



# KEEPING YOU INFORMED

## A recap of our latest provider communications

**Keeping You Informed** is Cigna's digital communication to help you and your staff stay informed. The simple design makes it easier for you to:

- Read recent updates about Cigna's programs, policies, and procedures.
- View related fact sheets, flyers, quick resource guides, and more.
- Find resources to share with your patients.

Thank you for the care you provide to our customers.

Categories	Topic	Sub-topic	Title	Description	Content Link or Comments	Date
Behavioral Health	Evernorth		Evernorth Behavioral Health Total Medical Cost initiative	Through the Evernorth Behavioral Health Total Medical Cost initiative, we have reviewed psychotherapy billing data for upcoding to help ensure correct coding practices and access to care for our customers.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/459-evernorthbehavioralhealthtmcinitiative-email.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/459-evernorthbehavioralhealthtmcinitiative-email.pdf</a>	3/23/2022
Behavioral Health	Centers of Excellence		Evernorth Behavioral Centers of Excellence annual update	Updates to the Evernorth Behavioral Centers of Excellence program are now live in our online provider directories.		3/9/2022
Behavioral Health	Evernorth		Evernorth Behavioral Health adopts LOCUS and CALOCUS criteria for level of care medical necessity review in California	Effective May 1, Evernorth Behavioral Health will adopt the Level of Care Utilization System for adults and the Child and Adolescent Level of Care Utilization System criteria for medical necessity review in compliance with California Senate Bill 855.		3/23/2022
Behavioral Health	Coverage Policy		SPRAVATO coverage change	Effective July 1, Cigna will cover SPRAVATO® under the pharmacy benefit but will no longer cover the drug under the medical benefit.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/462-spravatobenefitchange-email.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/462-spravatobenefitchange-email.pdf</a>	3/30/2022
COVID-19	Pharmacy Resources		The latest updates	Resources were updated to reflect the latest information, including the end of interim coverage for virtual care offered by urgent care centers, and new COVID-19 vaccine administration and treatment codes that have received emergency use authorization.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	3/2/2022
COVID-19	Pharmacy Resources		The latest updates	Resources were updated to reflect the latest information, including the end of interim coverage for virtual care offered by urgent care centers, and new COVID-19 vaccine administration and treatment codes that have received emergency use authorization.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	3/9/2022

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COVID-19	Pharmacy Resources		The latest updates	COVID-19 resources will be updated soon to reflect the latest information, including the extension of credentialing accommodations and the end of the facility-to-facility transfer authorization waiver.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	3/16/2022
COVID-19	Pharmacy Resources		The latest updates	COVID-19 resources for provider-facing teams will be updated in the coming days to reflect the latest information, including the extension of credentialing accommodations and the end of the facility-to-facility transfer authorization waiver.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	3/23/2022
Pharmacy	Pharmacy Resources		Drug list changes - SPRAVATO	Effective July 1, we will make changes to our commercial, Cigna Total Savings, and Legacy drug formularies as well as to the specialty medical drugs we cover to help ensure our customers have access to affordable and quality health care.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/466-spravatocoveragechange-letter.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/466-spravatocoveragechange-letter.pdf</a>	3/30/2022
General	Pharmacy Resources		Gene Therapy Program Alert – CARVYKTI approved by the FDA	On February 28, the U.S. Food and Drug Administration approved CARVYKTI for the treatment of adults with relapsed or refractory multiple myeloma after four or more prior lines of therapy.		3/16/2022
Pharmacy	Pharmacy Resources		Drug list changes - Hyaluronic acid derivatives	Effective July 1, we will make changes to our commercial, Cigna Total Savings, and Legacy drug formularies as well as to the specialty medical drugs we cover to help ensure our customers have access to affordable and quality health care.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/465-hyaluronicacidderivatives-email.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/465-hyaluronicacidderivatives-email.pdf</a>	3/30/2022

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Pharmacy	Pharmacy Resources		SafeGuardRx for Cigna expands its offering	On 4/1, SafeGuardRx for Cigna will expand to include a Weight Management Care ValueSM program. SafeGuardRx for Cigna offers coaching programs that are aimed at improving medication adherence for customers who take select high-cost drugs.		3/23/2022
COVID-19	Pharmacy Resources		The latest updates	The COVID-19 resources for provider-facing teams have been updated to reflect the latest information, including the extension of credentialing accommodations and the end of the facility-to-facility transfer authorization waiver.	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDbwcCOVID-19.html</a>	3/30/2022
Government Programs	Medicare Advantage		Cigna Medicare Advantage – Post-acute care program expanded to include Arizona customers	Effective June 1, the post-acute care program will be expanded to include Cigna Medicare Advantage customers in Arizona.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/457-medicareazpostacutecareprogram-letter.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/457-medicareazpostacutecareprogram-letter.pdf</a>	3/16/2022
Government Programs	Medicare Advantage		Cigna Medicare Advantage – CAHPS survey reminder	The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey was mailed in early March to patients selected by the Centers for Medicare & Medicaid Services. Responses will be collected through the beginning of June.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/464-cahpsurveyreminder-email.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/464-cahpsurveyreminder-email.pdf</a>	3/30/2022
Policy	Administrative Policy		Level of care management for certain ear, nose, and throat procedures	Effective for dates of service on or after March 25, Cigna will manage the level of care for certain ear, nose, and throat procedures to encourage redirection from inpatient to outpatient stays.		3/9/2022

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Policy	Administrative Policy		Level of care management for certain general surgery procedures	Effective for dates of service on or after March 25, Cigna will manage the level of care for certain general surgery procedures to encourage redirection from inpatient to outpatient stays.		3/9/2022
Policy	Reimbursement Policy		Reimbursement policy update – Facility supply codes	Effective for claims processed on or after June 11, Cigna will expand its existing reimbursement policy to administratively deny claims submitted with certain facility supply codes.	<a href="https://www.cigna.com/assets/docs/pcomm/mar-22/454-policyupdatefacilitysupplies-email.pdf">https://www.cigna.com/assets/docs/pcomm/mar-22/454-policyupdatefacilitysupplies-email.pdf</a>	3/9/2022

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