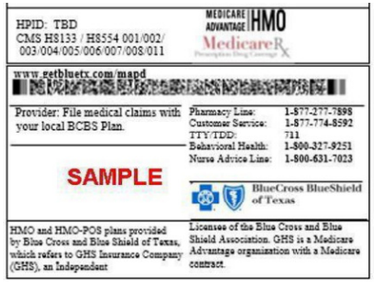
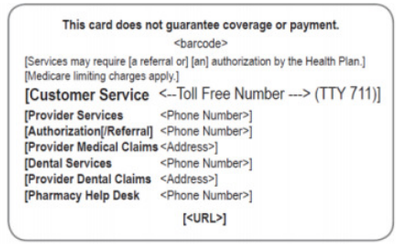
In-Network Provider/ Facility Search	https://www.aetna.com/individuals-families/find-a-doctor.html	https://my.providerfinderonline.com/	https://providersearch.hsconnectonline.com/Directory/	https://prominencemedicare.com/get-care/find-a-doctor/
Member ID Card *Front*				
Member ID Card *Back*	N/A			

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