



## CAREALLIES

### Medical Management for **HOSPITAL** Services Quick Reference Contact Sheet

DEPARTMENT	PHONE	FAX
<p>MEDICAL AND BEHAVIORAL HEALTH UTILIZATION MANAGEMENT</p> <p><i>8:30AM – 6:00PM, Monday to Friday</i></p> <ul style="list-style-type: none"> <li>▪ <b>Notification/Certification of ALL admissions</b></li> <li>▪ <b>Continued Stay Review</b></li> <li>▪ <b>Acute Physical Rehabilitation</b></li> <li>▪ <b>Hospice (Inpatient)</b></li> <li>▪ <b>Expedited Appeals</b></li> <li>▪ <b>Outpatient/Ambulatory Surgical Procedure Certification</b></li> <li>▪ <b>Evaluation for consideration of potential Transplant</b></li> </ul>	<p><b>(800) 227-9360</b></p> <p><b><u>Prompts:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Press 1 – for English</b> <ul style="list-style-type: none"> <li>○ <b>Press 1 – if you know your parties extension</b></li> <li>○ <b>Press 2 – for any questions on claims, eligibility or benefits</b></li> <li>○ <b>Press 3 – for Mental Health or Chemical Dependency</b></li> <li>○ <b>Press 4 – for Hospital Admission or Outpatient Services.</b></li> </ul> </li> <li>• <b>Press 2 – for Spanish</b></li> </ul>	<p><b>(866) 535-8972</b> (Medical)</p> <p>(Refer to attached Initial Pre-certification Request Form )</p> <p><b>(855) 816-3497</b> (Behavioral Health)</p>
<p><b>HOSPITAL DISCHARGE NOTIFICATIONS</b></p> <p><i>8:00AM – 9:00PM, Monday to Friday</i></p>	<p><b>(800) 378-7456</b></p> <p><b><i>Automated system to enter the patient's actual discharge date</i></b></p> <p>(To operate the system, the CareAllies case number and admission date will be needed)</p>	<p><b>N/A</b></p>
<p><b>ELECTRONIC DOCUMENT SUBMISSION</b></p> <p><b>Contracted providers have access to Cigna Provider Portal and set up ID and password</b></p>	<p><b>CIGNA/CAREALLIES PROVIDER PORTAL</b></p> <p><a href="https://cignaforhcp.cigna.com/app/login">https://cignaforhcp.cigna.com/app/login</a></p>	<p><b>EMAIL</b></p>

**Pre-service coverage determination is valid for 90 days from certification.** If the admission date changes, the level of care changes or additional days are required, you must contact CareAllies. These services apply to the 1199SEIU National Benefit Fund, the 1199SEIU Greater New York Fund, and the Home Care Benefit Fund.



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DEPARTMENT	PHONE	FAX
<b>MEDICAL OPERATIONS</b> <b>8:30AM – 7:00PM, Monday to Friday</b> <ul style="list-style-type: none"> <li>Initial denials</li> <li>Peer to Peer Physician calls</li> </ul>	<b>(800) 253-6647</b>	<b>(877) 243-9520</b>
<b>MEDICAL APPEALS (standard+ expedited)</b> <b>8:00 AM – 7:00PM EST Monday to Friday</b> <ul style="list-style-type: none"> <li>1<sup>st</sup> and 2<sup>nd</sup> Level Appeals*</li> </ul>	<b>(800) 232-7497</b>	<b>(877) 830-8833</b>
<b>BEHAVIORAL HEALTH APPEALS (standard)</b> <b>9:00 - – 4:00PM CST, Monday to Friday</b> <ul style="list-style-type: none"> <li>1<sup>st</sup> and 2<sup>nd</sup> Level Appeals*</li> </ul>	<b>(800) 241-4057 ext. 7962009</b>	<b>(855) 816-3497</b>

#### Medical Management

CareAllies  
150 S Warner Rd. 3rd Floor  
King of Prussia, Pennsylvania 19406

#### Medical Appeals Correspondence

CareAllies Appeals  
PO Box 188056  
Chattanooga, TN 37422-8056

#### For Behavioral Health Appeals Correspondence Only:

Central Appeals Department  
Central Appeals Unit  
PO Box 188064  
Chattanooga, TN 37422

#### Behavioral Health (for General Correspondence):

CareAllies  
11095 Viking Drive, Suite 350  
Eden Prairie, MN 55344

#### 1199SEIU Benefit and Pension Funds

Claim Appeals  
P.O. Box 646  
New York, NY 10108-0646

*(Applicable to 2nd level appeals only for pre-service ambulatory surgery procedures/outpatient services that require pre-authorization by CareAllies or scheduled non-emergent hospital admissions must be directed to the Fund).*

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