

GASTROENTEROLOGY PROGRAM

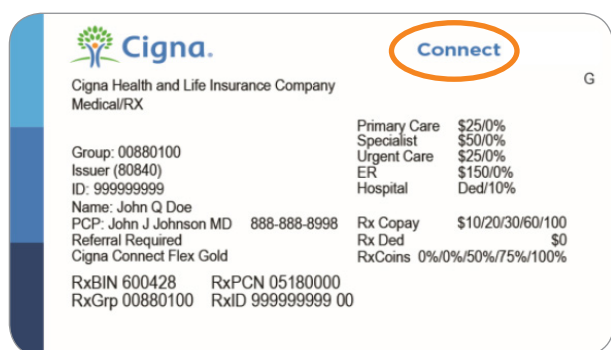


Provider quick reference guide

Cigna works with eviCore healthcare to administer a precertification program for Cigna customers for certain gastroenterology procedures. The following information outlines the highlights of this program.

About the program

- ▶ Beginning January 1, 2020, providers will be required to request precertification from eviCore for the following gastroenterology studies.
 - Esophagoscopy/
Esophagogastroduodenoscopy (EGD)
 - Most capsule endoscopy
- ▶ Effective January 1, 2020, this program will be rolled out to our Cigna Connect Individual & Family Plans (IFP) membership only (post ACA).*
- ▶ **How to determine when a patient's Cigna plan requires precertification*** You can identify patients with Cigna Connect Individual and Family Plans coverage by viewing their customer ID card, which will indicate "Connect" in the upper right-hand corner.



Precertification

To ensure the authorization process is as quick and efficient as possible, the physician's office submitting requests will need to provide the following.

- ▶ Member name, date of birth, member ID
- ▶ Ordering physician's name, NPI, tax ID, address
- ▶ Rendering facility's name, NPI, tax ID, address
- ▶ Supporting clinical information

An authorization letter will be faxed to the ordering physician and requested facility upon approval. eviCore will authorize the specific facility performing the services and the CPT code or codes for gastroenterology. Contact eviCore for changes to facility or study.

It is the responsibility of the ordering and/or rendering provider to obtain authorization. Verification of authorization requirements may be obtained via the eviCore website or by calling 866.668.9250.

A full list of CPT® codes associated with these procedures, as well as additional information about the affected services, is available: please go to: <https://www.evicore.com/resources/healthplan/Cigna>.

Important notes

- ▶ It is the responsibility of the rendering facility and provider to confirm precertification has been requested and approved prior to service(s) being performed.
- ▶ Decisions for nonurgent precertification requests are typically made within two business days of receipt of all necessary clinical information. All decisions are typically made within five business days.**
- ▶ If additional information is needed from the provider, eviCore will fax the request to the provider at the number provided by the provider.

Together, all the way.®



Precertification for urgent services

- › When gastroenterology services are required in less than 48 hours due to a medically urgent condition, the ordering provider can request an urgent review on the portal or by calling eviCore for precertification approval.
- › The provider must clearly indicate that the treatment is for medically urgent care.
- › Once all necessary clinical information is received, eviCore will make a coverage decision within 24 hours.

Gastroenterology precertification is not required for:

- › Emergency room services
- › 23-hour observation
- › Outpatient gastroenterology services not indicated
- › Inpatient gastroenterology services not indicated

Value to providers and customers

- › Precertification will help ensure that these gastroenterology tests and procedures are medically necessary according to evidence-based guidelines.
- › eviCore applies evidence-based clinical guidelines to help determine coverage and to confirm the physician is delivering medically necessary care that is safe and effective.
- › eviCore's case determination software platform supports individualized evidence-based care analysis tailored to the customer's condition.
- › eviCore's unique education approach includes the only "predictive intelligence" technology in the industry, which provides nearly instant precertification approval in areas where a physician consistently practices within evidence-based guidelines.
- › Providers have access to licensed, board-certified clinicians to assist in helping providers to consider gastroenterology services. eviCore will make every effort to ensure that these clinicians have the same specialty as the treating physician.

Contact information

How to request precertification

Providers can request precertification through a dedicated website or telephone number.

- › Website: Available 24 hours a day and the quickest way to request prior authorizations and check the status of existing cases <https://www.evicore.com/pages/providerlogin.aspx>.
- › Phone: **866.668.9250** (7:00 am–7:00 pm local time)

To request precertification for urgent services, providers must call eviCore at **866.668.9250**.

Dedicated portal support

Contact the eviCore web support team by phone or email.

- › Phone: **800.646.0418** Option 2 (7:00 am–8:00 pm EST)
- › Email: portal.support@evicore.com

Clinical support

eviCore welcomes requests for clinical discussions from rendering providers. One of eviCore's physicians can assist treating providers in considering all gastroenterology study options. To request a clinical discussion, call eviCore at **866.668.9250**.

Medical coverage guidelines

Gastroenterology coverage guidelines are available at <https://www.evicore.com/Cigna>.

Submitting claims

All providers should submit claims directly to Cigna at the address on the back of the patient's Cigna ID card.

Submitting clinical appeals

Providers should refer to the denial notification for instructions on where to submit appeals.

Tools and resources

Providers can visit our dedicated program website at <https://www.evicore.com/resources/healthplan/Cigna> for helpful information on the following topics.

- › Utilization management and precertification
- › Clinical quick reference guides
- › Frequently asked questions



* Excludes patients covered by most Cigna Connect Individual and Family Plans in Florida and Texas.

** Obtaining a medical necessity approval from eviCore isn't a guarantee that Cigna will pay for services rendered. The customer must be enrolled in the plan and eligible for benefits on the date they receive the service. Please see plan documents for details about coverage.