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| Transformations | | |
|  | |  |  | | --- | --- | |  | **WELCOME TO THE JULY 2020 ISSUE** | |  |  |  |  |  |  | | --- | --- | --- | | **COVID-19: Interim guidance for behavioral providers** During this time of heightened awareness of the novel Coronavirus, COVID-19, and its classification by the World Health Organization (WHO) as a global pandemic, we want to keep you up to date on how Cigna Behavioral Health is working to help support you and your patients with Cigna coverage. [Learn more](http://app.information.cigna.com/e/er?s=535304419&lid=549&elqTrackId=94658d0c43a4415b893b23cc13feea6c&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  **New standardized appeals process for all outpatient partial hospitalization services** Beginning August 31, 2020, claim appeals for outpatient partial hospitalization (OPH)/partial hospitalization program (PHP) services need to be submitted by mail or fax. We will no longer be conducting telephonic reviews for OPH/PHP claim appeals. [Learn more](http://app.information.cigna.com/e/er?s=535304419&lid=548&elqTrackId=ff2bed486b0049a49f5045aa5ab5130b&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  **Transcranial Magnetic Stimulation (TMS) coverage policy update** To clarify our coverage position for transcranial magnetic stimulation (TMS), Cigna updated its policy, effective July 1, 2020, to include detailed language about an individual’s current episode of depression and antidepressant medication trials. [Learn more](http://app.information.cigna.com/e/er?s=535304419&lid=547&elqTrackId=60ad3826a8b542de8ef042fb93c1ac4f&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1) |  | **NEWS YOU CAN USE**  [Administrative tutorials: Partners in success](http://app.information.cigna.com/e/er?s=535304419&lid=546&elqTrackId=61e540fe4f2841289e660a1afd74c714&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  [Providers must meet language assistance compliance requirements](http://app.information.cigna.com/e/er?s=535304419&lid=545&elqTrackId=ddab3ed459644b90a8de953eb2acdbed&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  [Keep us posted so we can keep you informed](http://app.information.cigna.com/e/er?s=535304419&lid=544&elqTrackId=545076abb7894d42bcf7d9e2bf6d4f74&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  **QUALITY CORNER**  [Updates: Clinical Practice Guidelines](http://app.information.cigna.com/e/er?s=535304419&lid=543&elqTrackId=fb285c4764ab46c3bf3a041164830833&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  [Continuity and coordination of behavioral and medical care](http://app.information.cigna.com/e/er?s=535304419&lid=542&elqTrackId=891b70ea6da6449e92843300235185e2&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  [Customer care and safety guidelines](http://app.information.cigna.com/e/er?s=535304419&lid=541&elqTrackId=3cb59643a22b4254a21c7a05849c56e5&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)  [Diabetes screening: Recommendations for psychiatrists](http://app.information.cigna.com/e/er?s=535304419&lid=540&elqTrackId=385f66ec2cec4676ac28e0dd8c195812&elq=f341b2fb3e60460c9797f3d3dcfba20d&elqaid=809&elqat=1)    **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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