|  |
| --- |
| 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**Write:**11095 Viking DriveEden Prairie, MN  55344 |

|  |
| --- |
|  |

 |   |
|  |
|  |
| Cigna |
|   | Any reference to the products, services, information or websites of third parties is provided for informational purposes only and should not be construed as an endorsement by Cigna of the products, services, information, or websites of such third parties. Cigna neither reviews nor controls the content and accuracy of these references or websites, and therefore will not be responsible for their content or accuracy. All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. This is a promotional email from Cigna | 900 Cottage Grove Road | Bloomfield, CT 06002. If you no longer wish to receive promotional emails from Cigna, or if you received this message and prefer not to receive this type of communication from Cigna in the future, you can [unsubscribe](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.waymail.com_maximail_askunsubscribe.htm-3Frqstid-3D88065-26rcpid-3D146478627-26cdid-3D404F0B15C6958F357282EB95B7FFA133&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=hosve5dH9baMcwbNwlZSqfA8Tj7cdC9Q5sZeEv2txnc&s=u1-WSzY4Jes_q87pmQRg-KldJFDTF5m9ocJti_pLUAY&e=). 01/2020 © 2020 Cigna. Some content provided under license. |   |