



WELCOME TO THE NOVEMBER 2019 ISSUE

New queue enhances speed of inpatient care authorization requests

To help enhance administrative efficiency and shorten response time, behavioral health providers can now obtain authorization for initial inpatient care requests in many instances in as little as one telephone call. [Learn more](#)

Coming soon! A new look for CignaforHCP.com

Changes are coming to the Cigna for Health Care Professionals website (CignaforHCP.com) that may help make your overall user experience better. Multiple enhancements will be occurring throughout 2020 that will give the website a new look and feel, as well as enable future improvements to functionality. [Learn more](#)

Frequently asked questions: EAP administration

Approximately 20 million Cigna customers nationwide have access to our standard Employee Assistance Program (EAP) or to a bundled solution for short-term counseling and work/life resources. To help familiarize you with administration for all EAP offerings, as well as program exclusions, see our frequently asked questions. [Learn more](#)

Season of gratitude: Thank you for your continued commitment

On behalf of our Behavioral Network Operations Team, we would like to thank you for your participation in Cigna's behavioral network and

NEWS YOU CAN USE

[Spend less time on the phone: New online forms for ABA requests](#)

[Administrative tutorials: Partners in success](#)

[Preparing for the New Year](#)

[Cigna.com available in español](#)

[Video remote interpretation services discount](#)

QUALITY CORNER

[Improving HEDIS® measures, patient outcomes for Follow-up After Hospitalization for Mental Illness](#)

[Medical Necessity Criteria updates](#)

[Medical Management Program updates](#)

[Diabetes screening: Recommendations for psychiatrists](#)

Contact Us

Do you need to contact Cigna Behavioral Health?

Call: 1.800.926.2273

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Email: behprep@cigna.com

Write:
11095 Viking Drive
Eden Prairie, MN 55344

commitment to providing quality behavioral health care to our customers. As our industry experiences rapid change, we appreciate the hard work and passion that you demonstrate on a daily basis.

[Learn more](#)

Our brand is evolving: Cigna-HealthSpring is becoming Cigna

We're pleased to announce exciting news: We're embarking on a new chapter of our Medicare business. Over the course of 2019 and into 2020, we will be transitioning the Cigna-HealthSpring brand to the Cigna brand for the Medicare Advantage, Part D, and Medicare-Medicaid (TX) plans. [Learn more](#)



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