

CIGNA RADIOLOGY PROGRAM

Provider quick reference guide

Cigna works with eviCore healthcare (eviCore) to provide high-quality, cost-effective radiology services to Cigna customers in most markets for outpatient, nonemergency, high-tech radiology, and diagnostic cardiology care. The following information outlines the highlights of the program.

Delegated services

eviCore is delegated for the following services:

- › Utilization management
- › Appeals
- › Claims processing and payment for certain radiology services

Precertification

Ensuring that customers receive cost-effective care that is covered under their benefit plan.

For customers whose benefit plans require precertification, eviCore reviews outpatient, nonemergency, high-tech radiology, and diagnostic nonemergency cardiology services, including:

- › Computed tomography (CT)/computed tomography angiography
- › Magnetic resonance imaging (MRI)/magnetic resonance angiography
- › Positron emission tomography (PET)
- › Nuclear cardiology imaging
- › Stress echocardiogram
- › Diagnostic left and right heart catheterization

High-tech radiology precertification is not required for services performed:

- › As an inpatient procedure
- › In an emergency room
- › During a 23-hour observation

Important notes

- › You can generally determine if a customer's plan requires precertification for these services by looking for "Outpatient Procedures" on the back of the Cigna ID card.
- › It is the responsibility of the performing facility to confirm that the referring provider completed the precertification process for advanced imaging procedures.
- › Verification may be obtained through the eviCore website (eviCore.com), or by calling **888.693.3297**.

Value to providers and customers

Through the precertification process, eviCore helps ensure customers receive tests and treatments that improve diagnoses and follow established coverage guidelines.

- › eviCore reduces duplicative tests and limits unnecessary radiation exposure to help improve the quality and safety of care as well as facilitate earlier, more appropriate treatment.
- › eviCore's unique approach includes "predictive intelligence" technology, which provides nearly instant precertification approval in areas where a provider consistently practices within our evidence-based guidelines.

Together, all the way.®



- › eviCore educates customers about options for cost-effective treatment at certain facilities (through Informed Choice).
- › High-tech radiology precertification requirements for MRI and CT scans may include a site-of-care medical necessity review when an outpatient hospital setting is requested.

There is no change to the process for initiating precertification requests for customers with benefit plans that include a site-of-care medical necessity review. There is also no change when ordering providers select 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.

- › eviCore provides a network of cost-effective radiology centers for Cigna customers. All providers in eviCore's network are credentialed and recertified every three years.

Informed choice

This program provides:

- › Education about options for geographically convenient and cost-effective facilities for customers undergoing MRI, CT scans, or PET scans.
- › Assistance with scheduling appointments.
- › No phone calls in urgent or emergency situations or when the choice of another facility is unavailable due to clinical circumstances or customer needs.

Contact information

Precertification

Website: eviCore.com

Phone: **888.693.3297** (7:00 a.m. – 7:00 p.m. local time)

Fax: **888.693.3210**

eviCore's radiology coverage guidelines

Website: eviCore.com/Cigna

Dedicated program website

Website: eviCore.com/resources/healthplan/Cigna

Clinical support through Radiology AnswerLine®

eviCore welcomes requests for clinical discussions from referring providers and radiologists.

Phone: **888.693.3211** (option four)

Cigna Customer Service

Phone: **800.88Cigna (882.4462)**

eviCore web support

Website: eviCore.com (Upon login, click the "Chat With Us" button located in the upper right-hand corner of the page.)

Phone: **800.575.4594** (7:00 a.m. – 7:00 p.m. ET)

Email: portal.support@evicore.com

Customer benefit inquiries and eligibility

Website: Cigna for Health Care Professionals (CignaforHCP.com)

Claims (Cigna-contracted providers)

Mail: Send claims to the address on the back of the customer's ID card.

Inquiries: Go to CignaforHCP.com.

Claims (eviCore-contracted providers)*

Electronically: Use claim ID 62160.

Mail: Send to eviCore healthcare, PO Box 981612, El Paso, Texas 79998.

Inquiries: Go to eviCore.com.

* These providers must submit claims directly to eviCore. Exceptions include claims where Cigna is secondary to Medicare, or when the claim is for a customer who is part of the Starbridge Beech Street primary network. In these cases, claims should be submitted to Cigna.

