



September 1, 2021

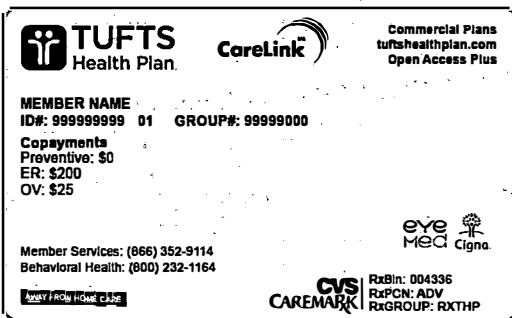
Re: eviCore healthcare to manage precertification for sleep studies for all CareLink plans effective November 1, 2021

eviCore healthcare (eviCore) provides utilization management and case management services for sleep studies for Cigna customers nationwide. Effective November 1, 2021, we will expand this program to include customers with Tufts-administered CareLink® plans.

As a reminder, through our agreement with Tufts Health Plan, customers with CareLink plans access the Cigna network outside of the Massachusetts and Rhode Island service areas. As a Cigna-contracted provider, you are considered a participating provider for customers with CareLink plans.

How to identify patients with CareLink plans

You can identify patients with CareLink plans by viewing their ID card, which will have a CareLink logo.



How to request precertification

You may request precertification for your patients with CareLink plans by:

- Logging in to the eviCore website (eviCore.com). If you are not a registered user, you can go to eviCore.com > Register Now.
- Calling eviCore at **800.298.4806**.

To access the list of services that require precertification, log in to the Tufts website (TuftsHealthPlan.com) > Login > Provider or go to eviCore.com/resources/healthplan/Cigna.

What is not changing

For your patients with Tuft-administered coverage through CareLink, please continue to send claims to Tufts Health Plan via your electronic data interchange vendor. Paper claims should be sent to the address on the back of the patient's ID card.

For your patient's coverage, eligibility, and benefits information, log in to TuftsHealthPlan.com > Login > Provider.

Additional information

Beginning November 1, 2021, you may contact eviCore at **800.298.4806** for support and questions.

Thank you for the care you provide to our customers.

Sincerely,

A handwritten signature in black ink, appearing to read 'MV', with two parallel diagonal lines extending from the end of the signature.

Mario Vangeli
Vice President
National Ancillary & Non-Par Management