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<City\_NM>, <STE\_CD> <ZIP\_CD>

**Re: High-tech radiology site-of-care medical necessity review begins  
September 1, 2021, for customers with self-funded plans**

Dear <PROV\_NM>,

On September 1, 2021, we will expand our precertification requirements for computed tomography scans and magnetic resonance imaging to include a medical necessity review of the site of care for customers with self-insured plans.\* With this expansion, all Cigna commercial (non-Medicare) customers may be subject to this site-of-care medical necessity review.

We will review requests to ensure these customers receive coverage for a clinically appropriate site of care, such as a freestanding facility, rather than for an outpatient hospital setting (when available), except in situations where the use of an outpatient hospital setting is medically necessary.\*\*

**What this means to you and your patients with Cigna plans**

There is no change to the process for initiating a prior authorization request for an MRI or CT scan. However, in addition to the existing review of the procedure, eviCore healthcare (eviCore) may perform a site-of-care medical necessity review. eviCore will approve:

- Precertification requests that include an appropriate site of care, and are in accordance with our coverage policy, medical necessity criteria and the customer's benefits.
- An outpatient hospital setting if medically necessary, based upon criteria outlined in the Site of Care: High-tech Radiology policy and the customer's benefit plan, or if an alternative site is not available.

**Services subject to a site-of-care review will only be covered if both the procedure and the site are approved.**

**Precertification process**

You may continue to submit precertification requests to eviCore by logging in to the eviCore website (eviCore.com > PROVIDERS) or by calling eviCore at **888.693.3297**.

**Provider forums**

Beginning in August 2021, eviCore will lead online provider forums to assist you and your staff with our expanded high-tech radiology program. These sessions will include detailed information about the expanded precertification process, a review of how to access information on eviCore.com, and a question-and-answer period.

Please refer to the enclosed Forum Session Schedule for additional details and registration instructions. We encourage you and your staff to attend one of these informative sessions to ensure understanding of the expanded precertification process.

**View the policy**

You may access the Site of Care: High-tech Radiology policy by going to the Cigna for Health Care Professionals website (CignaforHCP.com > Review coverage policies: information on Cigna standard health coverage plan provisions > Medical and Administrative A – Z Index: View Documents > Site of Care: High-tech Radiology - [0550]).

**Additional information**

For more information, please use the contact information below.

Topic	Contact
High-Tech Radiology Site of Care program	Our dedicated program website: <a href="http://www.eviCore.com/resources/healthplan/Cigna">www.eviCore.com/resources/healthplan/Cigna</a>
Precertification of high-tech radiology services	eviCore: <b>888.693.3297</b> (7:00 a.m. to 7:00 p.m. ET) or clinical guidelines at <a href="http://eviCore.com">eviCore.com</a>
Benefits eligibility and coverage	Cigna Customer Service: <b>800.88Cigna (882.4462)</b>

If you have additional questions, please contact your Cigna contracting representative.

Thank you for the care you provide our customers.

Sincerely,

Jeffrey F. Hankoff, M.D.  
Medical Officer

Enclosure

- \* We may not review the site of care in all geographic markets, pending regulatory approval and/or network considerations.
- \*\* Some hospitals with competitive costs will be exempt from the site-of-care review.