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<Date>

<PROV_NM>
<ATTN>
<FRST_LN_ADDR> <SEC_LN_ADDR>
<City_NM>, <STE_CD> <ZIP_CD>

RE: Precertification of certain gastroenterology procedures for certain patients, effective January 1, 2020

Dear <TITLE/NAME>,

We are committed to creating programs that help ensure our customers receive coverage for high quality, medically appropriate care that is consistent with evidence-based treatment guidelines. As part of these efforts, the following gastroenterology procedures will require precertification for **patients covered by most Cigna Connect Individual and Family Plans,* effective January 1, 2020.**

- Esophagoscopy/Esophagogastroduodenoscopy (EGD)
- Most capsule endoscopies

Precertification will help ensure that these gastroenterology tests and procedures are medically necessary according to evidence-based guidelines.

To help assess these procedures against our new evidence-based guidelines, eviCore healthcare will manage the precertification review. Their specially trained nurses and gastroenterologists will use evidence-based guidelines to determine medical necessity.

We will also implement two new coverage policies to support this program:

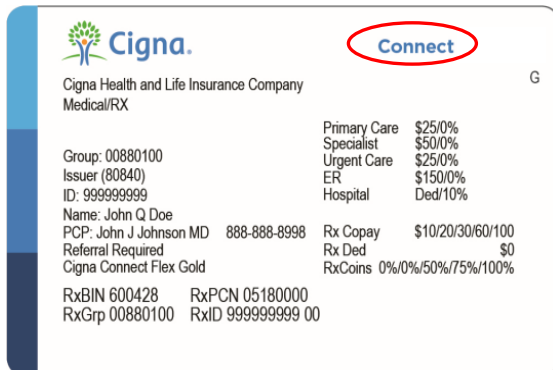
- Gastrointestinal Endoscopic Procedure Esophagogastroduodenoscopy (EGD)
- Gastrointestinal Endoscopic Procedure Capsule Endoscopy

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.

At a glance

- Effective January 1, 2020, the following gastroenterology procedures will require precertification for patients covered by most Cigna Connect Individual and Family Plans.*
 - Esophagoscopy/Esophagogastroduodenoscopy (EGD)
 - Most capsule endoscopies
- Our goal is to help ensure that these tests and procedures are medically necessary according to evidence-based guidelines.
- 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.
- You must request precertification for these procedures directly through eviCore healthcare.



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

Image for illustrative purposes only.

Additional details about the affected services

- A full list of CPT® codes associated with these procedures, as well as additional information about the affected services, is available <https://www.evicore.com/resources/healthplan/cigna>.
- A list of the new coverage policies can be found on our website at [CignaforHCP.com](https://www.evicore.com/resources/healthplan/cigna) > Resources > Coverage Policies > Latest Updates. Full coverage policies will be available prior to the effective date.
- Additional information about our coverage guidelines are available at www.evicore.com/cigna.

How to submit precertification requests to eviCore healthcare

The preferred and most efficient method for requesting precertification is through eviCore's website at <https://www.evicore.com/pages/providerlogin.aspx>. If you are not registered for this website, click "Register Now" on this website to get started.

While submitting requests through the website is highly encouraged, you can also request precertification through our dedicated telephone number: 1.866.668.9250 (7:00 am – 7:00 pm local time).

What happens next

Beginning in November 2019, eviCore will be leading online orientation sessions designed to assist you and your staff with our new gastroenterology program. These sessions will include detailed information about the precertification process, accessing information from the eviCore website, and a question-and-answer period.

Please refer to the enclosed Orientation Session Schedule, which provides additional details and registration instructions. We encourage you and your staff to attend one of these informative sessions to ensure understanding of the new precertification process for the gastroenterology program.

Additional information

For additional information about this program, please reference the enclosed Quick Reference Guide. You can also visit our dedicated program website at <https://www.evicore.com/resources/healthplan/cigna> for additional resources, including frequently asked questions.

If you do not have Internet access or would like additional information about this program, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

We appreciate the quality care that you provide to our customers.

Sincerely,

Jeffrey F. Hankoff, M.D.
Medical Officer

Enclosure