



Renaissance Physicians Lines of Business Quick Reference Guide

Product Type	Medicare Advantage Plans		Commercial Risk	Commercial Incentive Program	
Service	Cigna-HealthSpring	Blue Cross Medicare Advantage (HMO)	Cigna City of Houston Cigna Surefit	Cigna CAC: LocalPlus, Open Access Plus	VBIP: Blue Choice PPO, Blue Advantage HMO (BAV)
Website for Provider Resources	www.myhealthspring.com	https://www.bcbstx.com/provider/network/bma_hmo.html	www.cignaforHCP.com	www.cignaforHCP.com	https://www.bcbstx.com/provider/
Provider/Customer Service	Provider Customer Service: 800-230-6138 TTY/TTD: 877-893-1504 Member Verification: 832-553-3480 Financial Assistance (LIS): 877-236-4471 Member Customer Service: 800-668-3818	Customer Service: 877-774-8592 Provider Service: 844-343-9753 TTY/TDD: 711 Member Verification: 877-774-8592	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	Customer Service: 800-882-4462 Member Service: www.cignaforHCP.com	Customer Service: 800-451-0287 Eligibility and Benefit Information: availability.com
Coding Department	Enhanced Encounter/Coding: Chau Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959	Coding: Chau Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959			
Health Services (Pre-Cert)	Referral Requests: HSConnect Online Portal: https://healthspring.hsconnectonline.com/HSConnect Phone: 713-437-3060 Pre-Cert (Direct Admits): 832-553-3456 Medical Directors, Dr. Ramapriya Suresh: 713-437-3145 Clinical Pharmacy Manager, Esteban Gallardo: 832-553-3314 Pharmacy/Mail Order Prescriptions: 800-331-6293 Acute Admissions: Sue Chiampi: 770-779-3842 SNF: Pam Parsons: 770-779-6946 LTAC: Amber Hill: 770-779-6246 Case Management: 888-501-1116	Referral Requests: HSConnect Online Portal: https://healthspring.hsconnectonline.com/HSConnect ect 713-437-3060 Urgent Admissions: 800-441-9188 Medical Care Management: 855-390-6573 Prime (Pharmacy) Therapeutics: 877-277-7898	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	Contact Cigna directly for Referrals: www.cignaforHCP.com Medical Management (including pre-cert): 800-882-4462 For patients with GWH-Cigna or "G" ID cards: 866-494-2111 Sleep Mgmt Services: Care Centrix: 877-877-9899 Cigna.SleepCCX.com	For all referrals, verification of benefits: www.availity.com Pre-cert: iExchange Web application: https://www.bcbstx.com/provider/tools/iexchange_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>
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: 866-288-1573	Silver Sneakers: 888-423-4632 Eye Med: 866-939-3633 Dental Networks of America: 855-557-5491 Transportation (LogistiCare): 844-452-9383 Tru Hearing: 877-248-4040 <i>For additional benefits please contact Blue Cross Blue Shield.</i>	Please access www.cignaforHCP.com for full listing of member specific benefits.	Amplifon Hearing Health Care: 855-531-4695 amplifonusa.com/cigna For Additional Benefits: www.cignaforHCP.com	<i>For additional benefits please contact Blue Cross Blue Shield. Also, see the reference guide provided to you by your Network Operations Representative.</i>
Behavioral Health	Behavioral Health: 866-780-8546	Mental Health Provider Finder: www.magellanhealth.com Magellan Internal Renaissance Physicians Phone Number: 800-327-9251	Mental Health: 800-882-4462	Behavioral Health: 800-926-2273 CignaforHCP.com	Blue Choice PPO Members: Behavioral Health: 800-528-7264 Blue Advantage HMO Members: Magellan Behavioral Health at 800-729-2422
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)	Submit Professional Claims to RPO Availity: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	All Claims must be submitted directly to Cigna. Please refer to member's ID card. Phone: 800-882-4462	All Claims must be submitted directly to Blue Cross Blue Shield. Please contact BCBS for further details.

*This is a summary of Renaissance Physicians' collaborative agreements. For the complete list, please visit our website www.myrpo.com or contact your Provider Relations Representative at 832-553-3300. Updated as of 02/25/2019

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In-Network Provider/Facility Search	In network providers can be found via the HSConnect Portal: https://healthspring.hsconnectonline.com/HSConnect	In network professional providers: https://healthspring.hsconnectonline.com/HSConnect In network institutional providers: https://public.hcsc.net/providerfinder/search-action.do?corpEntCd=TX1&custGrp=MADVANTAGEH&MOTX&alpha=MCH&ntwkdisplayId=MCHTX	In Network RPO Providers: https://myrpo.com/providers/find-a-provider In Network Cigna Providers: https://hcpdirectory.cigna.com/web/public/providers	In Network RPO Providers: https://myrpo.com/providers/find-a-provider In Network Cigna Providers: https://hcpdirectory.cigna.com/web/public/providers	In Network RPO Providers: https://myrpo.com/providers/find-a-provider In Network BCBS Providers: https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&nextPage=networkplan&residencestate
Preferred Hospitals	HCA The Methodist IASIS Tenet CHI St. Luke's Christus	HCA The Methodist IASIS Tenet CHI St. Luke's Christus	HCA IASIS Tenet CHI St. Luke's Christus	HCA Harris County Hospital District CHI St. Luke's Hospitals Methodist Community Memorial Hermann Community	BAV/HMO & PPO Members: HCA IASIS Harris County Hospital District CHI St. Luke's Hospitals PPO Members ONLY: The Methodist Hospitals
Preferred Imaging	CHI St. Luke's Memorial Hermann Health Systems	CHI St. Luke's Memorial Hermann Health Systems	CHI St. Luke's Memorial Hermann Health Systems	EviCore <i>High-tech radiology, diagnostic cardiology, musculoskeletal:</i> Phone: 888-693-3297 For Precertification: www.eviCore.com Radiation therapy: Phone: 866-688-9250 eviCore.com/Cigna/Pages/Radiology.aspx	Blue Choice PPO members: contact AIM Specialty Health to obtain a Radiology Quality Initiative (RQI) for the following services: CT/CXA scans, MRI/MRA scans, SPECT/Nuclear Cardiology studies, PET scans. To obtain an RQI, contact AIM aimspecialtyhealth.com Blue Advantage HMO Members: Use provider search for in-network BAV imaging center.
Preferred Ancillary Providers	DME/Home Health: 832-553-3456 Encompass Home Health Dialysis Davita and Fresenius	https://www.bcbstx.com/medicare/mapd_provider.html	DME/Home Health: 800-882-4462	DME/HomeHealth: Care Centrix: 877-466-0164 www.carecentrixportal.com Dialysis: Davita (800-244-0680) and Fresenius (800-662-1237)	Please see reference guide in BCBS VBIP manual provided by your Network Operations representative.
Preferred Pharmacy	Albertsons, Brookshire, HEB, Kroger, Randalls, Walgreens, Walmart Mail Order: Postal Prescription Services (PPS) Phone: 1-800-552-6694, Option 3 Fax: 1-800-723-9023	Albertsons, HEB, Kroger, Tom Thumb, Randalls, Walgreens Home Delivery: Alliance Rx Walgreens Prime Phone: 1-800-345-1036, Option 1 Fax: 1-800-332-9581	Cigna Home Delivery Pharmacy: 800-285-4812 Please access www.cignaforHCP.com for more information.	Cigna Home Delivery Pharmacy: 800-285-4812 Specialty Pharmacy Services: Speciality meds via injection/infusion: 800-351-3606	Walgreens HEB Walmart Randalls SAMS
Surgery Center/ Urgent Care	Urgent Care: NextLevel Urgent Care Conroe Surgery Center, Bay Area Endoscopy, Cyfair Surgery Center, HMU Surgical Center, Pearland, Surgery Center, Sugarland Surgery Center **Contact provider rep for full listing**	Urgent Care: NextLevel Urgent Care BCBS Facility/Center Search: https://www.bcbstx.com/medicare/mapd_provider.html	Urgent Care: NextLevel Urgent Care Cigna Facility/Center Search: https://hcpdirectory.cigna.com/web/public/providers/	Urgent Care: NextLevel Urgent Care Cigna Facility/Center Search: https://hcpdirectory.cigna.com/web/public/providers/	Urgent Care: NextLevel Urgent Care BCBS Facility/Center Search: https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&nextPage=networkplan&residencestate
Laboratory Provider	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic
Member ID Card					