



<Date>

<HOSPITAL NAME>

DISCHARGE PLANNING, UTIL. MANAGEMENT, CASE MNGMNT

<FRST_LN_ADDR> <SEC_LN_ADDR>

<City_NM>, <STE_CD> <ZIP_CD>

Re: Changes to home health, durable medical equipment, and home infusion therapy services for commercial customers

Dear Discharge Planning, Utilization Management, and Case Management teams,

On January 31, 2021, Cigna will end its relationship with CareCentrix. Beginning on February 1, 2021, eviCore healthcare (eviCore) will manage home health, durable medical equipment (DME), and home infusion therapy. Specialty home infusion therapy services will be available through Accredo, a Cigna specialty pharmacy, as well as other Cigna-participating specialty pharmacies.

What this means to you

There will be changes to how you order these services for patients with Cigna-administered coverage. For dates of care beginning on or after February 1, 2021:

- Order home health services and DME directly from a Cigna-participating home services provider.
- Order specialty home infusion services from Accredo or another Cigna-participating specialty pharmacy.
- Be aware that the servicing provider will request authorization.

You may request care coordination for home health, DME and home infusion therapy as soon as you are aware that a patient will need a service upon discharge that requires care coordination. You are no longer required to wait until discharge orders are signed or 24 hours prior to discharge before submitting your request.

Care coordination support

eviCore will support care coordination, when needed. Care coordination may be needed when:

- You need assistance finding a participating provider.
- The rendering provider does not have qualified staff available to administer the service.
- There has been a delay in care (e.g., the home health agency missed the appointment).
- The equipment ordered for the patient has not arrived.
- The health care professional visiting the home was not qualified to deliver the service.
- The case is complex (e.g., several services are required and must be coordinated).

Additional information

Beginning on February 1, 2021, Cigna-participating providers for these services will be included in the Cigna provider directory at [Cigna.com](https://cigna.com) > Find a Doctor, Dentist or Facility. Enter the address, city, or zip code where services are needed, and click on "Doctor by Type." In the "Enter a specialty or type of doctor" field, enter home health care, durable medical equipment or home infusion therapy. You may also call Cigna Customer Service at 800.88Cigna (882.4462) if you need help finding a participating provider.

Beginning January 21, 2021, eviCore will be available at 800.298.4806 to answer your questions and support care coordination.

For your reference, we have enclosed a quick reference guide that includes detailed information about ordering home services for patients being discharged. We encourage you to share it with any colleagues who may order home services for patients leaving the hospital.

If you have questions, please contact Cigna Customer Service at **800.88Cigna (882.4462)**.

Thank you for the care you provide to our customers.

Sincerely,

A handwritten signature in black ink, appearing to read 'MV', with a stylized flourish extending from the end.

Mario Vangeli
Vice President
National Ancillary & Non-Par Management

Enclosure