



January 28, 2015

TO: Participating and Non-Participating Cigna-HealthSpring Providers

FROM: Melissa Dannenberg, Vice President, Network Operations

SUBJECT: Prior Authorization requirement lifted for room and board for custodial patients

I am pleased to inform you that Cigna-HealthSpring has lifted the authorization requirement for room and board for custodial residents. This change is effective immediately. The claims department is currently reprocessing claims and paying for the room and board, including previous denials.

In order to process the claim, the patient must appear on the Patient Credit File. Our authorization requirements for skilled services remain in effect.

If a resident is presently in your facility receiving therapy services, please notify our prior authorization department at **1-866-487-3002 press option 3**. If a resident has an Advocate PCP and receiving therapy please contact Advocate Prior Authorization at **1-312-808-7396**.

If you have any questions regarding these changes, please contact our Provider Services Department at **1-866-486-6065**.

Sincerely,

A handwritten signature in black ink that reads "Melissa Dannenberg".

Melissa Dannenberg
Vice President, Network Operations