

VOL. 5 ISSUE 3 · DECEMBER 2022

PATHWAYS TO MANAGED CARE

upasolutions.com

BlueCare Tennessee

This information applies to BlueCare, TennCareSelect and CoverKids plans unless stated otherwise.

Coming January 1, 2023: Dental Benefit Expansion

The Division of TennCare is expanding dental benefits for patients with Medicaid coverage. Beginning January 1, 2023, all patients with BlueCare or TennCare Select coverage will have dental benefits. Previously, benefits were only available to those under age 21, during pregnancy and for 12 months after giving birth.

Please let your patients know about this upcoming expansion. If you have questions or would like more information, please visit bluecare.bcbst.com or dentaquest.com

DentaQuest handles dental care and claims for our BlueCare Tennessee members.

NOTE: These new benefits don't apply to CoverKids members.

This issue:

BCBST

BlueCare Tennessee
DentaQuest

CIGNA

Single Website for
Cigna Medicare Advantage
and
Commercial Medical
Providers

UPA

2023 Carrier Contract List



Cigna Medicare Advantage and Commercial Medical Providers

To offer a more seamless digital experience for providers, the Cigna Medicare Advantage website for providers (MedicareProviders.Cigna.com) will soon merge with the Cigna for Health Care Professionals website (CignaforHCP.com)

This means you'll have one single digital front door from which you can access all of the tools and resources you need to administer plans for your patients with Cigna commercial and Cigna Medicare Advantage coverage. Our goal is to provide you with a turnkey experience that reduces your administrative burden and helps you to complete everyday tasks with Cigna more quickly.

Timeline

Over the next few months, Cigna will be launching the new functionality in waves to all markets across the United States. Once the transition is complete, CignaforHCP.com will still look the same, but you'll have a more powerful tool at your fingertips. Watch for updates in the future issues of Network News and Network Insider.

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PATHWAYS TO MANAGED CARE

2023 UPA Carrier Contract List

Carrier List	Line of Business	Provider Rep	Email	Phone/Fax	Notes
Aetna	PPO/POS/EPO	Valerie Colclough	ColcloughV@aetna.com	(P) (615) 322-1658	
	Medicare Advantage				* UT is not contracted at this time
American Health Plans	I-SNP	Donita Baumgardner	dbaumgardner@amhealthplans.com	(P) (423)747-9622	
AmeriGroup/AmeriVantage	TennCare/Medicare Advantage/SNP	Bradley Clifford	bradley.clifford@amerigroup.com	(P) (423) 637-9721	PCP Required
*Coverkids				(F) (866) 574-6748	
BlueCross BlueShield Tennessee		Jessica Taylor	jessica_m_taylor@bcbst.com	(P) (865) 588-4647	
*Network P	Commercial			(F) (865) 588-4655	
*Network S	Commercial Limited Network, Exchange				
*Network L	Commercial Small Group, Exchange				Effective 1/1/22. *Entire group must have privileges at UT
*BlueAdvantage LPPD	Medicare Advantage				
*BlueCare & TennCare Select & CoverKids	TennCare/CHIP				PCP Required
*Blue Care Plus	SNP				
Cigna	PPO/POS/EPO	Melissa Gibson	melissa.gibson3@cigna.com	(P) (804) 688-2412	
*Cigna Connect	Exchange				*Effective 01/01/2022 geographical restrictions removed
*Cigna- Great West	Commercial				
*Cigna Local Plus	Commercial Limited Network				*Tennova is out of network
*Cigna MA (Healthsprings)	Medicare Advantage HMO and PPO				*Must have PCP for HMO Plan
Coventry	HMO/PPO/OPM/WC	Provider Service	www.directprovider.com	(P) (800) 937-6824	Now owned by Aetna
Farm Bureau	Medicare Advantage	Krystal Williams	krwilliams@fbhp.com	(P) 931-560-0041 ext. 6491	*Effective 01/01/2023
First Health	Leased Network/Mail-Handlers/WC	Provider Service	www.directprovider.com	(P) (800) 937-6824	Now owned by Aetna
Humana	PPO/POS/EPO		humanaproviderservices@humana.com	(P) (800) 448-6262	*Include reference # from 1st attempt to resolve issue
*PPOx	Limited Network	Darlene Branim	lbranim@humana.com		
*CPOS	Limited Network				
*Humana Gold	Medicare Advantage/SNP				
*ChoiceCare	National Network				
MultiPlan	Leased Network/Medical/WC	Customer Service		(800) 950-7040	
*Beech Street	Leased Network/Medical/WC				
*PHCS	Leased Network/Medical/WC				
*Integrated Health Plan (IHP)	Leased Network/Medical/Auto/Health Savings/WC				
NHC Advantage	I-SNP	Robyn Hopkins	robyn.hopkins@allyalign.com	(P) (913) 653 - 5921	
NovaNet PPO	Leased Network/Medical/Auto/WC	Jill Smith	jsmith@novanetppo.com	(P) (800) 513-7177 Ext. 283	
NX Health Network	PPO	TPA - Claims Issues	www.capitoladm.com		
Signature Advantage Plan	I-SNP	Derek Ferrell	derek.ferrell@signatureadvantageplan.com	(615) 258-5567	*Effective 01/01/2023
UnitedHealthcare		Amanda Hustad	Amanda_Hustad@uhc.com	(P) (423) 845 -0173	
*UHC, UHC Navigate	HMO/PPO/POS			(F) (844) 387-3343	
*UHCRCV	HMO/PPO/POS				
*UnitedHealthcare Community Plan	TennCare/SNP				PCP Required
*Medicare Solutions	Medicare Advantage/AARP				
*VACCN	Veterans				
*Coverkids					
*Exchange	Exchange				Effective 1/1/22
UPMC Health Plan	Medicare Advantage		Pending		
Wellcare	Medicare Advantage HMO and PPO	Barbre Jackson	Barbre.Jackson@wellcare.com	(501) 366-6268	

*Bright Healthcare exited market effective 12/31/22