



DALLAS COUNTY MEDICAL SOCIETY

h.i.p. grid
Health Insurance Plan Contact Grid

AETNA

BCBSTX

CIGNA

HUMANA

UNITED

	AETNA	BCBSTX	CIGNA	HUMANA	UNITED
Main Web Site	www.aetna.com	www.bcbstx.com	www.cigna.com	www.humana.com	www.uhc.com
Eligibility & Benefits	HMO: 1-800-323-9930 PPO: Check mbr. ID card Electronic Connectivity Available*	1-800-451-0287	www.cignaforhp.com or 1-800-882-4462	1-800-458-6262 1-800-457-4708 (Medicare Advantage) or at www.humana.com *	unitedhealthcareonline.com 1-877-842-3210
Physician Portals	www.aetna.com (via NaviNet) Others listed on Aetna website	www.availity.com	www.cignaforhcp.com www.post-n-track.com	www.availity.com www.humana.com (ZirMed)	unitedhealthcareonline.com
Laboratory	CPL, Quest, LabCorp, ProPath	CPL, Quest (Not All Plans) LabCorp (Not All Plans) ProPath	CPL, Quest, LabCorp, ProPath	CPL, Quest, LabCorp, ProPath	CPL, LabCorp, ProPath
Pharma	1-800-238-6279	Help Desk: 1-888-229-2812 PPO: 1-800-521-2227 HMO: 1-877-299-2377	1-800-TEL-DRUG (1-800-835-3784)	1-888-448-6262	1-877-842-1435 1-877-842-1508 1-888-327-9791
Provider Representative	HMO: 1-800-624-0756 PPO: 1-888-632-3862	972-766-8900	1-800-882-4462 (assignment)	1-800-626-2741 1-800-626-1686 (fax)	1-866-574-6088
General Issues	Call Provider Rep Line	See back of pt. ID card	1-800-882-4462	www.humana.com www.availity.com 1-800-448-6262	1-866-574-6088
Injectables	Specialty Pharm: 1-866-782-2779	www.bcbstx.com/provider/injectable_drug.htm	1-800-351-3606	1-800-555-2546	1-877-287-1234
Inpatient Certifications & Notifications	HMO: 1-800-624-0756 PPO: 1-888-632-3862	www.availity.com	See back of pt. ID card	www.humana.com www.availity.com 1-800-523-0023	1-877-842-3210

Referral Authorizations	HMO: 1-800-624-0756 PPO: 1-888-632-3862	iEXCHANGE (see above)	See back of pt. ID card	1-800-626-2698	1-877-842-3210
Inpatient Clinical Review Issues	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-800-441-9188 (opt. 1 then 3)	See back of pt. ID card	1-800-327-9496	1-877-842-3210
Precert Requests: Authorizations	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-800-441-9188 Option 2 or 3	www.cignaforhcp.com or 1-888-882-4462	see back of patient ID card	1-877-842-3210
Case Management	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-800-462-3275	See back of pt. ID card fax: 1-800-835-7235	1-800-327-9496	1-877-842-3210
Disease Mgmt & Clinical Practice Guidelines	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-866-412-8795	HMO: 1-800-249-6512 PPO: 1-877-888-3091	www.humana.com -> Provider Tools -> Clinical Tools or 1-800-448-6262	1-877-842-3210
Imaging: High Tech CT MRI	1-800-467-6424, x4333	American Imaging Management (AIM) ph: 1-800-859-5299 fax: 1-800-610-0050 www.americanimaging.net	MedSolutions 1-888-693-3211	1-866-825-1550 1-888-863-4464 (fax)	Ph: 1-866-889-8054 Fax: 1-866-889-8061
Examples: Wheelchairs, walkers, hosp beds, CPAP, nebulizers	HMO: 1-800-624-0756 PPO: 1-888-632-3862	Rx from in network provider required. Must obtain from in network supplier. No precert required.	Apria Ph: 1-800-901-3566 Fax: 1-800-723-4288	Customer Service: 1-800-448-6262	1-877-842-3210
Home Health	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-800-441-9188	Gentiva/Care Centrix 1-800-666-6127	Customer Service: 1-800-448-6262	1-877-842-3210
Mail Order Drugs	Fax Orders: 1-800-416-9264	Help Desk: 1-888-229-2812 PPO: 1-800-521-2227 HMO: 1-877-299-2377	Fax: 1-800-351-3616	Right Source 1-800-379-0092 www.humana.com	Member's responsibility
Medical Director	Christopher Jagmin, MD 817.417.2731	972-766-6900	Frederick Watson, DO (972) 863-4300	972-983-0100	Marshall Dawer, MD 469-633-8741
Unresolved Urgent Patient Care Issues	HMO: 1-800-624-0756 PPO: 1-888-632-3862	1-800-441-9188 (select 1 then 3)	Kenneth Phenow, MD 972-582-7120	1-800-327-9496	Marshall Dawer, MD 469-633-8741

*Requires prior set-up and interoperability with insurance company. Contact customer support for information.