

New Clinician On-boarding administered by the Cigna Behavioral Contract Administration Team

- When the clinic Participating Provider Agreement is executed you will be notified about the on-boarding process
- The first step is to complete the online screening application at www.cignaforhcp.com – At the Bottom of the page you will see -Join the Network- Select Behavioral-complete the automated screening application.
- Be sure to enter the clinic's name on the application| service location address on the application.
- Following successful completion of the online screening application each clinician| credentialing person will receive an email regarding Cigna's e-contracting process
- Clinicians follow the e-contracting process which includes completing their credentialing application through CAQH and online Provider Self Introduction (PSI)
- The credentialing process will take up to 65 days for completion
- When a clinician is approved for participation in the Cigna behavioral network they will receive an email informing them they may begin seeing members with Cigna behavioral benefits
- Please call the Provider Services Center to verify credentialing status 800.926.2273

Ongoing Clinic Roster Maintenance

- This is performed yearly by sending a spreadsheet to the email address on file for the clinic. Maintaining accurate records of demographic and clinical staff changes is important for existing members and potential referrals. Your response is required to ensure data accuracy and prevent errors with claim payments.
- If changes or updates are needed at any time please contact the Provider Services Center at 800.926.2273 or utilize the demographic update form at www.cignaforhcp.com. You must be registered and logged in to access this form.

1. **Utilization review:** How will providers understand your systems, including how to request services, how to appeal any denials of services, and how to submit backup materials to support requests for services? For contracted providers, ICBAT and CBAT are the only BHCA services that will require prior authorization. The authorization process for these services will be similar to our Residential Treatment authorization process. Providers are given information on authorization and appeals requirements and processes through our Medical Management Program.
https://cignaforhcp.cigna.com/web/public/resourcesGuest!/ut/p/z1/04_Sj9CPykyssy0xPLMnMz0vMAfIjo8zi_d0tzAw9gg083L0C3Aw8AwycPQ2Dg40NLaz0wwkpiAJKG-AAjiD9UYSUFORGGKQ7KioCAM9Hnw0!/dz/d5/L2dBISvZ0FBIS9nQSEh/p0/IZ7_OG861HS0HGJPF0IP0CI1SS3085=CZ6_OG861HS0HGJPF0IP0CI1SS3080=LA0=Eref!QCPsitesQCPchcpQCPresourceLibraryQCPbehavioralResourcesQCPcbhMedicalMgmtListing.page==/#Z7_OG861HS0HGJPF0IP0CI1SS3085

Additional info will be included with the provider's contract/amendment in the form of an FAQ document, which is still being developed.

2. **Credentialing:** How will providers understand how any credentialing systems may apply to them and what materials may need to be submitted for the credentialing process? For providers that are already contracted and credentialed with Cigna Behavioral Health they will not be required to submit any additional credentialing information. Their re-credentialing cycle will continue to function as it has prior to the addition of the BHCA services. For newly contracted providers they will be given the necessary paperwork to complete as well as a listing of supplemental documents that are required and where that information should be submitted. The credentialing process for BHCA providers will be the same as for other providers joining Cigna Behavioral Health.
3. **Billing for Services:** How will providers understand how to submit claims for reimbursement of medically covered services, including the identification of appropriate codes for BHCA covered services? What materials will your plan make available to explain your company's system to process claims? As providers receive their contract amendments information regarding reimbursement rates and codes will be included. Providers are instructed to bill as indicated in their contracts/amendments. We will also provide them with the name and contact information of the Provider Relations Representative for any additional questions.

Additionally, new providers are invited to an online orientation which will cover the above topics.