



## High-Tech Radiology Site of Care

### Frequently Asked Questions

#### What is the relationship between eviCore healthcare (eviCore) and Cigna?

eviCore is a Cigna affiliate and reviews coverage for advanced radiology, musculoskeletal, diagnostic cardiology, medical oncology, radiation therapy, and gastroenterology services for Cigna.

#### What is the High-Tech Radiology Site of Care program?

The site-of-care program supports our efforts to provide Cigna customers with the right care at the right place and right time. As part of this program, precertification for high-tech radiology imaging will include a medical necessity review of the requested service(s) and service location.

#### When does the program begin and who is included?

This program began on August 1, 2020, for most Cigna customers with fully insured plans and those who are covered under the Cigna employees benefit plan. On January 1, 2021, we expanded the program to include Cigna customers with Individual & Family Plans.

On September 1, 2021, we will expand the program to include Cigna customers with self-insured plans and the remaining Cigna customers with commercial plans.

#### How will requesting providers know if a customer is included in the site-of-care program?

Providers do not need to initiate requests any differently. If a customer is included in the site-of-care program, the precertification pathway will seamlessly recognize the customer without any effort from the provider.

#### How does this program impact ordering providers?

There is no change to the process for initiating precertification requests for customers whose benefit plans include a site-of-care medical necessity review. There is no change when ordering providers refer patients to a freestanding radiology center or another office-based location.

If a provider requests approval for an outpatient hospital setting and does not provide clinical rationale consistent with coverage policy criteria, we will deny authorization for the site of service. Medical records may also be required to support the clinical rationale. Clinical rationales are described in the Site of Care: High-tech Radiology coverage policy at [eviCore.com/Cigna](https://eviCore.com/Cigna) > High-Tech Imaging and Cardiology Guidelines > [Site of Care: High-tech Radiology](#)

#### What procedures will require precertification through eviCore?

The site-of-care program only applies to the following eviCore-managed high-tech radiology services:

- MRI
- CT
- Select magnetic resonance angiographies
- Select computed tomography angiographies

#### How do providers initiate precertification for high-tech radiology services?



Providers and/or staff may continue to request precertification for high-tech radiology services by logging in to the eviCore website ([eviCore.com](http://eviCore.com)) or by calling eviCore at **888.693.3297**. eviCore's call center is available Monday through Friday from 7:00 a.m. to 7:00 p.m. ET time.

**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.

**Note:** Medically urgent outpatient procedures must meet the NCQA definition of medical urgency requests. To be considered urgent, the patient must have conditions that are a risk to his or her life, health, or ability to regain maximum function or have severe pain that requires a medically urgent procedure.

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

In either of these cases, services rendered in the requested place of service will not be covered. Providers can follow the directions in the denial letter for post-decision options. If the site is denied and the procedure is approved, providers may contact eviCore to request precertification at 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 provider to participate. Reconsideration must be requested on or before the anticipated date the services will be performed.

**What is a clinical consultation or “peer to peer”?**

We welcome requests for a clinical consultation with an eviCore medical director. A clinical consultation is a discussion between a provider and 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 provider, nurse practitioner, or physician assistant.

**How should providers submit an appeal for the site of care?**

Appeal options, including a reconsideration or clinical consultation (if applicable), will be explained in the denial letter.

**Where can providers view the site-of-care coverage policy?**

The Site of Care: High-tech Radiology coverage policy is available at [eviCore.com/Cigna](http://eviCore.com/Cigna) > High-Tech Imaging and Cardiology Guidelines > [Site of Care: High-tech Radiology](#).

**Will claims be paid if imaging is performed at a denied site of service?**

If the study is performed without an approved precertification for 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, we will notify the ordering provider, requested site, and customer.

**If a rendering provider has questions about becoming a preferred site, who should he or she contact?**

Providers may contact their Cigna contracting partner.