

PATIENT DISCHARGE INFORMATION FOR IN-HOME SERVICES

Quick reference guide

As of February 1, 2021, eviCore healthcare (eviCore) will manage home health services and durable medical equipment (DME) for Cigna customers. eviCore has a national network of providers who offer these services. When you need to order in-home health services for your patients with Cigna-administered coverage, refer to the following information.

REFERRAL INFORMATION AND CARE COORDINATION

Referral information	To order home health, home infusion, or DME services for your patients, contact a participating provider. To find a participating provider, go to Cigna.com > Find a Doctor, Dentist or Facility, or call eviCore at 800.298.4806.	
Referral requirements	Elements required for a referral include: <ul style="list-style-type: none">• Patient's first and last name• Address where service is to be rendered• Patient's preferred phone number with area code• Caregiver's preferred phone number with area code• Patient's date of birth Note: Contact the home health provider with questions about home health care, home infusion therapy, or home medical equipment prior to making a referral. For home infusion therapy, please provide height, weight, allergies, type of venous access, and due date of next dose.	<ul style="list-style-type: none">• Diagnosis to support requested services• Start-of-care date• Provider's prescription with services required• Ordering provider's name and phone number• Primary care provider's name and phone number• Insurance information, including ID and group number
Care coordination	eviCore provides care coordination for these services:* <ul style="list-style-type: none">• DME• Medical supplies• Non-specialty home infusion (with or without in-home nursing)• Traditional home health, including nurses (registered nurse, licensed practical nurse), therapists (physical, occupational, speech, respiratory), medical social workers, home health aides, and dietitians	<ul style="list-style-type: none">• Power wheelchairs and custom equipment• Specialty home medical equipment, including insulin pumps, prothrombin time units, wound suction devices, bariatric DME, and DynaMaps

Together, all the way.®



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

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REFERRAL INFORMATION AND CARE COORDINATION (continued)

Specialty home infusion	<p>Submit orders and prescriptions to Accredo:</p> <ul style="list-style-type: none"> • ePrescribe: Choose NCPD ID 4436920, 1640 Century Center Parkway, Memphis, TN 38134. • Fax: Go to Accredo.com > Prescribers > Referral Forms. Search for the appropriate form (by product or therapy name, or by specialty condition), download it, and fax it to the number on the form. • Phone: Call 866.759.1557. 	<p>Or another participating specialty home infusion provider.</p> <p>For assistance finding a participating specialty home infusion provider, call eviCore at 800.298.4806 or the number on the back of the customer ID card.</p>
Contact information	<p>Care coordination assistance</p> <ul style="list-style-type: none"> • Phone: 800.298.4806 • Fax: 888.444.1027 • Portal: www.evicore.com/ep360 <p>Hours of operation are Monday through Friday, 7:00 a.m. to 7:00 p.m. CST. Saturday and Sunday escalations, 9:00 a.m. to 5:00 p.m. CST.</p>	<p>After-hours and weekend clinical support</p> <ul style="list-style-type: none"> • Phone: 800.298.4806 <p>Support is available 24 hours a day, 365 days a year. Any messages left for the on-call services will be returned within one hour.</p> <p>Issues or concerns</p> <ul style="list-style-type: none"> • Email: Dischargeplanning@evicore.com.



*eviCore is not contracted to provide orthotics and prosthetics, hospice, psychiatric services, or bone growth stimulators. Call the number on the back of your patient's Cigna ID card or Cigna customer service at **800.88Cigna (882.4462)** if you need assistance finding a participating provider for any of these services.

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