



## Referring to a Behavioral Specialist

Depending on the circumstances, you may want your patient to seek treatment from a behavioral health specialist. Patients with behavioral health coverage through CIGNA HealthCare, are not required to have a referral from a Primary Care Physician to access behavioral care services. In fact, CIGNA HealthCare members may access routine outpatient services from a participating practitioner contracted with CIGNA Behavioral Health without prior authorization and without calling CIGNA Behavioral Health.

### **How do I determine which providers participate in the CIGNA Behavioral Health network?**

Through the CIGNA Behavioral Health website, you can search the online provider directory by provider name, zip code or specialty.

1. Go to [www.CIGNABehavioral.com](http://www.CIGNABehavioral.com)
2. Click "Are you in need of personal help?"
3. Click on "Find a Provider"

### **What if I need assistance in making a referral to a behavioral health practitioner?**

You, your office staff, or the member may contact CIGNA Behavioral Health by calling Member Services at the number on the member's CIGNA HealthCare ID card. Follow the prompts for accessing behavioral health. CIGNA Behavioral Health has trained professionals available to clarify benefit coverage, discuss options, identify appropriate participating practitioners or assist in arranging an appointment with a behavioral practitioner.

### **What if the member needs more urgent services?**

CIGNA Behavioral Health is available 24 hours a day to assist you and your members with urgent or emergent needs. Contact CIGNA Behavioral Health by calling the Member Services number on the member's health care identification card. The staff of CIGNA Behavioral Health can arrange emergency psychiatric evaluation or intensive behavioral services by a network provider, or authorize inpatient benefits as needed.

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