



# TRANSFORMATIONS

Connecting Cigna and our Behavioral Health Care Professionals



## WELCOME TO THE MAY 2015 ISSUE

### Ways to increase your referrals

You spoke, we listened. When talking to behavioral health care professionals, one of the most common questions we receive is, "How can I increase patient referrals?" In response to your inquiry, here are some suggestions to help you increase your referral base.

[Learn more](#)

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### Medical record keeping

Our record-keeping standards are consistent with requirements outlined by the National Committee for Quality Assurance (NCAQ) and incorporate Medicare & Medicaid Services (CMS) requirements. As part of these standards, please keep the following in mind as you update your medical records.

[Learn more](#)

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### More frequent EFT payments starting soon

Starting May 18, 2015, you will receive your electronic funds transfer (EFT) payments three times per week rather than once per week. We will initiate payments on Tuesdays, Thursdays, and Saturdays.

[Learn more](#)

### OTHER FEATURE ARTICLE

[Provider advocate after-call survey](#)

### NEWS YOU CAN USE

[Tips for decreasing administrative burden](#)

[Limiting appointment access for Cigna customers prohibited](#)

[Enhanced mental health and substance abuse disorder outpatient benefit and eligibility information](#)

[Key findings: 2014 Quality and Utilization Management Program](#)

[Case management coaching and screening](#)

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### Contact Us

Do you need to contact Cigna Behavioral Health?

**Call:** 800.926.2273

**Fax:** 860.847.5207

**Email:** [behprep@cigna.com](mailto:behprep@cigna.com)

### Write:

11095 Viking Drive  
Eden Prairie, MN 55344



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