



October 19, 2021

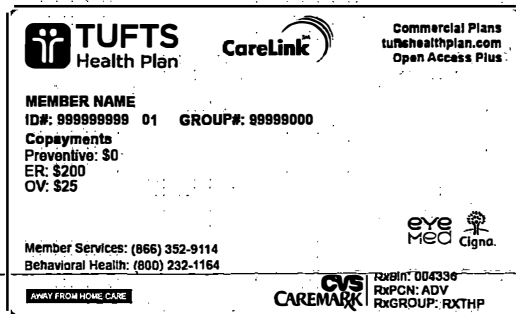
Re: Important update: Sleep studies transition to eviCore healthcare for Tufts-administered CareLink plans now scheduled for January 1, 2022

We recently notified you that eviCore healthcare (eviCore) would begin providing utilization management and case management services for sleep studies for customers with Tufts-administered CareLink® plans on November 1, 2021. **We want to make you aware that we have changed the effective date to January 1, 2022.**

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.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. PCOMM-2021-1468

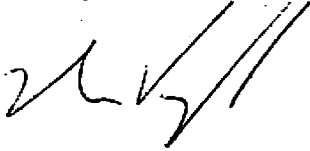
For your patient's coverage, eligibility, and benefits information, log in to TuftsHealthPlan.com > Login > Provider.

Additional information

Beginning **January 1, 2022**, 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 a stylized flourish at the end.

Mario Vangeli
Vice President
National Ancillary & Non-Par Management