



High-Tech Radiology Site of Care Frequently Asked Questions

What is the relationship between eviCore healthcare and Cigna?

eviCore is a Cigna affiliate and already reviews coverage for advanced radiology, musculoskeletal, diagnostic cardiology, medical oncology, radiation therapy and Gastroenterology services for Cigna. This is an extension of their services.

What is the High-Tech Radiology Site of Care Program?

The site of care program has been developed to support our efforts to provide Cigna's customers with coverage for the right care at the right place and at the right time. As a part of this program, precertification for high-tech radiology imaging will include a medical necessity review for both the services requested and the service location.

Which members will be included in the program?

eviCore will include a medical necessity review for site of care for Cigna's fully-insured customers, as well as participants in the Cigna employer account. Site of care medical necessity review will pertain to Cigna's high-tech radiology program currently managed by eviCore.

When will the Program begin and which members will be included in the program?

Beginning August 1, 2020, eviCore will include a medical necessity review for site of care for Cigna's fully-insured customers, as well as participants in the Cigna employer account. Site of care medical necessity review will pertain to Cigna's high-tech radiology program currently managed by eviCore.

How will the Site of Care Program impact ordering providers?

There will be no change when ordering providers refer patients to a freestanding radiology center or another preferred location. If a provider directs a patient to an outpatient hospital setting for an MR or CT scan and there is an alternative free-standing site available, they will need to identify the clinical condition that warrants the need for the service to be performed there. If there is no clinical rationale, eviCore will deny coverage for the service at the outpatient hospital setting.

How will the Site of Care Program impact service locations?

Hospitals will see a reduction in the number of outpatient MR and CT scans approved at their facilities. Hospitals who negotiate cost-effective rates for MR and CT scans may be excluded from site-of-care review. Hospitals excluded from the Informed Choice program will also be excluded from site-of-care review.

Freestanding radiology centers will see an increase in the number of MR and CT scans approved at their facilities.

How will the Site of Care Program impact customers?

Cigna Customers under the Site of Care program may receive a denial of coverage for MR or CT services if their provider requests the service to be performed at an outpatient hospital setting unless that setting is determined to be medically necessary. eviCore will attempt to contact customers whose services have been denied to explain the reason for the denial.

Which members will require precertification for the Site of Care Program?

The following memberships will require precertification for the site of care program beginning August 1, 2020:

- Cigna Fully Insured



- Cigna Employer Group

What procedures will require prior authorization through eviCore?

The Site of Care program will only be applied to following High-Tech Radiology services currently managed by eviCore:

- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT)
- Select Magnetic Resonance Angiographies (MRA)
- Select Computed tomography Angiographies (CTA)

Will the precertification process change?

There will be **no** changes to the current process for requesting precertification when requesting coverage for services provided at a freestanding radiology center or another preferred location.

Note: When requesting coverage for an outpatient hospital setting, providers will need to identify the clinical rationale for selecting that location. Providers and/or staff can continue to request precertification for high-tech radiology services by logging in to the eviCore website evicore.com or by contacting our call center at 888.693.3297.

What are the hours of operation for the contact call center?

eviCore healthcare's prior authorization call center is available from 7:00 a.m. to 7:00 p.m., Monday through Friday EST time. In addition, our website, evicore.com, is available 24 hours a day, 7 days a week for providers to submit precertification requests.

Will urgent requests require Site of Care review?

No, urgent requests will not be subject to site of care review. Services performed in an emergency room setting are already excluded from all precertification.

What if the requested procedure is approved but the site is denied or if the site is approved and the procedure is denied?

In either of these cases, services requested in the requested place of service will not be covered. You can follow the directions in the denial letter for post decision options. If the site is denied and the procedure is approved, you can also resubmit the request with a freestanding facility location.

What is a reconsideration?

Providers and/or staff may be able to request a reconsideration of a denied or partially approved study by submitting additional clinical information without the need for a physician to participate. Reconsideration must be requested on or before the anticipated date the services will be performed. The reconsideration option is only applicable to commercial benefit plans.

What is a Clinical Consultation?

We welcome requests for a Clinical Consultation with an eviCore Medical Director. In certain instances, additional clinical information provided during the consultation is sufficient to satisfy the medical necessity criteria for approval. A Clinical Consultation can only be performed by a requesting Physician, Nurse Practitioner or Physician Assistant.

What if the requested procedure is approved and the site is denied on a case and the requesting provider wishes to change the Site of Care to a preferred site?

The ordering provider will need to contact eviCore to request a new precertification.

How do I submit an appeal for the Site of Care?

Appeal options and reconsideration or Clinical Consultation if applicable will be explained in the denial letter.

Where can I view the Site of Care High –Tech Radiology Coverage Policy?



A copy of the Site of Care: High-tech Radiology coverage policy is available on the eviCore website at: www.evicore.com/cigna

Will claims be paid if the site of service is denied and the imaging is performed at the denied site?

If the study is performed without an approved precertification including the site of service the claim will not be paid.

Will the requested site be notified if the request is denied?

If a request for precertification is denied, the ordering provider, the requested site and the member will be notified.

How will requesting providers know if a member is included in the Site of Care program?

Providers do not need to do anything, if a member is included in Site of Care program the precertification pathway will seamlessly recognize the member without any effort from the provider.

If a rendering provider has questions about becoming a preferred site who should they contact?

Please contact your Cigna Contracting partner.