HealthSpring timely filing cheat sheet, 2026

Medicare Advantage plans that used to be Cigna Medicare. Deadlines, payer ID and the right PO box for each request, on one page.

Deadlines

SITUATION	DEADLINE	CLOCK STARTS
New claim, participating provider	**180 days** unless your agreement says otherwise	Date of service
New claim, out-of-network provider	**365 days**	Date of service
Corrected claim	**Same as a new claim** (no extra time)	Original date of service
Appeal, participating provider	**65 days**	Date of the original decision
Payment reconsideration or dispute	**180 days**	Claim payment date
Medical records HealthSpring asks for	**30 days**	Date of the request

Where to send it

ELECTRONIC CLAIMS
Payer ID 52192
Availity Essentials (HealthSpring payer space) or your clearinghouse

PAPER CLAIMS
HealthSpring
PO Box 23456, Chattanooga, TN 37421

RECORDS AND DOCUMENTS THEY ASKED FOR
HealthSpring Claims Intake
PO Box 20002, Nashville, TN 37228
Fax 615-401-4642

RECONSIDERATIONS (PARTICIPATING)
HealthSpring Reconsiderations
PO Box 1004, Nashville, TN 37202
Fax 615-401-4642 · payment amount problems only

PAYMENT DISPUTES (NON-CONTRACTED)
HealthSpring Noncontracted Payment Dispute
PO Box 1004, Nashville, TN 37202
Same box, different first line

POSTSERVICE APPEALS (PARTICIPATING)
HealthSpring Appeals
PO Box 650065, Dallas, TX 75265
Fax 855-699-8985 · use the postservice appeal form

APPEALS (NON-CONTRACTED)
HealthSpring Medicare Advantage Appeals
PO Box 650059, Dallas, TX 75265
Fax 855-350-8671 · include a signed Waiver of Liability

PROVIDER PHONE NUMBERS
Claims 800-230-6138 · Appeals 800-511-6943
Eligibility 800-668-3813 · Prior auth 800-453-4464

Before you send

- [ ] Send a corrected claim as frequency code **7** with the original claim number (void = **8**), inside the original 180 or 365 days.
- [ ] Winning an appeal does not extend the filing window. Send the corrected claim first, then appeal what it cannot fix.
- [ ] Put the 65-day appeal date in your billing system the day the remittance posts.
- [ ] Keep the clearinghouse or Availity acceptance report. It is the proof that wins a CO-29 timely filing denial.

> Since March 18, 2026, claims sent through the old Cigna Medicare Enterprise Gateway are rejected with “member not found”. Resend them under payer ID 52192.

Sources: HealthSpring In-Network Provider Manual, Medicare Advantage (updated October 2026); HealthSpring Out-of-Network Provider Manual (revised June 2026).
General information, not legal advice. Your provider agreement or state law can change these numbers, and the address on the EOB or ID card always wins.

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