



# Network Participation

## Working with us

Local physicians, facilities and health care professionals are at the heart of our members' health care journey. Together, we provide our members with access to a community of care that helps them achieve their health goals. We welcome you to join us.

## Applying

### Medical providers

Complete the appropriate network interest form. Please allow up to 60 days for us to respond.

- [Facility and ancillary](#)
- [Professional provider](#)

### Behavioral health providers

We offer our members access to the Evernorth® Health Services behavioral health network. Visit [Evernorth Behavioral Health provider network](#) for details.

### Dental providers

Our members have access to Cigna Dental benefits. Visit [Cigna for health care professionals](#) or call 1-800-244-6224 to learn more.

## Credentialing

To ensure the integrity of our network, we review and validate the professional qualifications of physicians and certain other providers who apply for participation in our networks through our credentialing process.

Information from the [CAQH Provider Data Portal](#) supports the credentialing process. Ensure your professional and practice information is up to date with CAQH. If you don't have a CAQH account, you'll need to [register](#).

### Quick tips

1. Complete all application questions.
2. Ensure all sections of the application are accurate.
3. **Authorize HealthSpring so we can access your credentialing information.**
4. Attest to your data profile.
5. Upload supporting documentation.

Refer to the [CAQH Provider Data Portal for Providers User Guide](#) for additional information.

We may contact you to supplement, clarify or confirm your information.

### Data verification

We're working with Verisys to verify your credentialing data after you enter it into the CAQH Provider Data Portal. **Verisys may contact you on behalf of HealthSpring** and request that you:

- Re-attest to your data's accuracy, or
- Complete your credentialing application by entering or attaching missing information in the CAQH provider data portal

You'll receive written notification of your status when the credentialing process is completed

## Recredentialing

HealthSpring recredentials network providers **every three years**. If your application is expired or missing information, CAQH will contact you to update your information. If you don't respond, you'll continue to receive recredentialing notices until your credentialing is expired. When it expires, we'll terminate your participation in our networks.

Verisys may contact you on our behalf and ask you to re-attest to your data accuracy during the recredentialing process.

Once the recredentialing process is complete, you're considered approved unless otherwise notified.

## Updating your information with CAQH

You must keep your information current with CAQH. Enter any changes into the CAQH Provider Data Portal for us to access during the credentialing and recredentialing process. You must have authorized access for HealthSpring for us to receive your changes. Watch for reminders from CAQH to review and attest to your information.

## Welcome to our network

If you're accepted into our networks, you'll receive a welcome letter or email with your network effective date and an invitation to an **onboarding session**. The onboarding provides valuable information to make working with us and serving our members easier.

To get you started, here are some key things to know:

- The **provider manual** is your essential guide to working with us
- This **website** is the central hub for resources, notifications and updates
- Our **news page** is where you'll find the latest headlines and changes impacting you
- In 2026, we'll begin sending you **HealthSpring Review**, a monthly email with critical information and announcements. Subscribe [here](#).
- Our **Contact us** page stores all the most frequently used numbers, links and vendor information in one place
- **Availity® Essentials** is our **self-service portal**. Create a free account, if you haven't already done so. Our **payer ID** is 52192.
- See our current **prior authorization** guidelines along with instructions for claim submission and appeals in coverage and claims.

We look forward to partnering with you to help our members achieve their health goals over their lifetime.