

# 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
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>
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
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>
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>
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	<b>Provider Relations:</b> 1-888-632-3862 for Indemnity and PPO-based or 1-800-624-0756 for HMO-based
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>
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>

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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>	<b>In Network RPO Providers:</b> <a href="https://myrpo.com/providers/find-a-provider">https://myrpo.com/providers/find-a-provider</a>  <b>In Network Cigna Providers:</b> <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>
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
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
Preferred Ancillary Providers	<b>DME/Home Health:</b> 832-553-3456 Encompass Home Health <b>Dialysis:</b> Davita and Fresenius	<b>DME/Home Health:</b> 800-882-4462	<b>Dialysis:</b> Fresenius, Texas Renal Ventures
Preferred Pharmacy	<b>Albertsons, Brookshire, HEB, Randalls, Walgreens, Walmart</b>  <b>Mail Order Pharmacy: 800-835-3784</b> <b>Fax: 888-327-9791</b> <b>NCPDP Code: 2623735</b> <b>ePrescribing questions? Call 800.211.1456</b> <b>lab.express-scripts.com/providers/</b>	<b>Cigna Home Delivery Pharmacy:</b> 800-285-4812 Please access <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> for more information.	<b>CVS</b>  <b>Mail Order:</b> <b>CVS Caremark Mail Service Pharmacy</b> <b>Phone: 888-792-3862</b> <b>Fax: 1-877-270-3317</b>
Surgery Center/ Urgent Care	<b>Urgent Care:</b> 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>	<b>Urgent Care:</b> NextLevel Urgent Care Next Care Urgent Care  <b>Cigna Facility/Center Search:</b> <a href="https://hcpdirectory.cigna.com/web/public/providers/">https://hcpdirectory.cigna.com/web/public/providers/</a>	<b>Urgent Care:</b> Concentra Urgent Care, Next Level Urgent Care
Laboratory Provider	Quest Diagnostics	Quest Diagnostics	Quest Diagnostics
Member ID Card			