



Harris County Medical Society
Behavioral Health Plan Contact Grid

Health Plan Program/Srvcs	Aetna	Blue Cross and Blue Shield of Texas	Cigna	Humana	United Healthcare
Updated:	2/28/2018	2/28/2018	2/28/2018	2/28/2018	2/28/2018
Website	Website Manual	Website	Website	Website	www.providerexpress.com
Authorization/Review	Some employers have specific preauthorization requirements for their employees, so always check with Provider Service Center at 1-800-624-0756 Aetna LeapSM and all other plans call: 1-888-632-3862 HMO and Medicare Advantage plans: 1-800-624-0756 or Call the number listed on the back of the member's ID card. Concurrent Review: Mary Ellen Schuman LCSW 801-256-7339	Telephone: 1-800-528-7264 or Call the number listed on the back of the member's ID card. Submit completed Behavioral Health Forms to: Blue Cross and Blue Shield of Texas Behavioral Health Unit PO Box 660241 Dallas, TX 75266-0241 Fax Number: toll-free 877-361-7646	Telephone: 800-926-2273 Fax: 860-847-5207 or Call the number listed on the back of the member's ID card.	Telephone: 1-800-523-0023 or Telephone: 1-800-777-6330 or Fax: 1-800-807-1898 or Online: www.Availity.com Authorization	Call the number listed on the back of the member's ID card or log on to www.providerexpress.com (must be an in-network physician to create an account to login).
Contact Info and Claims Mailing Address	Claims should be filed electronically. Submitting claims Electronically: Aetna payer ID: 60054	Behavioral Health Claims should be filed electronically. If a provider must file a paper claim, mail claim to: BCBSTX Behavioral Health Unit PO Box 660044 Dallas, TX 75266-0241 HMO Blue Texas Magellan Behavioral Health Providers of Texas, Inc. 1-800-729-2422, 8 a.m. to 7 p.m.	Behavioral Health Claims File claims electronically or on paper to the payer indicated on the authorization letter. To check patient claim status, review eligibility/coverage, along with other tools login to www.signaforhcp.com Contracting New Providers: 1-800-283-6226	Humana Behavioral Health Telephone: 800-890-8288 www.humanabehavioralhealth.com/ Humana's Mental and Behavioral Health Help Line: 866-376-2920 Claims: All (Except EAP and Humana Claims) Humana Behavioral Health 2101 W. John Carpenter Freeway, Suite 100 Irving, TX 75063 USA EAP Claims (including Humana EAP claims) Humana Behavioral Health 2101 W. John Carpenter Freeway, Suite 150 Irving, TX 75063 USA Humana Claims Humana PO Box 14601 Lexington KY 40509	UHC Community Plan P.O. Box 30760, Salt Lake City UT 84130-0760 United Health Care Options PPO Please check the claims address on the member's ID card.
Medical Director	Thomas Hamlin, MD Senior Behavioral Medical Director. thomas.hamlin@optum.com 713-599-5609 Kathy Scott-Gurnell, MD Behavioral Medical Director kathy.scottgurnell@optum.com 713-599-5623 Rakesh Desai, MD Behavioral Medical Director rakesh.desai@optum.com 713-599-5505	Conway McDonald, MD, VP/CMO conway_mcdonald@bcbstx.com 1-972-766-4627	Douglas Nemecek, MD Douglas.Nemecek@cigna.com 1-952-996-3295	Larry Weinstein, MD lweinstein@lifesynch.com 469-759-4598	Thomas Hamlin, MD Regional Medical Director thomas.hamlin@optum.com 713-599-5609 Rakesh Desai, MD 713-599-5505