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| Evernorth logo | **APRIL 2022** |

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| **Transformations**Connecting Evernorth and our Behavioral Health Care Providers**+**Starting in 2022, Transformations will be emailed to you on a quarterly basis. As always, our goal is to provide you with timely, relevant, and accurate information. **COVID-19: Interim guidance for behavioral providers**During this time of heightened awareness of the novel Coronavirus, COVID-19, and its classification by the World Health Organization (WHO) as a global pandemic, we want to keep you up to date on how Evernorth Behavioral Health is working to help support you and your covered patients. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158499A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=mI9Jo1KJvxN0DvuDo8l45LhVCvnJ8F1nCmQWH227qFs%3D&reserved=0)**Frequently asked questions: EAP administration**More than 20 million customers nationwide have access to our standard Employee Assistance Program (EAP) or to a bundled solution for short-term counseling and work/life resources. As a participating provider, our EAP may offer you the potential to see more patients with Cigna coverage and expand access to behavioral health care in your community. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158502A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3DY6lPF%2FcVoLt6ItYInWMYdalCiu6jT28yLFdpGy1ho%3D&reserved=0)**Digital solutions: Video tutorials on self-service tools** Evernorth is committed to making your life easier by continually improving your digital experience and providing self-service tools to improve your office’s efficiency and reduce administrative burden. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158501A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=MNmf7oNvlTH4BLhrnRxEf4nYV1RJk%2F%2B2ZSwvusjaaBI%3D&reserved=0)**SPRAVATO® coverage change**Effective July 1, 2022\* Cigna will change how it covers SPRAVATO®. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158494A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=RkKro5JM0UEp5mrbytPHZZ1Z7TXT8m8uhIPsVxKO7hw%3D&reserved=0)**South Asian health disparities: Provider resources**South Asians are the fastest growing major ethnic group in the United States, accounting for 5.4 million people. To help providers address the unique health needs of their South Asian patients, we recently added new resources. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158504A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=g9DmLJgL9tSqaB53yJf%2FP6xV7z67vIdhlE9q%2FXdhPY4%3D&reserved=0) |   | **+ News You Can Use** [Cigna and Oscar Health Plans expand](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158497A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309336523%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7fr0YvHxuhPLEuJY9P2maerv71PxkTwsQiiOyhORvJ4%3D&reserved=0)[Cigna Connect Individual & Family Plans: 2022 updates](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158498A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rrtc0Wadofu%2BddTTK%2FeNY%2FmxQL5EhemCsVT%2BlEwCjLw%3D&reserved=0)[Administrative tutorials: Partners in success](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158496A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ySQrxL8BNeWMNHR2Fuzz6jFE8%2F2yx8xSmo8kfTho%2BRQ%3D&reserved=0)[Keep us posted so we can keep you informed](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158503A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4s6gIeAKzMZadTUNWA7Ip79sSLhrd1vYPqeF181yYJU%3D&reserved=0)**+ Quality Corner** [Access to care](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158495A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2FrV4feW01Odd08MrER65Z%2BBSGp8rUFgwejTaugrADzo%3D&reserved=0) [Diabetes screening: Recommendations for psychiatrists](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158500A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=2jee8KsUk4A3eWU7mPjHgsUSfqCVY4SDId3irAeCBvE%3D&reserved=0)**+ Contact Us****Call:** 800.926.2273**Fax:** 860.847.5207**Email:** [behprep@evernorth.com](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D158507A97624A211402124&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C067dfd8559ba4303842f08da23bc65b6%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637861589309492772%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=AAL6QbQDekmG3zH9e6BXledh%2BOdovLkj%2BTi2J6iOLvM%3D&reserved=0)**Write:**6625 W 78th Street, Ste 100Bloomington, MN 55439 |

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