



Dear Provider:

Cigna-HealthSpring will implement a 2-year Performance Improvement Project focused on: ***Reducing Potentially Preventable Emergency department Visits and Inpatient stays among members with chronic illnesses and have a diagnosis of anxiety and/or depression.*** Through improved medication management and treatment for behavioral health conditions, we can have healthier members with decreased ER visits and hospital readmissions.

How can you assist us in this project?

- Discuss the importance of continuing medications even if they are feeling better
 - The side effects of abruptly discontinuing an anti-depressant
- Inform members about the appropriate use of the ER and provide information on what to do after hours
- Refer members to our Behavior Health Case Managers
 - Cigna-HealthSpring has a Behavior Health Department which is comprised of licensed mental health clinicians who are able to assess a Member's needs, assist with accessing services, and provide resources for resolving psychosocial needs. A licensed clinician is available to speak with a Member or provider to address treatment needs. Refer to the provider manual covered services for more information: <https://www.cigna.com/starplus/health-care-professionals/provider-resources/provider-manuals>

For your reference, we have provided the following links:

Clinical Practice Guideline: Screening for Depression in Adults <https://www.cigna.com/static/docs/starplus/adult-depression-screening.pdf>

Behavioral Health Services Resource Guide: <https://www.cigna.com/static/docs/starplus/providers/starplus-hcp-behavioral-health-grg.pdf>

If you have any questions about our Performance Improvement Project, please contact Jeannine Sidberry, RN/ Quality Management Sr. Specialist at either: 817-554-5662 or Medicaid_Quality@Cigna.com .

Thank you for partnering with us and providing quality care to Cigna HealthSpring members. Together we can provide education and care to keep our members healthy.

Sincerely,

Dr. Laurie Greenberg
Sr. Medical Director Cigna-HealthSpring

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