SLEEP PROGRAM

Cigna Healthcare Commercial

Provider Orientation

EviCore
By EVERNORTH

cigna healthcare

Users can now submit prior authorization requests for Sleep services for Cigna Healthcare members via the EviCore by Evernorth (EviCore) portal.

Prior authorization applies to the following services:

+ Sleep studies that are outpatient

+ Studies that are non-emergent and medically necessary

Prior authorization does NOT apply to services performed in:

+ Emergency Rooms

+ Observation Services

+ Acute Inpatient Settings

Providers should verify member eligibility and benefits on the secured provider log-in section at: *Cigna for Health Care Professionals*
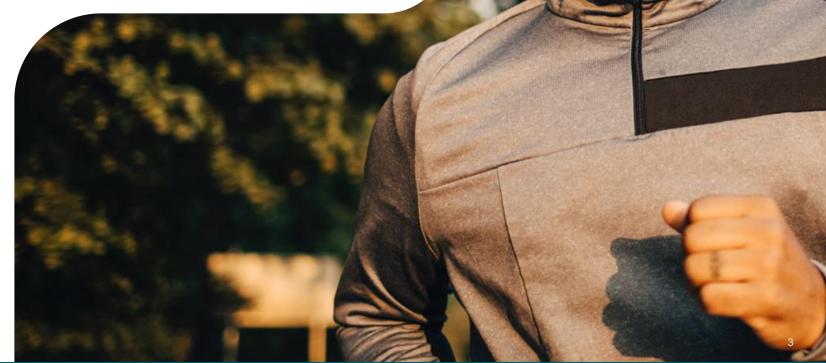
EviCore
By EVERNORTH

2

Sleep studies that requires Prior Authorization

Find a complete list of Current Procedural Terminology (CPT) codes that require prior authorization through EviCore at: [Provider Resources | EviCore by Evernorth](#)

+ Polysomnography's

+ Multiple Sleep Latency Tests (MSLT)

+ Facility based sleep studies

EviCore
By EVERNORTH

DME Providers to Register the PAP Machines on the Manufacture's Website

To ensure that EviCore receives all of the customer's data, we ask that the DME provider enter the patient information exactly as instructed on the very first day of setup.

+ During customer setup, data entry in the manufacturer's database is critical to proper monitoring of PAP compliance by EviCore and payment by the health plan

+ **Customer Compliance:** The DME provider is encouraged to work with the patient during the first 90 days of PAP therapy to maximize customer compliance with PAP treatment

    + <u>Non-compliant customers:</u> EviCore will outreach to the DME provider and physician periodically to support compliance. Outreach contact points: 3d, 7d, 14d, 21d, 30d, 60d, 90d, and as driven by data. Support for non-compliant customers will allow time to become comfortable with PAP Therapy.

    + To reach the compliance goal, PAP usage data must demonstrate ≥ 4 hours per night for 70% of nights, within a 30 consecutive day period, within the first 90 days of PAP therapy

EviCore
By EVERNORTH

Home Health (HH), Durable Medical Equipment (DME), and Sleep

Service	Service includes	Clinical Reviewer	How to Submit	Precertification Required Codes
HH	Nursing, Home health aids, therapies and social work	Cigna	Submit via EviCore.com Call: 866-668-9250 Fax: 855-826-3724	To find a complete list of procedure codes that require pre-certification, please visit: Cigna Provider Resources | EviCore by Evernorth
DME	Home based and Medically Necessary	Cigna	Submit via EviCore.com Call: 866-668-9250 Fax: 866-663-7740	
Sleep	Sleep testing. PAP therapy Devices do not require precertification.	EviCore	Submit via EviCore.com Phone: 866-668-9250 Fax: 866-999-3510	

EviCore
By EVERNORTH

If clinical information is needed, please be able to supply the following information:

+ Pertinent clinical information to substantiate medical necessity for requested service
+ Signs and symptoms of sleep complaints
+ Epworth Sleepiness Score (ESS)
+ Patient's history including current medications
+ CPT Code(s)
+ Working Diagnosis Code(s)
+ Previous sleep testing results, if applicable

Please refer to the guidelines for the particular (CPT) codes for which you are requesting prior authorization at: Clinical Guidelines | EviCore by Evernorth

EviCore
By EVERNORTH

Hold process | Share Documentation to Support Medical Necessity

If during case build all required pieces of documentation are not received, or are insufficient to reach a determination, the following will occur:

A Hold Letter will be faxed to the Requesting Provider requesting additional documentation	The Provider must submit the additional information to EviCore	EviCore will review the additional documentation and reach a determination

The Hold notification will inform the provider about what clinical information is needed as well as the date by which it is needed.

Requested information must be received within the timeframe as specified in the Hold Letter. EviCore will review the additional information and reach a determination.

Determination notifications will be communicated to the ordering physician and the rendering provider by EviCore.

EviCore
By EVERNORTH

Prior Authorization Outcomes, Special Considerations, and Post Decision Options

Outcomes | Approvals and Denials

+ Approved requests are typically processed in two business days after receipt of all necessary clinical information.

+ Purchases and daily rentals are usually valid for 90 – 180 days.

+ Denied request communications will include:

  + Rationale and guidelines relied upon

  + Post decision options

+ Decision communications will be shared with the ordering provider and the rendering facility/provider.

+ Decision information can be printed or saved on demand from the EviCore portal.

+ The member will receive the letter in the mail.

EviCore
By EVERNORTH

Post Decision Options

Reconsiderations

+ A reconsideration is a post-denial, **pre-appeal** opportunity to provide additional clinical information

+ A reconsideration can be requested any time, up until an appeal is received

+ Reconsiderations can be requested by phone 866-668-9250, directly on the portal via the 'Authorization Look-up" feature, or via a peer-to-peer clinical consultation with an EviCore medical director.

Appeals

+ EviCore will process first-level appeals. Delegation of second level appeals will vary by plan and/or state regulations.

+ The timeframe to submit an appeal request will be outlined on the determination letter and is typically within 180 days of the adverse decision*

+ Appeal requests can be submitted to EviCore in writing via fax or US Mail. The EviCore appeal address and fax number will be provided on the determination letter.

+ The appeal determination will be communicated by EviCore to the requesting provider and the customer

+ Appeal turnaround times may vary based on regulation:
  + Expedited - 72 hours
  + Standard customer - 30 days
  + Standard Provider - 60 days

Cigna Accounts Receivable Snapshot

All claims should be submitted directly to Cigna Healthcare or to the Payor.

+ Check the customer ID card for claims address

+ The Payor ID used to submit a claim to Cigna Healthcare through electronic billing is **62308**

+ Providers are required to enroll in Electronic Fund Transfer (EFT) with both **Cigna Healthcare and EviCore** in order to receive payment for services rendered. Please forward this information to the person in your organization who is responsible for this activity.

+ Providers are encouraged to utilize Cigna Healthcare's provider self-service tools to manage accounts receivable at Cigna for Health Care Professionals for:
    + Electronic Payment (EFT)
    + Remittance Reports & Claim Status Inquiry 835/837

+ If the available self-service tools do not provide claim resolution, providers should contact Cigna Healthcare through Cigna for Health Care Professionals or 1.800.88Cigna (800.882.4462). All inquiries regarding Cigna Healthcare claims submissions should be directed to Cigna Healthcare.

Detailed claims information is available on the Cigna Healthcare website (Cigna for Health Care Professionals > Get questions answered: Resource > Reimbursement and Payment Policies)

EviCore
By EVERNORTH

Special Circumstances

Retrospective (Retro) Authorization Requests

+ Any requests submitted after date of service will be considered retrospective

+ Retrospective requests will be accepted and reviewed

+ Timeframe to submit may vary by plan and/or state regulations

Urgent Precertification Requests

+ EviCore uses the NCQA/URAC definition of **urgent**: when a delay in decision-making may seriously jeopardize the life or health of the customer

+ Can be initiated on provider portal or by phone **800-298-4806**

+ Urgent requests will be reviewed within 72 hours

EviCore
By EVERNORTH

Sleep Study – Clinical Guidelines Summary

Attended Sleep Study Indications Attended sleep studies are the most appropriate test when a patient has one or more comorbid diagnoses that make an HST an inappropriate choice for sleep apnea testing.   In addition, an attended study would be appropriate if the patient DOES NOT have the mobility, dexterity or cognitive ability to use an HSAT safely at home or HSAT has been attempted and is inconclusive.

Multiple Sleep Latency Testing.   Multiple sleep latency testing (MSLT) is a tool to help diagnose and treat patients with severe daytime sleepiness. Standard protocol for this procedure is that a PSG MUST be completed the night before the MSLT. Therefore, MSLT requests should be accompanied by a request for an attended sleep study.

Repeat Sleep Testing The patient MUST be compliant with the current treatment. Repeat testing is generally not necessary to supply new PAP equipment.

To access the Clinical Guidelines, please visit: https://www.evicore.com/cigna

EviCore
By EVERNORTH

Sleep Management Worksheet

+ Worksheets for attended Sleep Studies and Multiple Sleep Latency Test (MSLT) procedures are available on the eviCore website.

+ Provider should complete this worksheet **prior** to contacting eviCore for an authorization.

+ **Please Note:** The worksheet is a tool to help providers prepare for Precertification requests via the **web portal** (preferred method) or by phone and should not be faxed to eviCore to build a case

+ To access the Clinical Worksheets, please visit:
www.evicore.com/provider/online-forms

EviCore's Provider Portal

EviCore
By EVERNORTH

EviCore Provider Portal | Access and Compatibility

Most providers are already saving time submitting clinical review requests online vs. telephone.

+ To access resources on the EviCore Provider Portal, visit [Homepage | EviCore by Evernorth](#)

+ Already a user?

Log in with User ID & Password.

+ Don't have an account? Click **Register Now.**

EviCore's website is compatible with **all web browsers**. If you experience issues, you may need to **disable pop-up blockers** to access the site.

EviCore
By EVERNORTH

Creating/Registering for an EviCore Provider Portal Account

- Complete the User Information section in full and **Submit Registration**.
- You will immediately be sent an email with a link to verify your account and create a password. Once you have created a password, you will be redirected to the login page.

Setting Up Multi-Factor Authentication (MFA)

To safeguard your patients' private health information (PHI), we have implemented a multi-factor authentication (MFA) process.

- After you log in, you will be prompted to register your device for MFA.

- Choose which authentication method you prefer: Email or SMS. Then, **enter your email address or mobile phone number**.

- Once you select **Send PIN**, a 6-digit pin will be generated and sent to your chosen device.

- After entering the provided PIN in the portal display, you will successfully be authenticated and logged in.

EviCore
By EVERNORTH

Building a Case on EviCore's Provider Portal

Provider Shared Worklist

To allow others to view your worklist while you are out of the office you can add them by selecting "User Access" and add their User ID and Email Address. They must have an EviCore account to be added.

Request an Authorization

Request An Authorization | Worklist | Auth Lookup | User Access

EviCore By EVERNORTH — Hello, Suma

Request an Authorization

Please select a Health Plan and Program below to build your request.

Select a Health Plan

Continue

Starting auth requests directly from the UPX dashboard is temporarily unavailable. Please start your request by navigating to the CareCore National portal.

You will see important announcements here.

You can request an authorization by clicking on "Request an Authorization." First select the health plan and then select the program. Click "Continue" and you will be directed to the correct portal to initiate your request.

REGISTER NOW

Video Resources

Please see our Video Resources for self-service Universal Dashboard training.

Universal Provider Dashboard — 16:11
EviCore Unified Provider Experience (UPX) - Dashboard Training

Tutorial — CareCore Portal Registration — 02:05
Web Registration Tutorial - CareCore National Portal

SPECIALTY THERAPY PORTAL OVERVIEW — 46:29
Specialty Therapy Provider Portal Overview

EviCore By EVERNORTH

Clinical Certification Request

If you begin the case directly from the CareCore National portal, you can select **REQUEST AN AUTH** or **Clinical Certification** on the banner. Then select the Program. For sleep services, you will choose the referring provider's/physician's office because DME does not require an authorization for Cigna members.

EviCore Provider Portal | Add Providers (optional)

On the CareCore National Portal, practioners/groups may be added to your account prior to case submission. (This is Optional) To add practioners or groups:

- Click the **Manage Your Account** tab to add provider information

- Select **Add Provider**

- Enter the NPI, state, and zip code to search for the provider

- Select the matching record based upon your search criteria

- Once you have selected a practitioner, your registration will be complete

- You can also click **Add Provider** to add another practitioner/group to your account

- You can access the **Manage Your Account** at any time to make any necessary updates or changes

Clinical Certification Request | Search for and Select Provider

You can select the **Practitioner/Group** one of two ways:
1. From the list that appears, which is the list of providers you added to your account
2. Use the Search By NPI feature. By using this feature, you can add the searched provider to your account without having to exit and go to your account to add them.

Clinical Certification Request | Select Health Plan

EviCore
By EVERNORTH

| Home | Certification Summary | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | MSM Practitioner Perf. Summary Portal | Resources | Manage Your Account | MedSolutions Portal | Unified Dashboard | Help / Contact Us |

Sunday, August 24, 2025 11:09 AM

Choose Your Insurer

Requesting Provider: E

Please select the insurer for this authorization request.

CIGNA ▼

200 HAWKINS DR ▼

BACK **CONTINUE**

Click here for help

Urgent Request? You will be required to upload relevant clinical info at the end of this process. Learn More.

Don't see the insurer you're looking for? Please call the number on the back of the member's card to determine if an authorization through eviCore is required.

- Choose the appropriate **Health Plan** for the request
- Another drop down will appear to select the appropriate address for the **practitioner/group**
- Select **CONTINUE**

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Enter Contact Information

- Enter/edit the **Practitioner's name** and appropriate information for the point of contact/who to contact individual
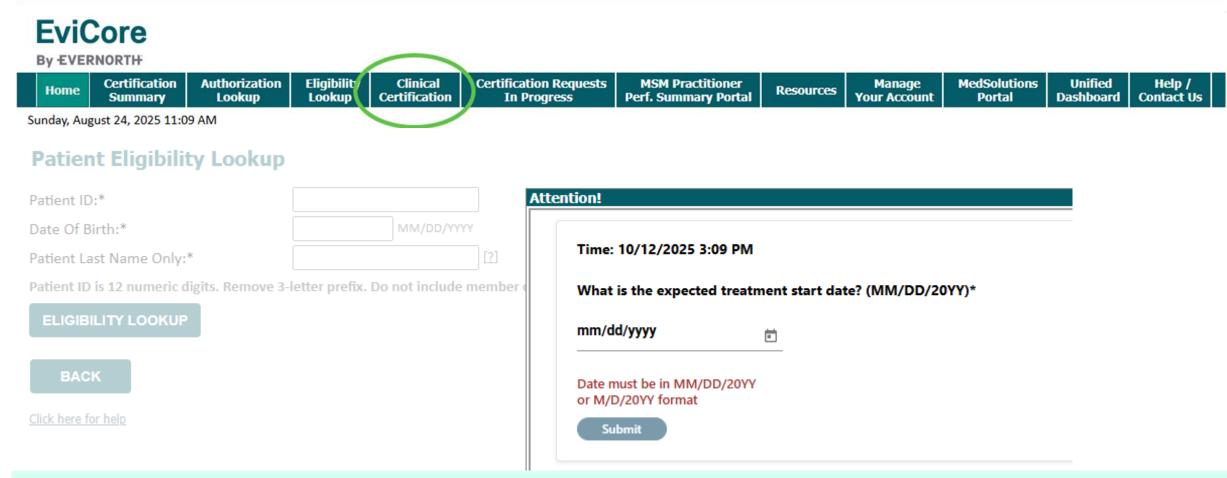
- Practitioner name, fax and phone will pre-populate, edit as necessary

The e-notification box is checked by default to enable email notices for any updates on case status changes. Make sure to uncheck this box if you prefer to receive faxed notices.
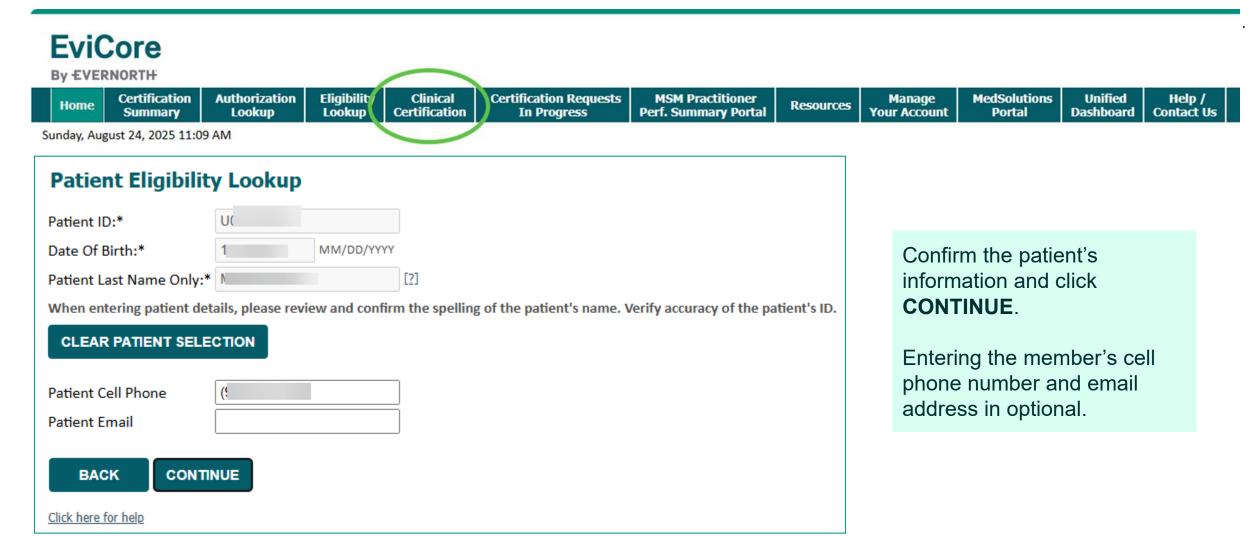
Clinical Certification Request | Enter Member Information

Before you enter the member information, indicate the date of service. Then enter the patient's information and click **SELECT** next to the appropriate member. Click **CONTINUE**.

Clinical Certification Request | Enter Member Information

Confirm the patient's information and click **CONTINUE**.

Entering the member's cell phone number and email address in optional.

Clinical Certification Request

Enter Requested Procedure and Diagnosis

Requested Service + Diagnosis

This procedure will be performed on 10/13/2025. [CHANGE]

Sleep Management Procedures

Select a Procedure by CPT Code[?] or Description[?]

[95807 ▼] [ATTENDED SLEEP, RESPIRATORY ▼]

Don't see your procedure code or type of service? Click here

Additional Procedure codes will be collected/presented during the clinical questionnaire

Diagnosis

Primary Diagnosis Code: **G47.19**
Description: **Other hypersomnia**
Change Primary Diagnosis

Select a Secondary Diagnosis Code (Lookup by Code or Description)
Secondary diagnosis is optional for Sleep Management

[   ] [LOOKUP]

[BACK] [CONTINUE]

Click here for help

Select appropriate **Procedure / CPT** and **Diagnosis.** You can search using the description or the code.

Some services will be selected by a 'placeholder code' and others by the primary procedure.

Also, if additional procedure codes are needed on the same authorization, additional codes will be collected during the clinical questionnaire.

EviCore
By EVERNORTH
Public Information

Clinical Certification Request | Site Selection

Selecting "Yes" to this question will auto populate certain fields on the **Site of Service** (Rendering Facility) screen. If "No' is selected, for best results, search with NPI, TIN, **and** zip code. **Select** the specific site where the procedure will be performed.

Clinical Certification Request | Clinical Certification

Verify that all information is entered and correct. You will not have the opportunity to make changes after this point

Clinical Certification Request | Standard or Urgent Request?

- If the case is **standard,** select **Yes**

- If your request is **urgent,** select **No**

- When a request is submitted as urgent, you will be **required** to upload relevant clinical information

- Upload up to **FIVE documents** *(.doc, .docx, or .pdf format; max 5MB size)*

- Your case will only be considered urgent if there is a successful upload

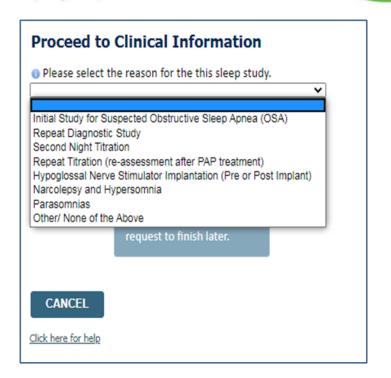# **Clinical Certification |** Clinical Survey Example Questions

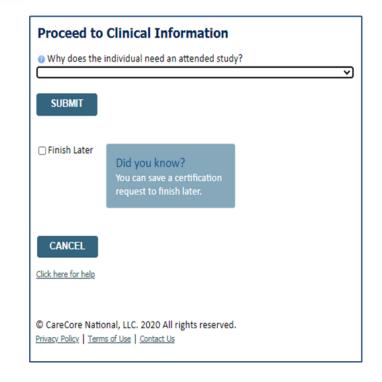# **Clinical Certification |** Clinical Survey Example Questions

Clinical Certification Request | Request for Clinical Upload

Proceed to Clinical Information

Clinical Upload

Please upload any additional clinical information that justifies the medical necessity of this request.

Browse for file to upload (max size 5MB, allowable extensions .DOC,.DOCX,.PDF,.PNG):

Choose File   Test clinical.docx
Choose File   No file chosen
Choose File   No file chosen
Choose File   No file chosen
Choose File   No file chosen

UPLOAD   **SKIP UPLOAD**

EviCore requires documents to have patient's name (first and last) and one additional identifier from the list below:

- Date of birth
- Correct case number/Episode ID
- Customer identification number
- Full address (Street, City, State and Zip Code)
- Full phone number including area code
- Driver's license number or other government-issued ID.

If additional information is required, you will have the option to upload more clinical information for review.

Tips:
- Providing clinical information via the web is the fastest and most efficient method
- Enter additional notes in the space provided only when necessary
- Additional information uploaded to the case will be sent for clinical review
- Print out a summary of the request that includes the case number and indicates 'Your case has been sent to clinical review'

EviCore
By EVERNORTH
Public Information

Clinical Certification | Clinical Survey Example Questions

Ongoing sessions for Web Portal Training

+ Provides step-by-step guidance on submitting requests through both the EviCore CareCore National platform and EviCore MedSolutions platform.
+ Includes Portal registration, Case lookup, and Scheduling Peer to Peer Consultations

Register for Provider sessions:

Provider's Hub > Scroll down to EviCore Provider Orientation Session Registrations > Upcoming

EviCore Online Provider Resources Review Forum

The EviCore website contains multiple tools and resources to assist providers and their staff with the prior authorization process.

We invite you to attend an **Intro to EviCore Online Resources** to learn how to navigate EviCore's web site and understand all the non-health plan specific resources available on the Provider's Hub.

Included is a broad overview of registering and using the EviCore portal. This is great for those new to Evicore.com and the prior authorization process.

EviCore
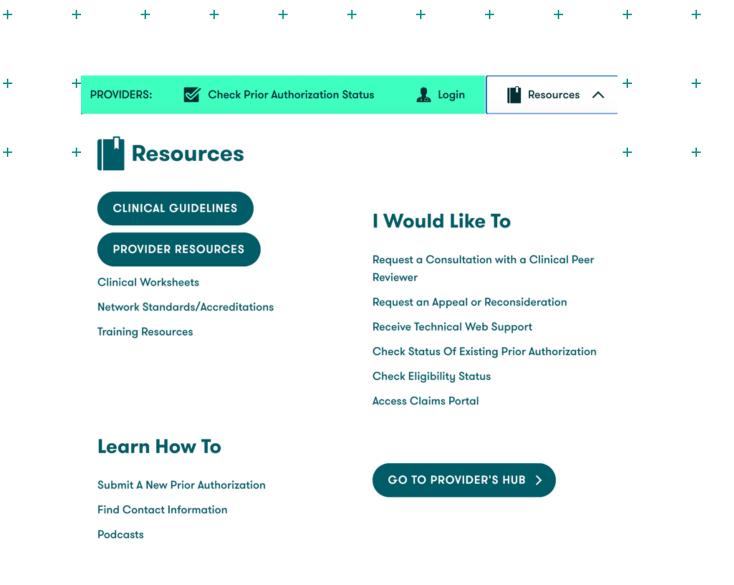By EVERNORTH

Provider Resources

Quick Reference

At the top right corner of any EviCore.com webpage, click the drop down to display quick links to a variety of resources.

+ Clinical Guidelines

+ Health Plan Specific "Provider Resources"

+ Worksheets for some programs

+ Click "Go to Provider's Hub" to:

  ▪ Log into the provider portal

  ▪ Find Training resources <u>not</u> specific to any health plan.

  ▪ Register for provider Training Webinars

  ▪ Find Contact Information

  ▪ Sign up for our provider Newsletter

EviCore
By EVERNORTH

Contact EviCore's Dedicated Teams

For any contract questions for home infusion therapy and fee schedules, please contact an EviCore dedicated provider services team member at 1.800.575.4517.

Provider Services and Portal Support

+ Live chat
+ Clientservices@evicore.com
+ Phone: **800-646-0418**

Provider Engagement

You can contact your Provider Engagement Representative by visiting the Provider's Hub and viewing the Provider Engagement Territory Map in the Training Resources.

Call Center/Intake Center

Call 866-668-9250. Representatives are available from 7 a.m. to 7 p.m. local time.

EviCore
By EVERNORTH

Provider Resource Website

EviCore's Provider Engagement team maintains provider resource pages that contain client and solution specific educational materials to assist providers and their staff.

To access Health Plan Specific provider resources, visit
[Provider Resources | EviCore by Evernorth](#)

+ Frequently asked questions

+ Quick reference guides

+ Provider training

+ CPT code list
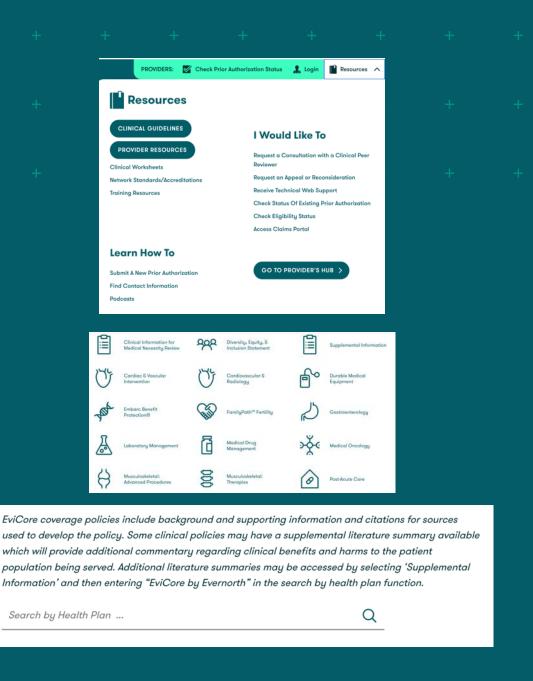

Access Cigna Healthcare's provider resources at:

[Cigna for Health Care Professionals](#)

EviCore
By EVERNORTH

Clinical Guidelines

How do I access EviCore's clinical guidelines?

1. Open the **Resources** menu in the top right of the browser

2. Select **Clinical Guidelines**

3. Select the solution/program associated with the requested guidelines

4. Search by health plan name to view clinical guidelines

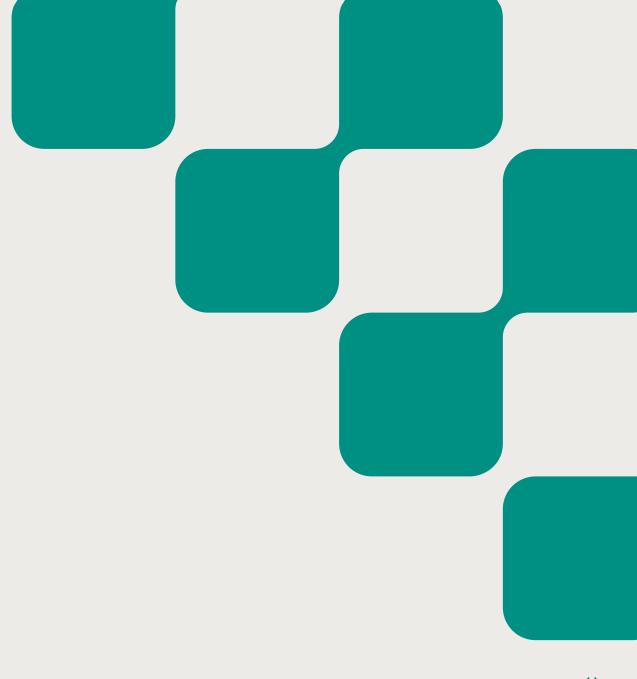5. If you would like to view all guidelines, type in "EviCore by Evernorth" as your health plan

EviCore
By EVERNORTH

42

Contacts and Helpful Links

Client & Provider Operations, Portal support, Network support, etc.	clientservices@evicore.com
Find Contact information	Contact Us	EviCore by Evernorth
Regional Provider Engagement Manager team	Provider Engagement Territory Map
Clinical Guidelines	Clinical Guidelines	EviCore by Evernorth
Worksheets for some solutions	Clinical Worksheets & Online Forms	EviCore by Evernorth
Request a Clinical Consultation	Request a Peer-to-Peer Discussion	EviCore by Evernorth

EviCore
By **EVERNORTH**

43

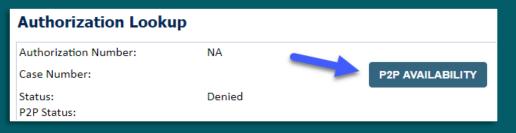# Thank you

EviCore
By EVERNORTH

Online Peer-to-Peer Scheduling Tool
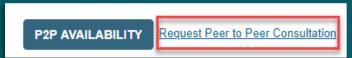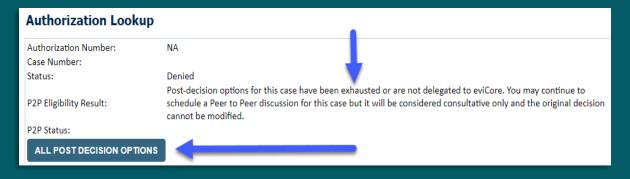
Schedule a P2P

If your case is eligible for a Peer-to-Peer (P2P) consultation, a link will display, allowing you to proceed to scheduling without any additional messaging.

1. Log-in to your account at **EviCore.com**.

2. Perform **Clinical Review Lookup** to determine the status of your request.

3. Click on the **P2P AVAILABILITY** button to determine if your case is eligible for a. Peer-to-Peer consultation

4. Note carefully any messaging that displays.*

Authorization Lookup

Authorization Number:	NA
Case Number:	
Status:	Denied
P2P Status:	

P2P AVAILABILITY

P2P AVAILABILITY   Request Peer to Peer Consultation

Authorization Lookup

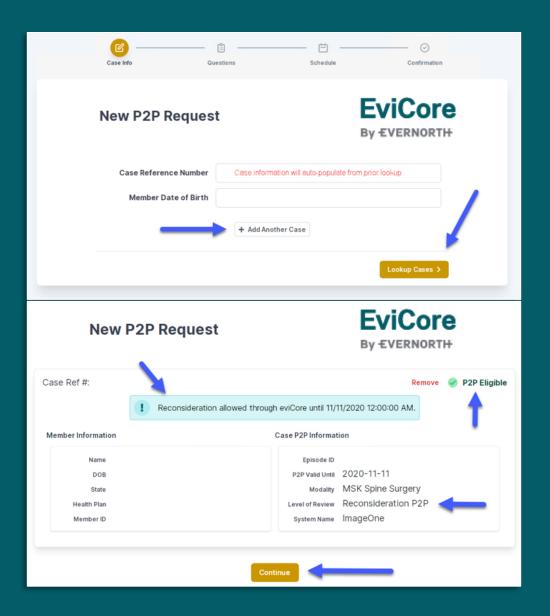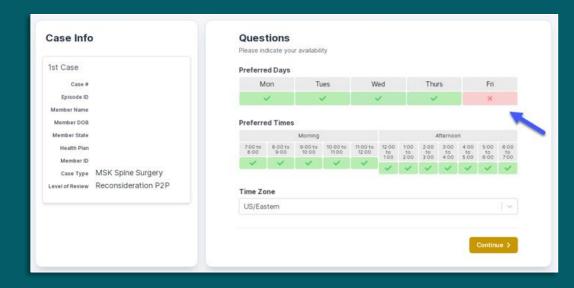|	
Authorization Number:	NA
Case Number:	
Status:	Denied
	Post-decision options for this case have been exhausted or are not delegated to eviCore. You may continue to schedule a Peer to Peer discussion for this case but it will be considered consultative only and the original decision cannot be modified.
P2P Eligibility Result:	
P2P Status:	

ALL POST DECISION OPTIONS

*In some instances, a Peer-to-Peer consultation is allowed, but the case decision can not be changed. In such cases, you can still request a **Consultative-Only Peer-to-Peer.** You can also click on the **ALL POST-DECISION OPTIONS** button to learn what other action can be taken.
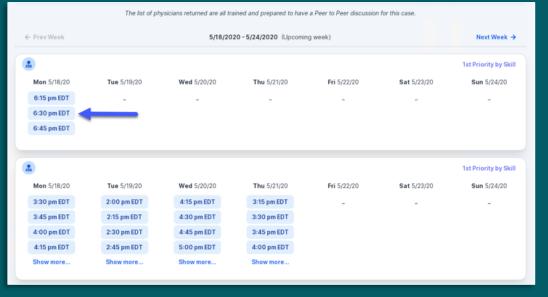
Once the **Request Peer-to-Peer Consultation** link is selected, you will be transferred to our scheduling software via a new browser window.

46

Schedule a P2P

1. Upon first login, you will be asked to confirm your default time zone.

2. You will be presented with the case number and member date of birth.

3. Add another case for the same Peer-to-Peer appointment request by selecting **Add Another Case**.

4. To proceed, select **Lookup Cases**.

5. You will receive a confirmation screen with member and case information, including the level of review for the case in question.
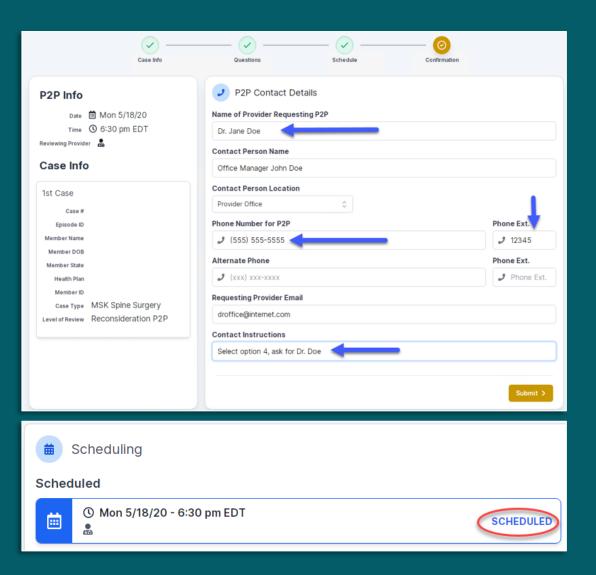
6. Click **Continue** to proceed.

Schedule a P2P

1. You will be prompted with a list of EviCore Physicians/Reviewers and appointment options.

2. Select any of the listed appointment times to continue.

3. You will be prompted to identify your preferred days and times for a Peer-to-Peer consultation (all opportunities will be automatically presented).

4. Click on any **green checkmark** to **deselect** that option, then click **Continue**.
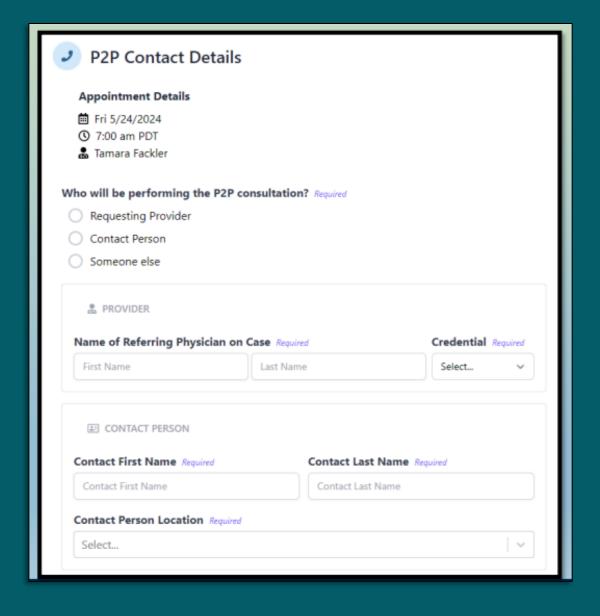
Schedule a P2P

1. Update the following fields to ensure the correct person is contacted for the Peer-to-Peer appointment:
   - Name of Provider Requesting P2P
   - Phone Number for P2P
   - Contact Instructions
2. Click **Submit** to schedule the appointment.
3. You will be presented with a summary page containing the details of your scheduled appointment.
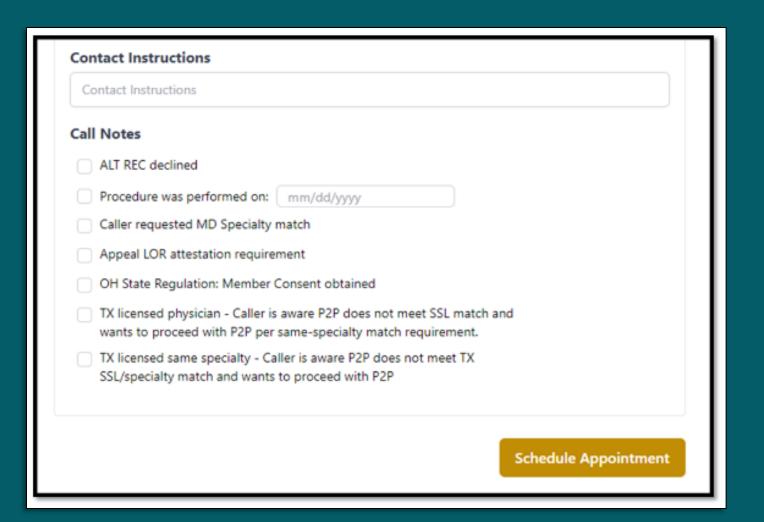4. Confirm contact details.

P2P Contact Details

1. Use the radio button option to select who will perform the P2P with the EviCore Medical Director.

2. Open fields will manually open to input the provider's first, last name, and their credential.

Call Notes

1. Use the radio button to select options if applicable.

2. If "Procedure was performed on" is selected, then the date is required.

Cancel or Reschedule a P2P Appointment

To cancel or reschedule an appointment:

1. Access the scheduling software and select **My P2P Requests** on the left-pane navigation.

2. Select the request you would like to modify from the list of available appointments.

3. When the request appears, click on the schedule link. An appointment window will open.

4. Click on the **Actions** drop-down and choose the appropriate action:

    +   **If choosing to reschedule,** select a new date or time as you did initially.

    +   **If choosing to cancel,** input a cancellation reason.

5. Close the browser once finished.

52