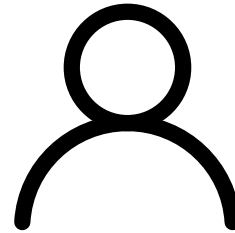
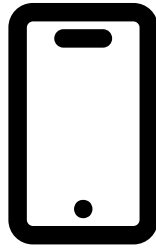
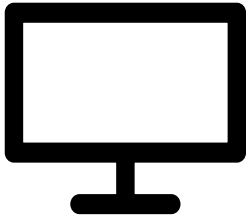


Finding answers

Helpful resources for Evernorth Behavioral Health providers

Evernorth Behavioral Health is here to help – in every situation.

We developed this resource to help the Evernorth® Behavioral Health (Evernorth) provider community get the most out of each resource by helping them determine when to visit the Evernorth provider portal, when to call Provider Services, and when to contact a Provider Relations representative.



Provider portal	Provider Services	Provider Relations representative
<p>After portal registration for Provider.Evernorth.com, you can:</p> <ul style="list-style-type: none">+ Access patient information (e.g., eligibility, benefits, claims status).+ View remittance reports.+ Enroll and manage electronic funds transfer.+ Make demographic and directory profile updates.	<p>Call Provider Services at 800.926.2273 to:</p> <ul style="list-style-type: none">+ Request or verify an employee assistance program authorization.+ Access patient information (e.g., eligibility, benefits, claim status).+ Request a copy of a fee schedule.+ Inquire about basic contract questions.+ Make appeal-related inquiries.+ Ask questions about joining the Evernorth network.+ Ask billing-related questions.	<p>Your Provider Relations representative can assist with:</p> <ul style="list-style-type: none">+ Complex contract and administrative questions.+ Verifying accurate demographics to ensure proper claims processing.+ Triaging issues past their expected turnaround time.+ Recredentialing questions.+ Third-party administrator questions.+ Delegation inquiries.+ Termination inquiries.+ Licensure allowance.+ Medicare inquiries and Centers for Medicare & Medicaid Services regulations.