

## Harris County Medical Society Commercial Health Plan Contact Grid

	Aetna	BCBSTX	CIGNA	HUMANA	UNITEDHEALTHCARE
<b>Eligibility and Benefits</b>	HMO based: 1-800-624-0756 Non-HMO based: 1-888-632-3862  <a href="#">Navinet</a>	IVR: 1-800-451-0287  <a href="#">IVR Guide</a> <a href="http://www.availity.com">www.availity.com</a> <a href="https://www.bcbstx.com/provider/clai">https://www.bcbstx.com/provider/clai</a>	1-800-882-4462  <a href="https://cignaforhcp.cigna.com">https://cignaforhcp.cigna.com</a>	Customer Service 1-800-448-6262 <a href="http://www.Humana.com">www.Humana.com</a>  <a href="http://www.Availity.com">www.Availity.com</a>	1-877-842-3210  <a href="http://www.uhcprovider.com">www.uhcprovider.com</a>  *Use Your Optum ID to sign in *Click on Eligibility & Benefits
<b>Cost Estimator</b>	<a href="#">Aetna Payment Estimator</a>	<a href="#">BCBSTX Care Cost Estimator</a>	<a href="#">Cigna Cost of Care Estimator</a>	NA	<a href="#">UHC Claim Estimator</a>
<b>Physician Portal</b>	<a href="https://www.aetna.com/health-care-professionals.html">https://www.aetna.com/health-care-professionals.html</a>	<a href="http://www.bcbstx.com/provider/">www.bcbstx.com/provider/</a>	<a href="https://cignaforhcp.cigna.com">https://cignaforhcp.cigna.com</a>	<a href="https://www.humana.com/provider/">https://www.humana.com/provider/</a>	<a href="https://www.uhcprovider.com/">https://www.uhcprovider.com/</a>
<b>Laboratory</b>	Based on patient's plan. Check in-network status at: <a href="#">DocFind</a>	Based on patient's plan. Check in-network status at: <a href="#">Provider Finder</a>	Based on patient's plan. Check in-network status at: <a href="#">Directory</a>	Based on patient's plan. Check in-network status at: <a href="#">Directory</a>	Based on patient's plan. Check in-network status at: <a href="#">Directory</a>
<b>Pharmacy</b>	Precertification: 1-855-240-0535 Fax: 1-877-269-9916 Specialty Pharmacy: fax: 888-329-2779 ph: 688-782-2779 Provider Help: 1-800-238-6279	<b>Prime Therapeutics</b> Pharmacy Help Desk: 1-888-229-2812  <a href="#">Pharmacy Resources</a>  <a href="#">Specialty Pharmacy</a>	Home Delivery Pharmacy: 1-800-835-3784  Specialty Pharmacy Services: 1-800-351-3606  <a href="#">Pharmacy Resources</a>	Pharmacy Review (HCPR) 1-800-555-2546  <a href="#">Pharmacy Resources</a>	<a href="#">Optum Rx:</a>  1.800.788.4863  OptumRx Prior Authorization Line: 1.800.711.4555, option 2  <a href="#">Specialty Pharmacy</a>
<b>Mail Order Drugs</b>	Fax: 1-877-270-3317 Phone: Commercial: 1-888-792-3862 Medicare: 1-877-238-6211	<b>Prime Therapeutics</b> Pharmacy Help Desk: 1-888-229-2812 Prime Mail In Prescriptions: 1-877-357-7463	Fax: 1-800-351-3616 or Mail to: Cigna Tel-Drug PO Box 1019 Horsham, PA 19044	Human Pharmacy - Prescription Home Delivery Service: 1-800-379-0092 Fax: 1-877-405-7940	OptumRx Mail Order Pharmacy: 1.800.788.4863  OptumRx Specialty Pharmacy: 888-739-5820
<b>Injectables</b>	Aetna Specialty Pharmacy: 1-866-782-2779 Traditional: 1-888-632-3862 Option 3	<a href="#">Specialty Pharmacy</a>	RJ Health: 860-563-1223	Humana Clinical Pharmacy Review Department: 1-800-555-2546 Humana Specialty Pharmacy: 1-800-486-2668	OptumRx Specialty Pharmacy: 888-739-5820 OptumRx Prior Authorization Line: 1.800.711.4555, option 2
<b>Provider Representative</b>	HMO: 1-800-624-0756 Non-HMO: 1-888-632-3862	Call 713-663-1149 or 1-800-637-0171, press 3	1-800-882-4462	Ph: 1-800-626-2741 Option 3 Fax: 1-800-626-1686	1-866-574-6088
<b>Inpatient Preauthorization/Precertification, &amp; Notifications</b>	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3  <a href="https://www.aetna.com/health-care-professionals/precertification.html">https://www.aetna.com/health-care-professionals/precertification.html</a>	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614  <a href="#">iExchange</a> <a href="#">Evicore</a> <a href="#">Availity</a> <a href="#">Referral guide</a>	1-800-882-4462 or call the number on back of member's ID card  <a href="https://cignaforhcp.cigna.com">https://cignaforhcp.cigna.com</a>	1-800-523-0023 or call phone number on back of member's ID card  <a href="#">Humana guide</a>	1-877-842-3210 or call phone number on back of member's ID card  <a href="http://www.uhcprovider.com">www.uhcprovider.com</a>

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<b>Preauthorization/ Precertification Requests- Authorizations</b>	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3  <a href="https://www.aetna.com/health-care-professionals/precertification.html">https://www.aetna.com/health-care-professionals/precertification.html</a>	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614 or  <a href="#">iExchange</a> <a href="#">Availity</a> <a href="#">Preauth/Referral guide</a>	1-800-882-4462 or call the number on back of member's ID card  <a href="https://cignaforhcp.cigna.com">https://cignaforhcp.cigna.com</a>	1-800-523-0023 or call phone number on back of member's ID card  <a href="#">Humana guide</a>	1-877-842-3210 or call phone number on back of member's ID card  <a href="http://www.uhcprovider.com">www.uhcprovider.com</a>
<b>Referral Authorizations</b>	<a href="#">Navinet</a>	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614 or  <a href="#">iExchange</a> <a href="#">Availity</a> <a href="#">Referral guide</a>	Most plans do not require a referral to be submitted to CIGNA (verify with the plan; note in patient's chart or follow your current office procedures).  <a href="#">Referral guide</a>	1-800-523-0023  <a href="#">Referral guide</a>	1-877-842-3210 or call phone number on back of member's ID card  <a href="http://www.uhcprovider.com">www.uhcprovider.com</a>
<b>Out-of-Network Referral Disclosure Forms</b>	<a href="#">N/A</a>	<a href="#">Disclosure Form</a>	<a href="#">Disclosure Form</a>	<a href="#">N/A</a>	<a href="#">Disclosure Form</a>
<b>Demographic Information Update Forms</b>	<a href="#">Demographic changes</a>	<a href="#">Demographic changes</a>	Log in to to access the online change form.	<a href="#">Demographic changes</a>	<a href="#">Demographic changes</a>
<b>Case Management</b>	<b>Concurrent Review:</b> Lisa Nunn in Texas 972-775-6740	855-462-1781	Toll free number back of member's ID card or fax 1-800-835-7235	1-800-327-9496	1-877-842-3210
<b>Patient Wellness Programs</b>	<a href="#">Aetna programs</a>	<a href="#">BCBSTX programs</a>	<a href="#">Patient Wellness programs</a>  <a href="#">Quality programs</a>	<a href="#">Patient Wellness programs</a>  <a href="#">Patient Wellness programs-Medicare</a>  <a href="#">Quality programs</a>	<a href="#">Patient Wellness programs</a>  <a href="#">Quality programs</a>
<b>Disease Mgmt &amp; Clinical Practice Guidelines</b>	<b>Director of Disease Management</b> Connie Compton - 740-548-5413  <a href="#">Clinical Practice Guidelines</a>	<b>Blue Care Connection</b> 1-866-412-8795  <a href="#">Clinical Practice Guidelines</a>	1-800-244-6244  <a href="#">Commercial</a>  <a href="#">Healthspring</a>	<a href="#">Clinical Practice Guidelines</a>	<a href="#">Clinical Practice Guidelines</a>

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<b>Imaging - High Tech (CT, MRI, PET, etc.)</b>	<a href="#">MedSolutions/Evicore</a> 1-888-693-3211  <a href="#">Aetna Guide</a>	<a href="#">AIM Specialty Health</a> Phone: 1-800-859-5299 AIM provides a Radiology Quality Initiative (RQI) number for most Blue Choice PPO members for outpatient high-tech diagnostic imaging services (CT/CTA, MRI/MRA, SPECT/Nuclear Cardiology studies and PET scans).  <a href="#">MedSolutions/Evicore</a>  Phone: 885-252-1117 Provides certain specialty medical benefits management for advanced imaging for some plans	<a href="#">MedSolutions/Evicore</a> 1-888-693-3211	<a href="#">HealthHelp</a>  <a href="#">FAQs</a>  <a href="#">Humana Guide</a>	1-866-889-8054  <a href="#">UHC Guide</a>
<b>DME Examples: Wheelchairs, crutches, walkers, hosp beds, CPAP, nebulizers</b>	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3	For coverage of specific durable medical equipment (DME) items please see the appropriate Medical Policy. Also, check contracts for specific DME coverage benefits.  <a href="#">Medical Policies</a>	<a href="#">Coverage Policies</a>  <a href="#">Healthspring Preauthorization Form</a>	Customer Service 1- 800-448-6262	1-877-842-3210  <a href="#">Vendors List</a>
<b>Home Health</b>	HMO:: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3	1-800-441-9188, (For preauthorization and referrals, press 2)	<b>CareCentrix</b> 877.466.0164	Customer Service 1-800-448-6262	Customer Service: 1-877-842-3210
<b>Medical Director</b>	Thomas Lin, MD 281-637-3197		Mark Netoskie, MD 713-576-4465	<b>Medical Director</b> Joan Laufman, MD 210-269-4559 jlaufman@humana.com	<b>UHC Medical Director(s):</b>  Vincent Nelson, MD 713-418-6381  Marshal Dawer, MD 972-367-9398

**Notice:** Information is subject to change. Please email [paymentadvocacy@hcms.org](mailto:paymentadvocacy@hcms.org) if any incorrect information is identified.

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