

SLEEP MANAGEMENT PROGRAM

Provider quick reference guide

As of February 1, 2021, eviCore healthcare (eviCore) will administer the Cigna Sleep Management Program, which consists of two areas – diagnostic sleep studies and positive airway pressure (PAP) therapy support for Cigna commercial customers diagnosed with sleep apnea.

Our goal is to provide high-quality, cost-effective sleep management services to customers who are covered under benefit plans that include precertification of outpatient procedures. The sleep management program does this by helping to ensure that appropriate sleep testing practices are followed and by supporting customers' use of PAP therapy.

Precertification of sleep studies and PAP devices

As part of the Cigna Sleep Management Program, diagnostic sleep studies must receive precertification approval from eviCore. PAP therapy devices do not require precertification but do require registration with eviCore. Providers can check eligibility and benefits on the Cigna for Health Care Professionals website ([CignaforHCP.com](https://www.cigna.com/health-care-professionals)).

SERVICE	DESCRIPTION	HOW TO ORDER
Diagnostic sleep studies	<p>eviCore reviews all outpatient diagnostic sleep study requests to determine if the service is medically necessary and appropriate based on evidence-based clinical guidelines.</p> <p>Codes affected by this review are 95782, 95783, 95800, 95801, 95805, 95806, 95807, 95808, 95810, 95811, G0398, G0399, and G0400.</p> <p>Cigna manages the network of sleep testing providers for these services.</p>	<p>To initiate a sleep study:</p> <ul style="list-style-type: none">• Initiate a service request with a Cigna-participating sleep facility. To find a participating provider, go to Cigna.com > Find a Doctor, Dentist or Facility or call eviCore at 800.298.4806.• Submit the request for precertification via the eviCore portal (evicore.com/ep360) or by calling 800.298.4806, press options 1, 1. <p>Coverage will be authorized for either a home sleep apnea test or an attended sleep test provided by a Cigna-contracted sleep facility.</p>

Together, all the way.®



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PAP therapy	<p>When diagnostic sleep study results indicate that a customer requires PAP equipment, the sleep diagnostic or primary care provider should order equipment through a participating durable medical equipment (DME) provider.</p> <p>Codes affected by this registration process are E0470, E0471, and E0601.</p> <p>eviCore manages the network of DME providers that provide PAP devices and supplies.</p>	<p>To request PAP equipment:</p> <ul style="list-style-type: none"> Referring provider initiates a service request with a participating DME provider. To find a participating provider, go to Cigna.com > Find a Doctor, Dentist or Facility or call eviCore at 800.298.4806. Submit request for PAP registration via the eviCore portal or by calling 800.298.4806, press options 3, 1. eviCore will then collect customer information and register the PAP therapy device. eviCore can coordinate PAP education and delivery services. <p>To enable eviCore PAP therapy monitoring:</p> <ul style="list-style-type: none"> DME providers enter customer information in the online systems of the PAP device manufacturers (e.g., ResMed, Respironics, or Fisher & Paykel). Information entered must minimally include customer name, date of birth, health plan name (i.e., Cigna), and health plan identification number. Using PAP device usage data, eviCore will support the customer during the first 90 days of therapy by proactively reaching out to the customer's DME provider and/or referring provider to maximize the adherence to therapy. eviCore will not reach out directly to customers regarding their PAP usage <p>For more information about this process, please visit (eviCore.com/resources/Healthplan/Cigna).</p>

Where to submit claims

Providers should submit claims electronically or to Cigna at the address on back of the customer's ID card.

Contact information

Eligibility and Benefits	Log into Cigna for HCP.com . Then, perform a patient search by name, ID number, or date of birth. Note that you do need to be a registered user of the website to use this tool.
Precertification	<p>Website: evicore.com/ep360 (follow the instructions for sleep testing and PAP therapy services)</p> <p>Telephone: 800.298.4806, press options 1, 1 (Monday-Friday: 8 a.m. to 9 p.m. EST; Saturday and Sunday 10 a.m. to 6 p.m. EST)</p>
General questions	<p>Website: Cigna Sleep Management Program website at evicore.com/resources/Healthplan/cigna</p> <p>Telephone: Cigna customer service at 800.88Cigna (800.882.4462).</p>
Join the network	<ul style="list-style-type: none"> Sleep diagnostic testing network: Cigna customer service at 800.88Cigna (800.882.4462) DME network: clientservices@evicore.com



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