

# GASTROENTEROLOGY PROGRAM



## Provider quick reference guide

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

### About the program

Cigna requires precertification for the gastroenterology procedures listed below.

- › Esophagoscopy/Esophagogastroduodenoscopy
- › Most capsule endoscopies

The gastroenterology program went into effect on January 1, 2020, for Cigna Connect Individual & Family Plan (IFP) customers. On January 1, 2022, this program began for most Cigna commercial customers who have an outpatient precertification requirement.\*

### Precertification

You can use the resources below to determine benefits and eligibility for your patients with Cigna coverage.

- › Cigna Customer Service: Call **800.88Cigna (882.4462)**.
- › Cigna for Health Care Professionals website: Go to [CignaforHCP.com](https://CignaforHCP.com) > Patients (login required).
- › eviCore provider portal: Go to [eviCore.com](https://eviCore.com) > Eligibility Lookup (login required). If you are not a registered user, go to [eviCore.com](https://eviCore.com) > **Register Now**.
- › eviCore Intake Team: Call **866.668.9250** (7:00 a.m. to 7:00 p.m. ET).

In addition to the resources listed above, you may also verify benefits and eligibility for patients who have IFPs by viewing their ID card, which will indicate "Connect" in the upper right-hand corner.

### CPT codes

A full list of Current Procedural Terminology (CPT®) codes associated with the affected procedures, as well as additional information about the services, is available at [www.eviCore.com/resources/healthplan/Cigna > Solution Resources > Gastroenterology Code List - Effective 1/1/2022](https://www.eviCore.com/resources/healthplan/Cigna%20Solution%20Resources%20Gastroenterology%20Code%20List).

### Requests

It is the responsibility of the provider to obtain precertification. Precertification requests must include the following information:

- › Patient's name, date of birth, and ID from his or her ID card
- › Ordering provider's name, National Provider Identifier (NPI), tax ID, and address
- › Rendering facility's name, NPI, tax ID, and address
- › Supporting clinical information

### Gastroenterology precertification is not required for services performed:

- › As an inpatient procedure;
- › In an emergency room (ER), including observation associated with an ER visit.

### Important notes

- › It is the responsibility of the rendering facility and provider to confirm precertification has been requested and approved prior to the service(s) being performed. Verification may be obtained via [eviCore.com](https://eviCore.com) or by calling **866.668.9250**.



- › Decisions for nonurgent precertification requests are typically made within two business days of receipt of all necessary clinical information. All decisions are made within five business days.
- › If additional information is needed, eviCore will fax the request to the number provided by the provider.
- › Upon approval of a precertification request, eviCore will fax a letter to the ordering provider and requested facility. eviCore will approve the specific facility performing the services and the associated CPT code(s). The provider should contact eviCore if there are changes to the procedure and/or facility.

### Urgent services

- › When services are required in less than 48 hours due to a medically urgent condition, the ordering provider must request an urgent review on eviCore.com or call eviCore for precertification approval.
- › The provider must clearly indicate that the treatment is for medically urgent care.
- › Upon receipt of all necessary clinical information, eviCore will make a decision within 24 hours.

### Value to providers and customers

- › Precertification will help ensure that gastroenterology tests and procedures are medically necessary according to evidence-based guidelines.
- › eviCore applies evidence-based clinical guidelines to help determine coverage and confirm the provider 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.
- › Providers have access to licensed, board-certified clinicians who can assist them with gastroenterology options. eviCore will make every effort to ensure that these clinicians have the same specialty as the treating provider.

## Contact information

### Precertification (nonurgent requests)

- › Website: [www.eviCore.com/pages/providerlogin.aspx](http://www.eviCore.com/pages/providerlogin.aspx)
- › Telephone: **866.668.9250** (7:00 a.m. – 7:00 p.m. local time)

### Precertification (urgent requests)

- › Telephone: **866.668.9250**

### Dedicated website support

- › Telephone: **800.646.0418**, option 2 (7:00 a.m. – 7:00 p.m. ET)
- › Email: [portal.support@evicore.com](mailto:portal.support@evicore.com)

### Clinical support

eviCore welcomes requests for clinical discussions and can assist providers in considering all gastroenterology options.

- › Telephone: **866.668.9250**

### Medical coverage guidelines

Gastroenterology coverage guidelines are available at [www.eviCore.com/Cigna](http://www.eviCore.com/Cigna).

### Claims

All providers should send claims to the address on the back of the customer's Cigna ID card.

### Clinical appeals

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

### Tools and resources

Visit [www.eviCore.com/resources/healthplan/Cigna](http://www.eviCore.com/resources/healthplan/Cigna) for:

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



\* 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.

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