

# Instructions for post-stabilization requests

For California 988 crisis providers:  
Post-stabilization requests

If you are an out-of-network provider and have a patient who has coverage through Cigna Healthcare<sup>SM</sup> or Evernorth<sup>®</sup> Behavioral Health and they require post-stabilization prior authorization, please call the Evernorth Behavioral program line at 800.554.6931.

Then, follow the instructions below, which will vary (last two steps) depending on whether you are calling during our business hours.

When asked:	If calling Monday–Friday, 7:30 a.m.–7:00 p.m. CT	All other times
If you are a health care professional:	Press 3.	
If you are calling about a behavioral plan:	Press 1.	
About the nature of the call:	Say <b>authorization</b> .	
If this is to request a new authorization:	Say <b>yes</b> .	
If this is for inpatient or a higher level of care:	Say <b>no</b> .	Say <b>yes</b> .
For your Taxpayer Identification Number:	Say <b>I don't have it</b> .	N/A

After following these instructions, you will be connected to an advocate, who will be able to help you process your request for post-stabilization.