

# Cigna Durable Medical Equipment Quick Reference Guide



## Cigna Precertification Services

To find a complete list of durable medical equipment (DME) Healthcare Common Procedure Coding System (HCPCS) codes which require precertification through eviCore, please visit

[www.evicore.com/resources/healthplan/cigna](http://www.evicore.com/resources/healthplan/cigna)

Review Cigna coverage policies at [CignaforHCP.com](http://CignaforHCP.com)  
> Get questions answered: Resource > Precertification  
> Durable Medical Equipment

## Required Information

- Customer name, date of birth, customer ID
- Referring physician's National Provider Identifier (NPI), Tax ID (TIN), and telephone and fax numbers
- Rendering DME provider's NPI, TIN, and telephone and fax numbers
- Current supporting clinical: Physician order/prescription, clinical information relating to request, certificate or letter of medical necessity and HCPCS code(s)

## Precertification Scope

Precertification applies to DME services that are:

- Home-based
- Medically necessary

## Precertification Approvals

The timeframe to process a standard request will vary by the service type requested, plan and/or state mandates. Precertification approvals will be communicated to the ordering physician and rendering provider by Cigna. Customers will receive a precertification letter by mail. Precertification approval status can be viewed on demand via the eviCore portal at [www.evicore.com/ep360](http://www.evicore.com/ep360).

Providers should contact Cigna Customer Service at 800.88Cigna (800.882.4462) if changes are needed to HCPCS code(s) on an existing case.

## Denial Notifications

When a request does not meet medical necessity requirements based on evidence-based guidelines, an adverse determination is made and the request is denied. In those cases, a denial letter with the rationale for the decision, reconsideration options, and appeal rights will be issued to the provider and customer by Cigna. Adverse determination status can be viewed on demand via the eviCore portal at [www.evicore.com/ep360](http://www.evicore.com/ep360).

## Cigna Claims Submission

All claims should be submitted directly to Cigna or to the payor. Cigna's payor ID number is 62308. Check the customer's ID card for the claims address. Detailed claims information is available on the Cigna website ([CignaforHCP.com](http://CignaforHCP.com) > Get questions answered: Resource > Reimbursement and Payment Policies) or by contacting Cigna Customer Service at 800.88Cigna (800.882.4462).

## Sleep-Related DME

- Positive Airway Pressure (PAP) therapy devices will not require precertification but will require registration with eviCore
- Sleep DME providers will be responsible for registering PAP devices with eviCore for customers receiving a new device on or after February 1, 2021

## DME Care Coordination

Care Coordination will provide the following services:

- Assist ordering provider and customers with finding a participating servicing provider
- Validate that the servicing provider delivered the equipment or medical supply on the expected date
- Validate that the customer has a clear understanding of how to use the equipment and/or medical supplies
- Follow up with the servicing provider when there is an issue with the delivery or the service item received
- Work with a Cigna case manager to ensure the customer receives the equipment and/or supplies on an ongoing basis (when applicable)

## Need Clinical Support?

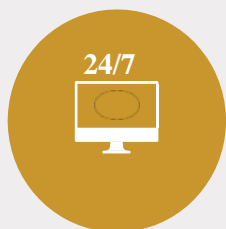
Providers and / or staff can request to speak to a Cigna medical director by scheduling a peer to peer clinical consultation. A peer to peer consultation may be requested by calling the number indicated on the customer's ID card or via fax. Your determination letter is the best source of information on how to schedule.

## Special Circumstances

Retrospective requests should be submitted directly to Cigna for review and determination.

Cigna uses the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the customer. Cigna will make a decision on an urgent case within 72 hours.

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## Convenient Web Portal

The eviCore online portal ([www.evicore.com/ep360](http://www.evicore.com/ep360)) is the quickest and most efficient way to request precertification and check authorization status.

eviCore web portal assistance:

✉ e: [portal.support@evicore.com](mailto:portal.support@evicore.com)

☎ t: 800.646.0418 (Option 2)



## Call Center: 800.298.4806, Options 3, 1

Hours of Operation: Monday-Friday: 8 a.m. to 9 p.m. EST; Saturday and Sunday 10 a.m. to 6 p.m. EST. For faster service, you will need all pertinent clinical information on hand before you call.

**Fax: 888.444.1027**



## Provider Resource Page

The eviCore Client Resource page contains web registration/submission information, frequently asked question documents, a comprehensive HCPCS code list, and other important resources that are kept up-to-date for your convenience.

[www.evicore.com/resources/healthplan/cigna](http://www.evicore.com/resources/healthplan/cigna)

*Authorization from Cigna does not guarantee claim payment. Services must be covered by Cigna and the customer must be eligible at the time services are rendered. Claims submitted for services may be subject to benefit denial. Please verify the customer's benefits and eligibility with Cigna. Regardless of the benefit determination, the final decision regarding any health care services or treatment is between the customer and their health care provider.*