


## Renaissance Physicians Line of Business Quick Reference Guide

Service	Cigna City of Houston	Cigna Local Access Plus, Cigna Connect, Cigna CAC	Cigna-HealthSpring	Blue Advantage HMO	Blue PPO Plan (VBIP)	Amerigroup Medicare Advantage (Amerivantage)
<b>Product Type</b>	Commercial	Commercial Incentive Program	Medicare Advantage Plan	Medicare Advantage Plan	Commercial Incentive Program	Medicare Advantage Plan
<b>Website</b>	<a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a>	<a href="https://hcpdirectory.cigna.com/web/public/providers">https://hcpdirectory.cigna.com/web/public/providers</a>	<a href="http://www.myhealthspring.com">www.myhealthspring.com</a>	<a href="https://www.bcbstx.com/medicare/mapd_provider.html">https://www.bcbstx.com/medicare/mapd_provider.html</a>	<a href="https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&amp;nextPage=networkplan&amp;residencestate">https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&amp;nextPage=networkplan&amp;residencestate</a>	<a href="https://providers.amerigroup.com/pages/tx-2012.aspx">https://providers.amerigroup.com/pages/tx-2012.aspx</a>
<b>Provider/Customer Service</b>	Customer Service: 800-882-4462 Member Verification: www.cignaforHCP.com Cigna Cigna of Houston Customer Service: 800-997-1406	Customer Service: 800-882-4462 Member Service: www.cignaforHCP.com	Customer Service: 800-882-4462 TTY/TDD: 877-893-1504 Member Verification: 832-553-3480 Financial Assistance (LIS): 877-236-4471	Customer Service: 877-774 8592 TTY/TDD: 711 Member Verification: 877-299-2377	Customer Service: 800-451-0287	Customer Service: 866-805-4589
<b>Coding Department</b>			Enhanced Encounter/Coding: Chaun Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959	Coding: Chaun Tatum-Williams Phone: 713-936-6022 Fax: 888-856-3959		
<b>Health Services (Pre-Cert)</b>	Referral Requests: HSConnect Online Portal <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a> 713-437-3060 Inpatient Authorization and Case Management Programs 800-882-4462 <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a>	Contact Cigna directly for Referrals: <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> Medical Management: 800-882-4462 Sleep: Care Centrix 877-877-9899	Referral Requests: HSConnect Online Portal <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a> 713-437-3060 Pre-Cert (Direct Admits) 832-553-3456 Medical Directors (Dr. Ramapriya Suresh) 713-437-3145 Clinical Pharmacy Manager (Esteban Gallardo) 832-553-3314 Pharmacy/Mail Order Prescriptions 800-331-6293 Acute Admissions (Sue Chiampi) 770-779-3842 LTAC & SNF (Pam Parsons) 770-779-6946 Case Management: 888-501-1116	Referral Requests: HSConnect Online Portal <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a> 713-437-3060 Urgent Admissions: 800-441-9188 Medical Care Management: 855-896-2701 Prime (Pharmacy) Therapeutics: 877-277-7898	Referral and Precert Request: 800-441-9188 Pharmacy Therapeutics: 888-229-2812 AIM Specialty Health: 800-859-5299 For Additional Services: Please Contact Blue Cross Blue Shield Customer Service Directly	Referral Requests: HSConnect Online Portal <a href="https://healthspring.hsconnectonline.com/HSConnect">https://healthspring.hsconnectonline.com/HSConnect</a> 713-437-3060 Express Scripts Pharmacy: 1-800-338-6180 Pre-Cert (Direct Admits) 1-877-434-7578 Case Management: 866-805-4589
<b>Supplemental Benefits</b>	Please Access: <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> for more information	Amplifon Hearing Health Care: 855-531-4695 For Additional Benefits: <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a>	Silver and Fit ( <a href="http://www.silverandfit.com">www.silverandfit.com</a> ) 877-427-4788 Transportation (Access2Care) 866-214-5126 Superior Vision 800-879-6901 Hearing Care Solutions 866-872-1001 DentaQuest 866-288-1573	Silver Sneakers 888-423-4632 Eye Med: 866-939-3633 Dental Networks of America: 855-557-5491 LogistiCare: 844-452-9383 Tru Hearing: 877-248-4040 For Additional Benefits : Please Contact Blue Cross Blue	Davis Vision: 800-501-1459 For Additional Benefits : Please Contact Blue Cross Blue	Superior Vision 800-507-3800 Dental: 888-278-7310 Transportation (LogistiCare) 866-588-5122 Hearing: 855-312-2545 SilverSneakers 866-584-7389 Acupuncture: 800-678-9133
<b>Electronic Payor ID (Electronic Medical Claims Submission)</b>	Submit Professional Claims to RPO Availability: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	All Claims must be submitted directly to Cigna. Please contact Cigna for further details.	Submit Professional Claims to RPO Availability: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	Submit Professional Claims to RPO Availability: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)	All Claims must be submitted directly to Blue Cross Blue Shield. Please contact Blue Cross Blue Shield for further details.	Submit Professional Claims to RPO Availability: RENGQ (for HCFA only) Emdeon: 76066 (for HCFA and UB-04)

Service	Cigna City of Houston	Cigna Local Access Plus, Cigna Connect, Cigna CAC	Cigna-HealthSpring	Blue Advantage HMO	Blue PPO Plan (VBIP)	Amerigroup Medicare Advantage (Amerivantage)
Product Type	Commercial	Commercial Incentive Program	Medicare Advantage Plan	Medicare Advantage Plan	Commercial Incentive Program	Medicare Advantage Plan
Preferred Hospitals	HCA The Methodist IASIS Tenet CHI St. Lukes Christus	HCA The Methodist IASIS Tenet CHI St. Lukes Christus	HCA The Methodist IASIS Tenet CHI St. Lukes Christus	The Methodist IASIS Tenet CHI St. Lukes Christus	The Methodist IASIS Tenet CHI St. Lukes Christus	Memorial Hermann Hospital Systems IASIS Tenet CHI St. Lukes Christus
Preferred Imaging	CHI St. Luke's Memorial Hermann Health Systems	<b>EviCore</b> Phone: 888-963-3211 evicore.com/Cigna/Pages/Radiology.aspx	CHI St. Luke's Memorial Hermann Health Systems	CHI St. Luke's Memorial Hermann Health Systems	One Step Diagnostic Gulf Coast MRI Houston Medical Imaging Diagnostic Radiology of Houston	CHI St. Luke's Memorial Hermann Health Systems
Preferred Ancillary Providers	<b>DME/Home Health</b> 800-882-4462	<b>DME/HomeHealth:</b> Care Centrix 877-466-0164 www.carecentrixportal.com <b>Dialysis</b> Davita and Fresenius	<b>DME/Home Health</b> 832-553-3456 Encompass Home Health <b>Dialysis</b> Davita and Fresenius	https://www.bcbstx.com/medicare/map_provider.html	https://www.bcbstx.com/onlineDirectory/index.htm	<b>(DME/Home Health)</b> 1-866-959-1537 (fax) <b>Dialysis</b> Davita and Fresenius
Behavioral Health	<b>Mental Health:</b> 800-882-4462	<b>Behavioral Health:</b> 800-926-2273	<b>Behavioral Health:</b> 866-780-8546	<b>Mental Health:</b> Magellan Health <b>Provider Finder:</b> www.magellanhealth.com <b>Magellan Internal Renaissance Physicians #:</b> 800-327-9251	<b>Behavioral Health:</b> 800-528-7264	<b>Behavioral Health:</b> 866-805-4589 <b>(Outpatient) Behavioral Health:</b> 800-505-1193 (fax) <b>(Inpatient) Behavioral Health:</b> 877-434-7578 (fax)
Preferred Pharmacy	Please Access: <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> for more information Cigna Home Delivery Pharmacy	Please Access: <a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a> for more information Cigna Home Delivery Pharmacy	HEB Walmart Walgreens Kroger  For more information please visit <a href="https://www.cigna.com/medicare/part_d/pharmacy_options">https://www.cigna.com/medicare/part_d/pharmacy_options</a>	HEB Walmart Walgreens Home Delivery: Walgreens	CVS Caremark	CVS Pharmacy Target Kroger Walmart Sam's Club
Surgery Center/Urgent Care	<a href="http://www.cignaforHCP.com">www.cignaforHCP.com</a>	<a href="https://hcpdirectory.cigna.com/web/public/providers/">https://hcpdirectory.cigna.com/web/public/providers/</a>	<a href="https://providersearch.hsconnectonline.com/OnlineDirectory">https://providersearch.hsconnectonline.com/OnlineDirectory</a>	<a href="https://www.bcbstx.com/medicare/map_provider.html">https://www.bcbstx.com/medicare/map_provider.html</a>	<a href="https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&amp;nextPage=networkplan&amp;residencestate">https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1&amp;nextPage=networkplan&amp;residencestate</a>	<a href="https://providers.amerigroup.com/pages/tx-2012.aspx">https://providers.amerigroup.com/pages/tx-2012.aspx</a>
Laboratory Provider	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic	Quest Diagnostic

<p><b>Member ID Card</b></p>  <p>Administered by Cigna Health and Life Insurance Co. Covered Effective Date: 03/01/2014 Group: 3334952 Plan: 80840 ID: U4444444 01 Name: Janet Doe PCP: Memorial Hermann Health Network PCP Phone: 713-600-0000 Landed Network Plan RxBIN: 60403 RxCN: 021E0000</p>	<p><b>Client logo</b></p> <p><b>TPV logo</b></p> <p><b>CSN logo</b></p> <p>Legal entity name Coverage effective date: MM/DD/YYYY Group: 1234567 Issuer: 80840 ID: U23456789 01 Name: John Public PCP: James Smith PCP Name Last PCP phone: XXX.XXX.XXXX ID card acct name RxBIN XXXXXX RxCN XXXXXX</p> <p><b>Open Access Plus</b> No referral required PCP visit \$100/\$25 Specialist \$100/\$25 Hospital ER \$50 Urgent care \$25 Vision \$10/20/50 Rx Network Containment: In 90%/10% Out 70%/30% Med/Rx deductible applies COPAY</p>	<p><b>HealthSpring</b></p> <p><b>Cigna-HealthSpring Preferred (HMO)</b></p> <p>Customer ID: 101010110 Name: TXH4513025 RPO Health Plan (80840) PCP: TEST PROVIDER Phone: 123-456-7890 Network: Renaissance RxBIN: 017010 RxCN: CHSCARE</p> <p>Copays PCP: \$0 Specialist: \$35 ER: \$75 Urgent Care: \$25</p>	<p><b>BlueCross BlueShield of Texas</b></p> <p><b>Blue Cross Medicare Advantage (HMO)</b></p> <p>Name: John A. Sample ID: ZGJ804XXXXX Plan (80840): 9101000260 Plan: Blue Cross Medicare Advantage (HMO)</p> <p>RxBIN: 011552 Part D RxCN: MAPT Part B RxCN: TXPAK22 RxCN: 0001 RxD: 804XXXXX</p> <p>Office Visit: \$ x Specialist: \$ x Emergency: \$ xx</p> <p>CP: Dr. Example PCP Phone: 1-###-###-#### Renaissance Physician Organization BS Plan Code: 401 BC Plan Code: 401</p>	<p><b>HMO Sample Group ID Card</b></p> <p><b>BlueCross BlueShield of Texas</b></p> <p>Subscriber Name: SAMPLE CARD Identification Number: [Redacted]</p> <p>Group Name: [Redacted] Member Effective: [Redacted] TDI BAV PCP: [Redacted]</p> <p>Specialty: \$164520 Urgent Care: \$10 Emergency: \$130 Rx Ge-Msk: \$10 Rx Ge-Msk: \$10 Rx Ge-Msk: \$13/955 RxCN: [Redacted]</p> <p>One of the Network Values will appear here, i.e., BAV, HMO</p>	<p><b>Amerigroup Medicare Advantage (Amerivantage)</b></p> <p><b>Amerivantage Select (HMO)</b> Amerigroup Texas, Inc.</p> <p>Member Name: [Redacted] PCP Effective Date: [Redacted] Primary Care Physician (PCP): [Redacted]</p> <p>PCP Phone: [Redacted] Clinic Name/IPA: Renaissance Physician Organization Issuer ID: 80840 Copays may apply for certain services</p> <p>Rx GROUP: VMZA Rx BIN: 003868 Rx PCN: MD CMS Contract/IPBP/Segment -018-</p> <p><b>MedicareRx</b> Prescription Drug Coverage</p>
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\*This is a summary of Renaissance Physicians collaborative agreement for the complete list please visit our website [www.myrpo.com](http://www.myrpo.com) or contact your local Provider Relations Representative at 832-553-3300.