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Standard appeals process for all outpatient partial hospitalization services

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| **Standard appeals process for all outpatient PARTIAL hospitalization services**  |

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| **Cigna Behavioral Health** |  |

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| Dear Behavioral Provider,Beginning August 31, 2020, claim appeals for outpatient partial hospitalization (OPH) services/partial hospitalization programs (PHPs) must be submitted by mail or fax. We will no longer conduct telephonic reviews for OPH/PHP claim appeals.\* This change will standardize and streamline our appeals process for all outpatient levels of care and services.Please note that telephonic reviews will still be required if OPH/PHP services are considered a higher level of care.**What this means to you**OPH/PHP claim appeals should be submitted using the same process for outpatient (OP) and intensive outpatient (IOP) services. For appeal requirements and submission information, please refer to your determination letter.**Additional information**We understand this process represents a change in how you process appeals for OPH/PHP services. We are committed to helping you through this transition. If you have any questions, please email Behprep@Cigna.com, or call your Cigna Behavioral [Provider Relations Representative](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148441A93341A182123751&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=SmgbgROLTvDBl6xzqhdvceEqQDdUFNxWmv5oEADtClo&s=7cVZs5xw8ML5RvQi7pXGhwXQRsNXf4UOFM47jI-S4sc&e=).We appreciate your ongoing support to meet the behavioral health care needs of our customers.Sincerely,Network Operations ManagementCigna Behavioral Health |  |

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\* Connecticut, Vermont, and Rhode Island require the option of telephonic reviews for OPH/PHP services. 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.PCOMM-2020-514 © 2020 Cigna. Some content provided under license. |

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