

Sleep Precertification Services

As part of the Cigna Healthcare Sleep Management Program, diagnostic sleep studies must receive precertification approval from EviCore. Providers can check eligibility and benefits on [Cigna Healthcare for Health Care Professionals](#) website.

To find a complete list of Sleep CPT codes which require precertification through EviCore, please visit: [Cigna Healthcare Provider Resources | EviCore by Evernorth](#)

- + Navigate to the Solution Resources tab to access the Sleep Management Resources, including the list of CPT codes.

Required Information

- + Customer name, date of birth, customer ID
- + Referring physician's National Provider Identifier (NPI), Tax ID (TIN), and telephone and fax numbers
- + Rendering DME provider's NPI, TIN, and telephone and fax numbers
- + Current supporting clinical: Physician order/prescription, clinical information relating to request, certificate or letter of medical necessity and CPT code(s)

Precertification Scope

Precertification applies to Sleep services that are:

- + Outpatient diagnostic sleep studies

DME Care Coordination

Care Coordination will provide the following services:

- + Assist ordering provider 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 Healthcare case manager to ensure the customer receives the equipment and/or supplies on an ongoing basis (when applicable)

Precertification Approvals

The timeframe to process a standard request will vary by the service type requested, plan and/or state mandates. Precertification approvals will be communicated to the ordering physician and rendering provider by EviCore. Customers will receive a precertification letter by mail. Precertification approval status can be viewed on demand via the EviCore portal at [Provider's Hub | EviCore by Evernorth](#)

Care Coordination contact information:

Email: carecoordination@evicore.com
Phone: 800-298-4806, option 7, extension 20142
Fax: 888-444-1027

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, a denial letter with the rationale for the decision, reconsideration options, and appeal rights will be issued to the provider and customer by EviCore. Adverse determination status can be viewed on demand via the EviCore portal at [Provider's Hub | EviCore by Evernorth](#)

Submitting the Sleep Study Request

Web Portal

The EviCore online portal [Provider's Hub | EviCore by Evernorth](#) is the quickest and most efficient way to request precertification and check authorization status.

Intake / Call Center: 866-668-9250

Hours of Operation: Monday-Friday: 8 a.m. to 9 p.m. EST; Saturday and Sunday 10 a.m. to 6 p.m. EST. For faster service, you will need all pertinent clinical information on hand before you call.

Fax: 866-999-3510

Special Circumstances

Retrospective requests should be submitted to EviCore for review and determination. EviCore uses the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the customer. EviCore will decide on an urgent case within 72 hours.

To request PAP equipment:

- + Referring provider initiates a service request with a participating DME Provider. To find a participating provider, go to [Cigna Healthcare.com](https://www.CignaHealthcare.com) > Find a Doctor, Dentist or Facility or call EviCore at **866-668-9250**.
- + Submit request for PAP registration via the EviCore portal or by calling **866-668-9250**, press options 3,1. EviCore will then collect customer information and register the PAP therapy device.
- + EviCore can coordinate PAP education and delivery services.

To enable EviCore PAP therapy monitoring:

- + DME providers enter customer information in the online system of the PAP device manufacturer.
- + Information entered must minimally include customer name, date of birth, health plan name and health plan identification number.
- + Using PAP device usage data, EviCore will support the customer during the first 90 days of therapy by proactively reaching out to the customer's DME provider and/or referring provider to maxim-

Cigna Healthcare Claims Submission

All claims should be submitted directly to Cigna Healthcare or to the payor. Cigna Healthcare Healthcare's payor ID number is 62308. Check the customer's ID card for the claims address. Detailed claims information is available on the Cigna Healthcare website ([Cigna Healthcare-forHCP.com](https://www.CignaHealthcare-forHCP.com) > Get questions answered: Resource> Reimbursement and Payment Policies) or by contacting Cigna Healthcare Customer Service at 800.88Cigna Healthcare (800.882.4462).

Provider Resource Page

The EviCore Client Resource page [Cigna Healthcare Provider Resources | EviCore by Evernorth](#) contains web registration/ submission information, frequently asked questions documents, EviCore Provider Manual, and other important resources that are kept up-to-date for your convenience.

Services Requests

Please submit requests electronically via the EviCore Communication Relationship Management (ECRM) portal accessed here: [ECRM Consumer Service Portal - ECRM Consumer Support](#)

*Authorization from Cigna Healthcare does not guarantee claim payment. Services must be covered by Cigna Healthcare, 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 Healthcare. Regardless of the benefit determination, the final decision regarding any health care services or treatment is between the customer and their health care provider.*