|  |  |  |  |
| --- | --- | --- | --- |
|

|  |
| --- |
|  |
| Evernorth logo | **JULY 2022** |

 |

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| illustration hero |

 |

 |

|  |
| --- |
|  |
|  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
|  |

|  |  |  |
| --- | --- | --- |
| **Transformations**Connecting Evernorth and our Behavioral Health Care Providers**+ A post-pandemic look at mental health in adults and teens in the U.S.****The loneliness epidemic persists among adults:** Published studies from Morning Consult, commissioned by Cigna, show that loneliness impacts many people of all ages and all demographic groups across the country, and is particularly problematic among workers. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159671A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=uok5RBwSorzEZ1nAvePr6WjSvovxWBfnGSQ9l28Ykj0%3D&reserved=0).**Teen mental health takes toll on parents at work:** The number of teenagers facing mental health issues has been rising every year, and the recent upheavals in their lives due to COVID-19 has boosted that number to dramatic heights. Published studies from Economist Impact, commissioned by Cigna, show this sudden effect of the pandemic on teenage emotional health is putting overwhelming demands on parents, making a distressing impact on life at home as well as at work. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159672A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=YanUk%2BBVPpMOyPR6aPjSBQ7pa30g%2F02preLwH%2FqMFkQ%3D&reserved=0).**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%3D159677A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=18%2FeTD8nsBUiXORErHBYKOY5H3SfA8TBdJAl6vOgy9I%3D&reserved=0)**Medicare Advantage growth offers more practice opportunities**As a participating provider with Evernorth Behavioral Health, you may also be contracted to provide services to patients with Cigna Medicare Advantage plans. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159686A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=4EG0kys8u0qMzrjTTjBM9hzel6HtRE939M1gcpH2aws%3D&reserved=0)**CAA and keeping your patients informed**On January 1, 2022, a section of the CAA law began requiring providers to submit updated provider directory information to health plans and that health plans verify online provider directory information with providers every 90 days. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159675A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=s7phMXQBiBMW323e03FUvO5n%2FxMFMGeHuyzSUUIcEMQ%3D&reserved=0)**Digital solutions: Procedure code benefit lookup for PPO policies**Need to check eligibility information and obtain benefit details for your PPO patients? We invite you to explore the digital solutions available to you. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159679A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=723Ltiz9TJjJLhZcbX4p95yJ%2Fl%2BjTi2q0f8dOMIWxIw%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%3D159680A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=x2oEcyP0fGaCJpWqYuwubHS3ZFC%2BCirAhjpAD9HVJg8%3D&reserved=0)**Cigna + Oscar Health plans**Cigna and Oscar Health are committed to providing quality, cost-efficient health solutions for small employer groups. These solutions bring together the power of Cigna's national and local provider networks – Open Access Plus and Cigna LocalPlus® – and Oscar Health’s innovative digital customer experience. [Learn more](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159676A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=%2FW3ZMniOZNOipZOV5kwsfNpP5HcJTYsrRWSpzavnTGk%3D&reserved=0) |   | **+ News You Can Use** [Provider.Evernorth.com: Enhancement makes login easier](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159688A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=1w%2BcAS%2BLobLF8lz4ADnLqLAPjtB%2BtroCaND8Uv7zNI8%3D&reserved=0)[Tips for rescheduling patient appointments](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159690A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=%2FY2Cv4YnONR%2B52Dl5YOp%2BBrT70n1zmUiuDpHUbf22%2FU%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%3D159674A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=WyeYB%2BOcr0WpOJXVO5jWlHtJgpguanwQDTTxLu3S3bU%3D&reserved=0)[Providers must meet language assistance compliance requirements](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159689A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=xfn6WCwk9ZHA0zw7RyqB2jaiHpu24%2FoTfw7bRnS2tqE%3D&reserved=0)[Provider discounts available for language assistance services](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159687A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=G6%2Fhz%2FaY7WU6lJWVstcPnCGIgntL6MdVssaveAd1imE%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%3D159683A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=n8dE2zbPNOxsQTEQ5xklfgdWO6T4L3KudKZTaug6cvw%3D&reserved=0)**+ Quality Corner** [Important administrative reminders](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159681A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=Y%2FwqGpSg7vpP3N%2FfpGsMmmhV%2Fdg2OHWbRGG0IcSngjI%3D&reserved=0)[Medical record keeping](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159685A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=bTAMVTWdYTevf1DZNUHuqzKWdvp3RiGZ8OC0fOxr60E%3D&reserved=0)[Improving HEDIS® measures, patient outcomes for Antidepressant Medication Management](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159682A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=Q8XB5Fc9aNLcYB1ceGr7eOLF5UX3gm9v7HMgPuZRIjk%3D&reserved=0)[2021 case management/coaching results](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159673A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=r3eacB%2BRCpNaJk91BZDxZ%2BWGUqe4jFkHpgX4%2F1cT3Wo%3D&reserved=0) [Key findings: 2021 Quality and Utilization Management Program](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Flink.htm%3Ftrlnkid%3D159684A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=dBGhsYzA8lnbL7bjstT9PozDFLLkQIjM9YYXl6rL7HY%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%3D159678A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=0QqEl5WK57oRv5YHPPdf%2Fad1WbFG0aKq3Q%2FmRxhdrfo%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%3D159693A97899A213634653&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045783401%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=Lm6o%2Bdj3oAL26B3e0JROr%2Bh5FT85M%2BXuJ0Q6esCcPEg%3D&reserved=0)**Write:**6625 W 78th Street, Ste 100Bloomington, MN 55439 |

|  |
| --- |
|  |

 |   |

 |

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| Evernorth logo |

 |

 |

 |
|

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |
| --- |
| All Evernorth products and services are provided exclusively by or through operating subsidiaries of Evernorth, Inc., Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., or service company affiliates. The Evernorth name, logo, and other Evernorth marks are owned by Evernorth Intellectual Property, Inc. All pictures are used for illustrative purposes only. |
| This is a promotional email from Evernorth. If you no longer wish to receive promotional emails from Evernorth, or if you received this message and prefer not to receive this type of communication from Evernorth in the future, you can [unsubscribe](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwlink.graphnet.com%2Fmaximail%2Faskunsubscribe.htm%3Frqstid%3D97899%26rcpid%3D213634653%26cdid%3DEB8D92466D4807D62CA42839A056875C&data=05%7C01%7CMERCY_MC_NETWORK_OPERATIONS%40mercy.net%7C7c73a13d1f484915226008da6a9701e5%7Cf1afa14862d1472cb26d4c1cfdcaa997%7C0%7C0%7C637939494045939651%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=WUd7cEGva6z3yVt8XNyF7WYD%2BkfwQDDkjHXVUt%2F89xM%3D&reserved=0). |
| PCOMM-2022-955 © 2022 Evernorth. Some content provided under license. |

 |

 |

 |