

Cigna Durable Medical Equipment / Orthotics and Prosthetics Quick Reference Guide



Cigna Precertification Services

To find durable medical equipment (DME) and orthotics and prosthetics (O&P) Healthcare Common Procedure Coding System (HCPCS) codes that require precertification through eviCore healthcare® (eviCore), please visit www.evicore.com/resources/healthplan/cigna.

Cigna coverage policies are available on the Cigna for Health Care Professionals website (CignaforHCP.com) > Get questions answered: Resource > Precertification > [Durable medical equipment, home health and infusion](#).

Required Information

- Customer's name, date of birth, and ID
- Referring provider's National Provider Identifier (NPI), Taxpayer Identification Number (TIN), and telephone and fax numbers
- Rendering DME provider's NPI, TIN, and telephone and fax numbers
- Current supporting clinical information: Provider order/prescription, clinical information relating to the request, and HCPCS code(s)

Precertification Scope

Precertification applies to DME services that are:

- Home-based
- Medically necessary
- O&P devices and supplies

Precertification Approvals

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

Providers should contact Cigna Customer Service at **800.88Cigna (882.4462)** if changes to the HCPCS code(s) on an existing case are needed.

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, Cigna will issue a denial letter with the rationale for the decision, reconsideration options, and appeal rights to the provider and customer. Adverse determination status can be viewed on demand at www.evicore.com/ep360.

Cigna Claims Submission

All claims should be submitted directly to Cigna (Cigna's payer ID is 62308). The customer's ID card includes the claims address. Detailed claims information is available at CignaforHCP.com > Get questions answered: Resource > [Reimbursement and Payment Policies](#) or by contacting Cigna Customer Service at **800.88Cigna (882.4462)**.

DME Care Coordination

Care Coordinators will provide the following services:

- Assist ordering providers 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).

Special Circumstances

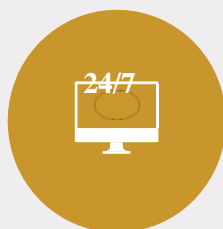
Retrospective requests should be submitted directly to Cigna for review and determination.

Cigna uses the National Committee of Quality Assurance/Utilization Review Accreditation Commission 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.

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. The determination letter is the best source of information on how to schedule.

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Convenient Web Portal

The eviCore portal (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

☎ t: 800.646.0418 (Option 2)



Call Center: 800.298.4806 For Durable Medical Equipment including Orthotics & Prosthetics press (Options 3, 1, and 1)

Hours of operation: Monday through Friday from 8:00 a.m. to 9:00 p.m. ET and Saturday and Sunday from 10:00 a.m. to 6:00 p.m. ET For faster service, we encourage you to have all pertinent clinical information on hand before you call.

Fax: 888.444.1027



Provider Resource Page

The eviCore Client Resource page (www.evicore.com/resources/healthplan/cigna) 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.

Precertification 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 provider.