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| January 2019 issue of the Transformations newsletter  [View message on web](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_viewviaweb.htm-3Freqinf-3D1079361743G176082658GFE1059D1B1328DE9388B6018382C9EBE&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=_WHnMa5xLuKcBzo9lWzUe-vXMbUBU8peuwGbPT8jqWE&e=) | | |
| Transformations | | |
|  | |  |  | | --- | --- | |  | **WELCOME TO THE JANUARY 2020 ISSUE** | |  |  |  |  |  |  | | --- | --- | --- | | **Advocating for childhood and adolescent behavioral disorders: Resources for providers and patients** When a child is admitted for a higher level of behavioral care, it can be a stressful and confusing time for parents, caregivers, and loved ones. To help empower these individuals, Cigna's Coaching & Support for Parents and Families Program helps parents and caregivers to advocate for their children – and even for their spouses or themselves. We also offer a free Behavioral Awareness Series, which is available to your patients, whether or not they are a Cigna customer. [Learn more](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146886A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=C0eNszvfx6pJSC-7IO_C-UKL-KKyM4kVUbzfHq9Dd84&e=)  **CignaforHCP.com is getting a facelift** The Cigna for Health Care Professionals website (CignaforHCP.com) is undergoing exciting changes, which we anticipate will begin in the first quarter of 2020. We are updating its infrastructure, making it easier to navigate, providing increased functionality, and freshening up its look. [Learn more](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146888A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=xHQ3Trk7qHtw-VGeMmSajkhevjzWBAFlDDsCDqbxgV4&e=)  **Your sources for Cigna behavioral patient information** We strive to make working with us as easy as possible by offering you tools and resources to help you update your demographics, and look up patient benefits, eligibility and claims. Our provider website, CignaforHCP.com, is designed to help you perform tasks for your patients with behavioral benefit plans administered by Cigna. Check out these tips to help improve your adminstrative efficiency. [Learn more](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146894A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=wVnm6XOi3LlPHvH1sZvGwWuWuGo75gWVXZcSUoQ7Ux0&e=)  **Transition to Express Scripts Pharmacy** Throughout 2020, we will be transitioning customers using Cigna Home Delivery Pharmacy to Express Scripts Pharmacy, a Cigna company. This transition will affect the home delivery prescription fulfillment process and the prior authorization process. [Learn more](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146893A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=tyH0Rs1L8ggx69FQLJ2GduYK2k6Kt2j787Qo8zW8nmU&e=) |  | **NEWS YOU CAN USE**  [Administrative tutorials: Partners in success](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146885A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=7OZUV9tE7T8FhH8Qo2vJHTO-np2jeOxvROFKlBUlw8I&e=)  [Feeding Children Everywhere receives $1 million grant from Cigna](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146889A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=KrWMvcrZrFO3fno94u_18kTeGrqKe6UkCa2xOnv_Prg&e=)  [Asian diversity and how it affects health care](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146887A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=mqfIpmVVaUSDf2BdgSG0xe1V1xWkNxOnXopT6M7C4Lg&e=)  [Keep us posted so we can keep you informed](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146891A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=IBwwVLl_BC86enBSjtaOw5dH-uyQ4cv4OCW3vpXYTRU&e=)  **QUALITY CORNER**  [Improving HEDIS® measures, patient outcomes for Follow-up After Hospitalization for Mental IllnessCare for Children Prescribed ADHD Medication (ADD)](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146890A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=R1ZuUQ-_SVe0_uU2IaG0Iq5n_hsw2t8jE6mYQicwDaA&e=)  [Medical Necessity Criteria 2020](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D146892A92662A176082658&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=HVvPk28h3-uPvmBZMyGCwIOiP_ulGdxtK66Vt37Hx2E&e=)    **Contact Us** Do you need to contact Cigna Behavioral Health?  **Call:** 1.800.926.2273  **Fax:** 1.860.847.5207  **Email:** [behprep@cigna.com](mailto:behprep@cigna.com)  **Write:** 11095 Viking Drive Eden Prairie, MN  55344 |  |  | | --- | |  | |  |
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