

APPENDIX A

CIGNA Important Addresses and Phone Numbers





Regional Care Centers

<i>National Care Center</i>	
11095 Viking Drive, Suite 500, Eden Prairie, MN 55344	800.554.6931
<i>Chesapeake Regional Care Center</i>	
1447 York Road, Suite 700, Lutherville, MD 21093	800.274.7603
<i>Dallas Regional Care Center</i>	
6600 East Campus Circle Drive, Suite 110, Irving, TX 75063	888.800.8849
<i>Glendale Regional Care Center</i>	
450 North Brand Boulevard, Suite 500, Glendale, CA 91203	800.866.6534

Additional Phone Numbers

<i>CIGNA Express Information Service</i>	800.926.2273
Claims, Benefit and Authorization Information	
<i>CIGNA Accounts Payable Department</i>	800.433.5768
Tax/Withholding Questions	
<i>CIGNA Corporate Offices</i>	800.433.5768

Website Addresses

- CIGNA* www.cignabehavioral.com
- Web Claims – An enhanced web site where claims can be submitted, status checked and the information is pre-populated for subsequent claim submissions.
[CIGNA - Claims](#)
 - Member Eligibility and Benefits- You can check the member's effective or termination dates and their copay information without having to call in.
[CIGNA - Eligibility](#)
 - CBH Level of Care Guidelines – objective criteria used for medical necessity decisions
[CIGNABehavioral.com - Guidelines](#)
 - CIGNA Medical Management Program – CBH's Administrative and Provider Guide is available for review and downloading.
[CIGNABehavioral.com - Medical Management Program/Provider Guide](#)
 - CIGNA Practitioner Newsletters – An updated newsletter is posted every 3 months
[CIGNABehavioral.com - Newsletter](#)
 - eBriefs – Monthly eBriefs contain important information as well as updates on current events within the organization.
[CIGNABehavioral.com - eBrief](#)
 - HIPAA Readiness – Frequently Asked HIPAA Questions.
[CIGNABehavioral.com - Frequently Asked HIPAA Questions](#)
 - Articles – Several articles on specific Mental Health/Substance Abuse topics.
[CIGNABehavioral.com - News & Learning](#)
 - Provider Profile Information – Create or update: a self-introduction statement, demographic or practice information.
[CIGNA - Provider Profile](#)
 - *American Psychiatric Association* www.psych.org

California Only Phone Numbers

<i>Care Management</i>	800.879.9823
<i>Customer Service</i>	800.753.0540
<i>Professional Relations</i>	800.866.6534



CIGNA Healthcare Website

CIGNA HealthCare Homepage

www.cigna.com

CIGNA Healthcare Professional Homepage

http://www.cigna.com/customer_care/healthcare_professional/index.html

CIGNA Pharmacy

http://www.cigna.com/customer_care/healthcare_professional/pharmacy/index.html

CIGNA Healthcare Professional Forms

http://www.cigna.com/customer_care/healthcare_professional/forms/index.html

CIGNA Healthcare ID Card Information