



4/17/2020

### Nursing Facility Representative Contacts Effective May 25, 2020

Cigna encourages a well maintained relationship with Providers and their representatives. Provider Services can assist providers with questions concerning eligibility, benefits, applied income changes, claim status, authorization status and Member concerns. To check claim status or for claims reprocessing, contact our Provider Services Department at: 1-877-653-0331 or access the provider portal at <https://starplus.hsconnectonline.com>.

For all other questions Providers can contact the Nursing Facility Provider Representative in your Service Delivery Area (SDA). The Nursing Facility Representatives role and responsibilities include:

- Maintaining the provider network by establishing routine communication and contact with Nursing Facility billing staff.
- Respond to any inquiries related to contracting and credentialing requirements.
- Serve as the primary liaison with Nursing Facility Providers to resolve any operational challenges between the Provider and Cigna. The Nursing Facility representative is proficient in Nursing Facility billing matters and is able to resolve billing and payment inquiries by working directly with the Cigna claims department.

Cigna will notify Providers within 10 days of any changes to your Nursing Facility Provider Representative.

<b>Cassandra Lawrence</b> Covers <b>MRSA NE SDA</b>	<b>Paula Trevizo</b> Covers <b>Hidalgo SDA</b>	<b>Manuel Flores</b> Covers <b>Tarrant SDA</b>
Anderson, Angelina, Cherokee, Henderson, Houston, Nacogdoches, Panola, Rusk, Sabine, San Augustine, Shelby and Trinity Counties, Bowie, Camp, Cass, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Hopkins, Lamar, Marion, Montague, Morris, Rains, Red River, Smith, Titus, Upshur, Van Zandt, and Wood Counties  Email to: <a href="mailto:Cassandra.Lawrence@cigna.com">Cassandra.Lawrence@cigna.com</a> Call to: (469) 670 -4038	Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy, and Zapata Counties  Email to: <a href="mailto:Paula.Trevizo@cigna.com">Paula.Trevizo@cigna.com</a> Call to: (214) 542 - 9897	Denton, Hood, Johnson, Parker, Tarrant, and Wise Counties  Email to: <a href="mailto:Manuel.Flores@cigna.com">Manuel.Flores@cigna.com</a> Call to : (469) 418 -1715