HealthSpring℠

Behavioral health

Caring for patients

In partnership with you, we take an integrated approach to our members' behavioral health. Our focus is on care coordination among behavioral health and medical providers. Our goal is improving access to care and outcomes.

Working with us

Providers who render behavioral health care to our members are part of Evernorth® Health Services behavioral health network. Learn how to **apply to join**.

HealthSpring administers members' behavioral health benefits. This includes care management, customer service, claims processing and utilization management.

Care management

HealthSpring care managers focus on coordination of services for members with:

- Complex behavioral health care needs, or
- Short-term care coordination needs who may benefit from participation in the program

To promote optimal clinical outcomes, we work directly with members and coordinate with both medical and behavioral health care providers, hospital staff and other community resources.

To **refer** a member, **check eligibility** or **learn more** about care management, contact our **care management support team**.

Include in your email: Provider name and phone number, and member name and ID.

Use secure email when sending personal health information or diagnostic information.

Utilization management

The HealthSpring utilization management team includes board-certified psychiatrists and licensed health care professionals who:

- Perform prior authorization and concurrent reviews for inpatient hospitalizations
- Work with hospital staff during a member's inpatient stay to ensure discharge planning
- Refer members to behavioral health care management services when it may be beneficial, such as when barriers to success after discharge are identified
- Manage prior authorization requests for partial hospitalization programs and other outpatient services that require medical necessity review

Learn more about **prior authorization** on our **clinical review page**.

Updating your information

If you're an Evernorth-contracted provider and need to review or update your demographic information, please **contact Evernorth**.

HealthSpring products and services are provided exclusively by or through operating subsidiaries of Health Care Service Corporation, a Mutual Legal Reserve Company. © 2025 Health Care Service Corporation. All Rights Reserved.

9203582.0225