



May 2022

Re: REMINDER: Cigna Medicare Advantage — Precertification for Post-Acute Care, Home Health Care, and Durable Medical Equipment services through eviCore healthcare effective June 1, 2022

Dear Provider,

Cigna is partnering with eviCore healthcare (eviCore) to provide utilization management of its Post-Acute Care (PAC), Home Health Care (HHC), and Durable Medical Equipment (DME) programs for Cigna Medicare Advantage customers effective June 1, 2022.

What this means for PAC

- Starting May 27, 2022, eviCore will accept initial precertification requests for dates of service beginning June 1, 2022 for PAC at Skilled Nursing Facilities (SNFs), Inpatient Rehabilitation Facilities (IRFs), and Long-Term Acute Care Facilities (LTACs).*
- Initial and concurrent SNF reviews will continue to be managed by Cigna for patients admitted before June 1, 2022.
- Cigna will continue to manage concurrent reviews for patients that are already admitted and receiving care before June 1, 2022 until they are discharged to assure a seamless transition.
- Providers will be responsible for submitting initial precertification requests directly to eviCore for inpatient PAC services at Skilled Nursing, Inpatient Rehabilitation, and Long-Term Acute Care Facilities.
- PAC facilities will be required to submit concurrent review requests to eviCore two days prior to the current authorization end date.

What this means for Home Health Care and DME

- Starting May 27, 2022, eviCore will accept initial precertification requests for dates of service beginning June 1, 2022 for the following:
 - Home Health Care services including nursing, home health aides, therapies, and social work.
 - DME services including outpatient or home-based, medically necessary, elective/non-emergent services, as well as orthotic and prosthetic codes.
- Home health agencies will be responsible for submitting initial precertification requests to eviCore for Home Health Care services for patients discharging from the Hospital or a PAC facility. The home health agency is also responsible for submitting concurrent requests.
- DME providers will be responsible for submitting precertification requests for specific services to eviCore.
- As of June 1, 2022 precertification will be required for **additional** DME procedural codes.
 - A complete list of procedural codes requiring precertification is available to help you prepare for these upcoming changes. Review the complete list by visiting the eviCore provider resource site included in the additional information section of this letter.
 - A precertification request must be submitted to eviCore to continue an active rental agreement for DME procedural codes.

How to request precertification

- The eviCore provider portal is the preferred method:
 - PAC/Home Health Care: www.evicore.com/ep360
 - DME: www.evicore.com

If you are not registered for these websites, you can register on the login screen.

*This change is effective August 1, 2022 for SNFs in Delaware, Maryland, New Jersey, Pennsylvania, and Washington D.C. 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-2022-605

- Fax:
 - PAC: 800.575.4429
 - Home Health Care: 855.826.3724
 - DME: 866.663.7740
 - Telephone:
 - PAC/Home Health Care: 800.298.4806
 - DME: 866.686.4452
- Telephone hours of operation:
- Monday – Friday: 8:00 a.m. – 8:00 p.m. (CST)
 - Saturday: 8:00 a.m. – 4:00 p.m. (CST)
 - Sunday and holidays: 8:00 a.m. – 1:00 p.m. (CST)

Additional Information

- A complete list of procedural codes requiring precertification, updated for June 1, 2022, can be accessed by visiting the eviCore provider resource site at <https://www.evicore.com/resources/healthplan/cigna-medicare> and navigating to the solution resources.
- Additional information about our coverage guidelines can be found at <https://www.evicore.com/provider/clinical-guidelines>.

Online training

The process for submitting precertification requests for PAC, Home Health Care, and DME services is changing. **eviCore is currently leading online orientation sessions through June** to help prepare providers for this change. These sessions will include detailed information about the precertification process and accessing information from the eviCore website for a more seamless experience.

How to register

All online training sessions require advance registration. Each session is available at no charge and will last approximately one hour. To register, please follow these step-by-step instructions:

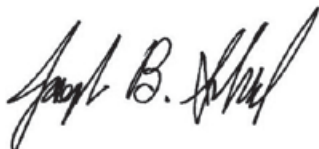
1. Go to [eviCore.webex.com/](https://www.evicore.com/webex)
2. Click on the 3 dashes in the upper left hand corner of the page
3. Select "WebEx Training"
4. Click the "Upcoming" Tab and enter Cigna Medicare Advantage PAC, Cigna Medicare Advantage HH, or Cigna Medicare Advantage DME. Then click "Search"
5. Click "Register" next to the session you wish to attend. Please ensure you choose a Cigna Medicare Advantage training session
6. Enter your registration information

After you have registered for a session, you will receive an email containing the toll-free telephone number, meeting number, conference password, and link to the web portion of the session. Please keep the registration email as it will include the link and call-in number for the session.

If you have any questions regarding these updates, please contact your Network Operations Representative, or call Cigna Medicare Advantage Provider Customer Service at 1.800.230.6138.

Thank you for the care you provide our customers.

Sincerely,



Joseph B. Sobel, MD, MPH, MBA
Chief Medical Officer,
Cigna Medicare