

MUSCULOSKELETAL MANAGEMENT PROGRAM



External quick reference guide

Cigna works with eviCore healthcare (formerly CareCore | MedSolutions) to administer a precertification program for Cigna customers for certain musculoskeletal services (i.e., interventional pain management and major joint surgery procedures) for outpatient and inpatient services. The following information outlines the highlights of this relationship.

eviCore's role in the musculoskeletal program

Delegated services

eviCore is delegated for the following services:

- › Utilization management, including precertification
- › Clinical appeals

Precertification

Our precertification program helps ensure that individuals receive cost-effective care that is covered based on established evidence-based guidelines.

Precertification is required for:

- › All Cigna customers receiving these services in the inpatient setting.
- › Cigna customers receiving these services in the outpatient setting and whose Cigna ID card identifies that precertification is required for outpatient procedures.

For these customers, eviCore performs precertification for major joint surgery services related to the hip, knee, and shoulder as well as for interventional pain management as part of this program.

For a full list of CPT codes included in this program (and that require precertification to be requested through eviCore), please go to www.evicore.com/Cigna/Pages/Musculoskeletal.aspx.

* Requests received by fax or online will be treated as standard cases.

Important notes

- › It is the responsibility of the performing facility or health care professional to confirm precertification has been requested and approved prior to service(s) being performed.
- › Once all clinical information is received for non-urgent precertification requests:
 - Decisions are typically made within two business days. All decisions are made within five business days.
- › If additional information is needed from the health care professional, eviCore will fax the request to the health care professional at the number provided by the health care professional.

Precertification for urgent services

- › When musculoskeletal services are required in less than 48 hours due to a medically urgent condition, the ordering health care professional must call eviCore for precertification approval.
- › Urgent treatment requests can only be made by phone.*
- › The health care professional must clearly indicate that the treatment is for medically urgent care.
- › Once all necessary information has been received, eviCore will make a decision within 24 hours.

Together, all the way.®



Value to health care professionals and customers

- › Applying evidence-based clinical guidelines helps to focus on guiding the physician in delivering medically necessary care that is safe and effective to customers.
- › eviCore's case determination software platform supports health care professionals by conducting an individualized evidence-based care analysis tailored to the customer's condition.
- › eviCore's unique education approach includes the only "predictive intelligence" technology in the industry, which provides nearly instant precertification approval in areas where a physician consistently practices within our evidence-based guidelines.
- › Health care professionals have access to licensed, board-certified clinicians to assist in a consideration of musculoskeletal service options. These clinicians have same specialty expertise as the treating physician.
- › eviCore supports the intent of Choosing Wisely®, which is an initiative of the ABIM Foundation (choosingwisely.org) that helps physicians and patients engage in conversations to reduce overuse of tests and procedures, while supporting physician efforts to help patients make smart and effective health care choices.

Contact information

How to request precertification

Health care professionals can request precertification in one of three dedicated ways:

- › Website: www.eviCore.com
- › Phone: 888.693.3297 (8:00 am – 9:00 pm EST)
- › Fax: 888.693.3210

To request precertification for urgent requests, health care professionals must call eviCore at 888.693.3297.

Dedicated website support

Contact the eviCore website support team by:

- › Phone: 800.646.0418 (8:00 am – 9:00 pm EST)
- › Email: portal.support@evicore.com
- › Online: Click on "Online Chat" that is located in the upper right hand corner of each page at eviCore.com

Clinical support

eviCore welcomes requests for clinical discussions from rendering health care professionals. One of eviCore's physicians can assist in a consideration of interventional pain and joint surgery options. To request a clinical discussion, call eviCore at 888.693.3297 option four.

Medical coverage guidelines

Musculoskeletal coverage guidelines are available at www.evicore.com/cignaguidelines.

Submitting claims

All health care professionals should submit claims directly to Cigna at the address on the back of the patient's Cigna ID card.

Submitting clinical appeals

Health care professionals should refer to the denial notification for instructions on where to submit appeals.

Tools and Resources

Please visit

evicore.com/Cigna/Pages/Musculoskeletal.aspx for helpful information on the below topics:

- › Utilization Management/Precertification
- › Appeals
- › Quarterly Provider Newsletters
- › Clinical Quick Reference Guides
- › Frequently asked questions

