

# HOME HEALTH CARE PROGRAM

## External Quick Reference Guide

Cigna has partnered with CareCentrix in an exclusive relationship to provide high-quality, cost-effective services to our Cigna customers in all markets for durable medical equipment (DME), home health care, and home infusion therapy services. The following information outlines the highlights of our relationship.

Services provided by CareCentrix	Examples	Services NOT provided by CareCentrix
DME	Beds, wheelchairs, walkers, and scooters	Orthotics
Respiratory equipment	Oxygen, CPAP, and ventilators	Prosthetics
Enteral nutrition	Pumps and enteral nutritional support	Hospice
Home infusion therapy	Anti-infective therapy, total parenteral nutrition (TPN), pain management, inotropic therapies, immune globulin, enzyme replacement, and remicade	Psychiatric services
Home health care	Nursing, therapies, social work, and home health aides	Medical supplies for services NOT in the home
Other specialty services	Insulin pumps and supplies, CPM machines and supplies, wound vacuums and supplies, and breast pumps	Bone Growth Stimulators

### Service coordination

CareCentrix is the single point-of-contact to coordinate and manage all home-based services and care.

- Referring health care professional initiates the service request to CareCentrix:
  - In order to ensure the timeliest processing of requests, the ordering health care professional's request for services must include a current prescription, clinical progress documentation, and a treatment plan.
  - Refills require confirmation of need and reauthorization to avoid auto-shipment of unnecessary services, equipment, and supplies.
- CareCentrix verifies eligibility and benefits.
- CareCentrix locates the best network health care professional for customer's service needs:
  - Patient requests are honored for contracted health care professionals.
  - CareCentrix will educate the customer on out-of-network benefit options.
- CareCentrix provides prior authorization based on Cigna's medical necessity guidelines and coverage guidelines.
- CareCentrix contacts the referring health care professional with servicing health care professional's name and contact information.

**GO YOU**®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

## Value to health care professionals and customers

CareCentrix is the single point-of-contact to coordinate and manage all home-based services and care

- Comprehensive management of patient care in the home
  - Nursing, DME, infusion therapy, and associated services
- Experts in coordinating clinical care across multiple services

CareCentrix's broad network of over 9,000 DME, Skilled Nursing, and Home Infusion health care professionals offers our customers the option to choose from quality health care professionals

- Broad network of local, regional, and national health care professionals
- 100% guaranteed service, ensuring immediate care with no delays in start of care or service
- All health care professionals in CareCentrix network are credentialed, ensuring each provides quality care

**Saving patients time and money**

- Coordination of care streamlines home health care for customers with complex needs
- Depth of available health care professionals minimizes out-of-network use, providing savings to customers
- Utilization Management ensures that patients are getting the care they need, without incurring unnecessary costs

**CareCentrix's Utilization Review Accreditation Commission URAC-accredited utilization management process**

- Prospective and concurrent reviews ensure medical necessity and compliance with predetermined medical guidelines

## Contact information

### How to initiate home health and DME services

Health care professionals who are contracted with CareCentrix can also submit requests for home health, DME, and home infusion therapy services through CareCentrix's website at [www.carecentrixportal.com](http://www.carecentrixportal.com).

### Home health, DME, and home infusion therapy

877.466.0164 (24/7)

### Home health and DME services

Phone prompts: #3, #1, #3 • Fax: 800.700.2085

### Custom equipment

Phone prompts: #3, #1, #2 • Fax: 888.363.2458

### Home infusion therapy services

Phone prompts: #3, #1, #1 • Fax: 877.896.0893

### Questions about claims payment or customer financial liability

Please call the CareCentrix National Billing Center at 800.808.1902.

### Join CareCentrix's network

**Online:** [www.carecentrixportal.com](http://www.carecentrixportal.com) (click "Join our Network")

**Phone:** 877.466.0164

### Claim flow

1. The health care professional bills CareCentrix.
2. CareCentrix reimburses the health care professional in full (which includes customer liability).
3. CareCentrix bills Cigna the contracted rate.
4. Cigna reimburses CareCentrix at billed charges.
5. CareCentrix only bills the contract rate.
6. CareCentrix bills the customer for his or her liability (including coinsurance, deductible, and copay). The customer liability matches the Cigna explanation of payment.
7. The customer can pay their liability by mail, online through [www.carecentrix.com](http://www.carecentrix.com), or by phone using the telephone number listed on their bill.

### Where to submit claims

Health care professionals who are contracted with CareCentrix to provide these services must submit claims directly to CareCentrix electronically or by mail:

**Online:** [www.carecentrixportal.com](http://www.carecentrixportal.com) (preferred method)

**By mail:** CareCentrix National Claims Center  
PO Box 7779  
London, KY 40742

Health care professionals with Cigna direct contracts should submit claims electronically or directly to Cigna at the address on back of the patient's ID card.

\* Note: The CareCentrix network of health care professionals is not listed in the Cigna online directory. To locate a contracted health care professional, please call CareCentrix at 877.466.0164. They will help coordinate the prescribed care with one of their in-network health care professionals.

The term "health care professional" is referred to in contracts as "provider." Use and distribution limited solely to authorized personnel.

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