



WAYS TO INCREASE YOUR REFERRALS

Update demographic and/or practitioner profile

Keeping vital information such as your current addresses (service, mailing, and email), telephone, facsimile, and Tax ID and/or NPI number up to date is essential. Participants accessing our Provider Directory search via this information and if it's not correct they cannot find you. The same is true for claim payment. Note, your contract indicates you should inform us in writing within 30 days.

How would participants know to choose you? Submit a typed Self-Introduction to be placed on the CIGNA website, along with a wallet-sized picture (optional). Share your practice style; explain what participants can expect when they come to see you and include items such as office hours or office setting.

Demographic and Profile information can be updated by completing the Provider Information Update form online at www.cignabehavioral.com. Practitioner profiles can be created and/or updated by going on to the website at www.cignabehavioral.com.

Specialties/populations

Are you getting the type of referrals you would like? Have you changed your specialties and/or populations? If you would like to update your profile, contact your Provider Relations Representative.

SAP/DOT

Obtain a Substance Abuse Professional (SAP) qualification as defined by the Department of Transportation (DOT) or let us know that you already have this qualification, contact your Provider Relations Representative.

Crisis stabilization

Join the CIGNA Crisis Stabilization network – a nationwide initiative developed to ensure that participants in plans served by CIGNA receive the most clinically appropriate care in a timely manner. To receive the Crisis Stabilization recruitment packet, contact your Provider Relations Representative.

Intermediate care

Intermediate Care is a level of intervention that provides precautionary and preventive care to a participant who presents with a level of acuity that if not addressed within 48-hours, could escalate to a higher level of care. To find out more information about this type of service, contact your Provider Relations Representative.

Critical incident response

If you are interested in joining our Critical Incident Response Team (CIRT) or if you want to obtain additional information on Critical Incident Stress Debriefing, contact your Provider Relations Representative.



Networking

Network with facilities, hospitals, psychiatrists, PCP's, and associations in your area to let them know that you are available. The CIGNA Provider Directory is available online at www.CIGNABehavioral.com to assist in locating participating practitioners in your area.

Inpatient pre-discharge consultations/Meet & Greets

Adding this specialty will give you the opportunity to start a clinical relationship with a CIGNA participant while they are still inpatient. The formal name for this service is an Inpatient Pre-Discharge Consult. The purpose of this service is to 'meet and greet' a participant prior to discharge, so they can feel more comfortable with their discharge plan. This service is not to encompass a therapeutic intervention. For additional information and details, please request the Meet & Greet FAQ sheet by contacting your Provider Relations Representative.