

Provider Transition Durable Medical Equipment/Orthotics and Prosthetics Program

Dear Provider,

Effective January 1, 2023, eviCore healthcare (eviCore), a Cigna company, will manage the provider network for Durable Medical Equipment (DME) and Orthotics and Prosthetics (O&P) services, replacing Linkia.

eviCore has begun the contracting process to transition Linkia Commercial providers to eviCore agreements with an effective date of January 1, 2023.

Beginning on the effective date, Cigna will handle utilization management, claims, and appeals for DME and O&P devices and supplies. Care Coordination will be handled by eviCore.

Cigna's DME and O&P program is for home-based and medically necessary devices; it does not include DME equipment or supplies issued to customers in hospital or surgical settings. Providers may verify customer eligibility and benefits on the Cigna for Health Care Professionals website (CignaforHCP.com), www.evicore.com/ep360, or at the number on the back of the customer's ID card.

Providers can begin to submit precertification requests to eviCore on December 19, 2022 for dates of service starting January 1, 2023 and beyond. For Durable Medical Equipment including Orthotics & Prosthetics press (options 3, 1, 1), fax to 888.444.1027, or submit requests via our portal at www.evicore.com/ep360

Available Resources

We recommend all providers visit our provider resources site (<https://www.evicore.com/resources/healthplan/cigna>) for provider training documents, including frequently asked questions, a Quick Reference Guide, a program presentation, and the Healthcare Common Procedure Coding System Precertification Code List.

In addition, we have a dedicated client and provider services team to address precertification questions, eligibility issues, information updates and provider location changes, problems experienced during case creation, and other questions. This team can be reached at clientservices@evicore.com or **800.575.4517** (option 3). For prompt service, we encourage providers to have all pertinent information available. When emailing, providers should include "Cigna Commercial (O&P) DME health plan" in the subject line with a description of the issue; the body of the email should include customer and provider information and case details when applicable.

Online Training Sessions

eviCore is offering training sessions to help ensure providers and their staff understand Cigna's DME and O&P devices program.

During the sessions, eviCore will provide the following:

- Detailed information about the precertification and claims submission process.
- An overview of eviCore's care coordination program, provider resources, and special consideration.
- Step-by-step instructions on how to register for the eviCore portal and navigate the portal for precertification requests.

How To Register

All online training sessions require advance registration. Each session is available at no charge and will last approximately one hour. To register, please follow these instructions:

1. Go to evicore.webex.com/
2. Click on the three dashes in the upper left-hand corner of the page
3. Select "WebEx Training"
4. Click the "Upcoming" Tab and then in the search field enter "Cigna Commercial Durable Medical Equipment / Orthotics & Prosthetics Program". Then click search.
5. Click "Register" next to the session.
6. Enter your registration information

PROGRAM & PORTAL TRAINING SESSIONS
Cigna Commercial Durable Medical Equipment / Orthotics & Prosthetics Program

After registering for a session, you will receive an email containing the toll-free telephone number, meeting number, conference password, and link to the web portion of the session. **Please keep the registration email so you will have the link and call-in number for the session.**

If you have any questions regarding the eviCore web portal, please contact the Web Support team at portal.support@evicore.com or **800.646.0418** (option 2). For any client or provider inquiries not associated with the training, please email clientservices@evicore.com.