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January 6, 2026

<PROV\_NM>  
<ATTN>  
<FRST\_LN\_ADDR> <SEC\_LN\_ADDR>  
<City\_NM>, <STE\_CD> <ZIP\_CD>

**Re: Improving your experience: EviCore by Evernorth to manage prior authorizations for additional services**

Dear <PROV\_NM>,

We are pleased to announce that we will be improving the utilization management process, making it easier and quicker for you to administer prior authorizations for your patients with Cigna Healthcare® plans. We are excited to offer you a digitally connected experience that delivers timely, efficient decision-making with real-time approvals.

**Effective March 7, 2026:**

- EviCore by Evernorth® (EviCore) will begin handling inpatient and/or outpatient utilization management, including prior authorization, for procedure codes for the following services:
  - Durable medical equipment (DME)
  - Experimental, investigational, unproven procedures
  - Unlisted procedures
  - Cosmetic procedures
  - Outpatient surgery
- This update will apply to Cigna Healthcare:
  - U.S. commercial medical plans.
  - Individual & Family Plans.
  - International Health plans (North America).
- This update will not apply to:
  - Shared Administration Repricing and Payer Solutions plans.
  - Benefit plans in which an employer group has opted out or has non-standard rules in place.

**At a glance**

- Effective March 7, 2026:
  - EviCore by Evernorth (EviCore) will begin handling inpatient and outpatient utilization management for more services for your patients with Cigna Healthcare plans.
  - To submit a prior authorization request, log in to [EviCore.com](https://evicore.com), call 866.668.9250.
- This update will apply to Cigna Healthcare U.S. commercial medical plans, Individual & Family Plans, and International Health plans (North America).
- In December, EviCore will begin holding online sessions to help providers and their staff understand the prior authorization process and how to access information on [EviCore.com](https://evicore.com).

**What this means to you**

Beginning March 7, 2026, use the contact information below to submit prior authorization requests to EviCore.

Portal	<a href="https://evicore.com/Provider">EviCore.com/Provider</a>
Telephone	866.668.9250

**Provider orientation sessions**

In February, EviCore will begin holding online sessions to help you and your staff understand the prior authorization process. These sessions will include detailed information about the process, a review of how to access information on [EviCore.com](https://evicore.com), and a question-and-answer period. Refer to the enclosed flyer for more information.

**Additional information**

Please refer to the resources below.

Topic	Contact
EviCore provider portal	<a href="https://EviCore.com">EviCore.com</a>
CPT codes requiring prior authorization / provider resources	<ul style="list-style-type: none"><li>• <a href="https://EviCore.com/Resources/HealthPlan/Cigna">EviCore.com/Resources/HealthPlan/Cigna</a></li><li>• <a href="https://CignaforHCP.com">CignaforHCP.com</a> &gt; Precertification Process</li></ul>
Coverage guidelines	<a href="https://EviCore.com/Cigna">EviCore.com/Cigna</a>
Benefits eligibility and coverage	800.88Cigna (882.4462)

Thank you for the quality care you provide to our customers. We look forward to providing you and your patients with an improved service experience.

Sincerely,



Stephanie Berman, M.D.  
Medical Director

Enclosure