

CIGNA RADIOLOGY PROGRAM

Quick reference guide for health care professionals

Cigna works with eviCore healthcare (eviCore, formerly CareCore | MedSolutions) to provide high-quality, cost-effective services to Cigna customers in most markets for outpatient, nonemergency, high-technology radiology and diagnostic cardiology services. The following information outlines the highlights of our relationship.

What eviCore healthcare does for Cigna

Delegated services

eviCore is delegated for the following services

- › Utilization management
- › Appeals
- › Claims processing and payment for certain radiology services
- › Assessment and privileging non-radiologists in the tri-state area (NY, NJ, and CT)

Informed Choice

Helping individuals be better educated about the care they receive

- › This program educates individuals undergoing an MRI, CT, or PET scan about their options for geographically convenient and cost-effective facilities, as they and their doctors choose where to have the scans done.
- › eviCore assists with scheduling appointments.
- › eviCore does not place calls in urgent or emergency situations, or when the choice of another facility is not available due to clinical circumstances or patient needs.

Precertification

Ensuring that individuals receive cost-effective care that is covered under their benefit plans.

For customers whose benefit plans require precertification, eviCore performs precertification for outpatient, nonemergency, high-technology radiology and diagnostic cardiology services, including:

- › CT/CTA
- › MRI/MRA
- › PET
- › Nuclear cardiology imaging
- › Stress echocardiogram
- › Diagnostic left and right heart catheterization

High-technology radiology precertification is not required for services performed:

- › Inpatient
- › In an emergency room
- › During a 23-hour observation

Important notes

- › You can generally determine if your patient's plan requires precertification for these services by looking for "Outpatient Procedures" on the back of their Cigna ID card.
- › It is the responsibility of the performing facility to confirm that the referring physician completed the precertification process for advanced imaging procedures.
- › Verification may be obtained through our dedicated website at myportal.medsolutions.com or by calling 888.693.3297.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Value to health care professionals and customers

Through the precertification process, eviCore helps ensure that patients receive tests and treatments that improve diagnoses and follow established coverage guidelines.

- › By reducing duplicative tests and limiting unnecessary radiation exposure, our program improves the quality and safety of care, while facilitating earlier treatment that is more appropriate.
- › 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.

- › 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.
- › eviCore educates customers about options for cost-effective treatment at certain facilities (through Informed Choice).
- › All facilities in eviCore's network are credentialed, ensuring each facility is reviewed for quality.

Contact information

Dedicated support

We're there for you when you need us. Online or on the phone.

Precertification:

- › Website: myportal.medsolutions.com
- › Phone: 888.693.3297 (8am – 9pm EST)
- › Fax: 888.693.3210

eviCore's radiology coverage guidelines:

- › eviCore.com/CignaGuidelines

Market implementations and announcements:

- › medsolutions.com/implementation/Cigna

Clinical support through Radiology AnswerLine®:

eviCore welcomes requests for clinical discussions from referring physicians and radiologists.

- › To request a clinical discussion, call 888.693.3211 and choose option four.

Cigna customer service:

- › 800.88.Cigna (800.882.4462)

eviCore healthcare portal support:

- › Website: myportal.medsolutions.com. Click the "Online Chat" button located in the upper right hand corner of the page.

- › Phone: 800.575.4594 (8am–9pm EST)

- › Email: portal.support@evicore.com

Customer benefit inquiries/eligibility:

- › CignaforHCP.com

Claim status inquiries

- › For eviCore healthcare contracted health care professionals: myportal.medsolutions.com

Submit claims

Health care professionals who participate with eviCore must submit claims directly to eviCore electronically or by mail.* eviCore reviews the claim and then forwards it to Cigna for processing.

Claims can be submitted by:

- › Electronic submissions can be made using Claim ID: 62160

- › Mail: eviCore healthcare
PO Box 981612
El Paso, TX 79998

*Exceptions to this include claims where Cigna is secondary to Medicare, or when the claim is for a patient who is part of the Starbridge Beech Street primary network. In these cases, claims should be submitted to Cigna. All other health care professionals should continue to submit claims directly to Cigna at the address on the back of the patient's ID card.

