

# Medicare Advantage Provider Quick Reference Guide

**Provider customer service**  
**1-800-230-6138**

**Provider website**  
**MedicareProviders.Cigna.com**

**Provider manual**  
**MedicareProviders.Cigna.com**  
**> 2021 Provider Manual**

**ID card examples**  
**MedicareProviders.Cigna.com**  
**> 2021 Provider Manual > Page 15**

**Provider portal**  
**HSConnectOnline.com**  
Help Desk: **1-866-952-7596**  
Email:  
**HSConnectHelp@HSConnectOnline.com**

**ICD-10 coding & documentation/  
360 Comprehensive Assessment**  
**MedicareProviders.Cigna.com>**  
**Provider Education**

## Ancillary Services / Supplemental Benefits

## High-Technology Radiology and Diagnostic Cardiology

## Medical Oncology and Radiation Therapy

## Musculoskeletal Procedures

**Outpatient  
Laboratory Services**  
LabCorp | Call: **1-888-522-2677**  
Quest Diagnostic Laboratories  
Call: **1-866-697-8378**  
For questions concerning Supplemental Benefits

For precertification, clinical support or customer service

**Provider Resources:**  
**Evicore.com/Resources/Healthplan/  
Cigna-Medicare**  
**Web Portal Support:**  
**Portal.Support@evicore.com**  
Call: **1-800-646-0418**

For precertification, clinical support, or customer service

**Medical Oncology:**  
Call: **1-866-668-9250**  
Fax: **1-800-540-2406**  
**Clinical Guidelines:**  
**Evicore.com/Provider/Clinical-  
Guidelines**

**Educational Materials:**  
**Evicore.com/resources/healthplan/cigna-med**

For precertification, clinical support, or customer service

**Provider Resources:**  
Call: **1-888-693-3297**  
Fax: **1-888-693-3210**  
Send clinical questions/case examples  
to Evicore's client and provider  
service team

**Behavioral  
Substance Abuse**  
(Auth)  
Call: **1-800-230-6138**  
Fax: **1-800-230-6138**

**Clinical  
Inquiries**  
Email:  
Call: **1-800-230-6138**  
Fax: **1-800-230-6138**

**Radiation  
Therapy**  
Call: **1-800-230-6138**  
Fax: **1-800-230-6138**  
**Clinical  
Guidelines**  
**Evicore.com/Provider/Clinical-  
Guidelines**

**Educational  
Materials**  
**Evicore.com/resources/healthplan/cigna-med**

**Clinical  
Inquiries**  
**Clinical  
Inquiries**  
**Musculoskeletal  
Procedures**  
**Educational  
Materials**  
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<p><b>Prior Authorizations</b></p>	<p>For prior authorizations, access our interactive P quarterly <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a> &gt; Form the Prior Authorization guide for a code, enter C</p> <p>Find PA forms at <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a></p> <p>To submit a Prior Authorization request: Visit the Provider Portal at <a href="https://www.HSConnectOnline.com">HSConnectOnline.com</a> Electronically: <a href="https://www.Covermymeds.com">Covermymeds.com</a> Fax: <b>1-866-845-7267</b> Phone: <b>1-877-813-5595</b></p>
<p><b>Referrals</b></p>	<p><b>HMO referrals vary by plan. PPO plan referrals</b></p> <p>Referrals for specialists can be obtained through To register for HSConnect visit: <a href="https://www.HSConnectOnline.com">HSConnectOnline</a> To contact the HSConnect Help Desk: <b>1-866-953</b></p>
<p><b>Patient Evaluations</b></p>	<p>To evaluate patient eligibility for a patient support Guide at: <a href="https://www.MedicareProviders.Cigna.com">MedicareProviders.Cigna.com</a> &gt; Form</p> <p>To learn more about a program, or request a pa <a href="mailto:CignaRefer_Help@Cigna.com">CignaRefer_Help@Cigna.com</a>.</p>
<p><b>Claims Processing</b></p>	<p>Claims questions: <b>1-800-230-6138</b>   Appeals qu Electronic claims may be submitted through:</p> <ul style="list-style-type: none"> <li>• Change Healthcare/Availity (Payor ID: <b>63092</b> c</li> <li>• SSIGroup/Proxymed/Medassets/Zirmed/Offic</li> <li>• Relay Health (Professional claims CPID: <b>2795</b> c</li> </ul> <p>Paper Claims: <b>Cigna Medicare Advantage, PO B</b> Appeals: <b>Cigna Medicare Advantage Appeals, I</b> Reconsideration Requests: <b>Cigna Medicare Adv</b></p>
<p><b>Compliance</b></p>	<p>To report potential fraud, waste, or abuse please Mail: <b>Cigna Medicare Advantage Attn: Special Investigations Unit PO Box 20002, Nashville, TN 37202</b></p>
<p><b>Pharmacy</b></p>	<p><b>Pharmacy - Part D</b> Prior Authorization Requests: <a href="https://www.Covermymeds.com">Covermymeds.com</a> Formulary Website: <a href="https://www.Cigna.com/medicare/resou">Cigna.com/medicare/resou</a> Forms: <a href="https://www.Cigna.com/Medicare/Resources/Drug-">Cigna.com/Medicare/Resources/Drug-</a></p>