MUSCULOSKELETAL (MSK) ADVANCED PROCEDURES

Cigna Provider Presentation

Updated 2026

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Cigna Prior Authorization Services

Applicable Membership	Prior authorization applies to the following services	Prior authorization does NOT apply to services performed in
• Commercial Members with a Cigna ID card that indicates that precertification is required.	• Outpatient • Elective/Non-emergent • Inpatient Stays	• Emergency Rooms • Observation Services

Providers should verify member eligibility and benefits by logging into the Cigna Provider Portal : Cigna for Health Care Professionals

It is the responsibility of the ordering provider to request prior authorization approval for services.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Spine & Joint Surgery and Pain Management

- Decompression procedures - Laminectomy/Laminotomy/Laminoplasty
- Cervical, Thoracic and Lumbar Fusions (including deformity correction)
- Vertebroplasty/Kyphoplasty & Basivertebral Nerve Ablation
- Total Disc, Joint & Diagnostic Arthroplasty
- Total & Partial Joint Replacements
- Epidural, Sacroiliac, & Facet Joint Injections
- Nerve Blocks
- Fluoroscopic or Image guidance
- Revision Surgery

To find a list of CPT codes that require prior authorization through EviCore, please visit: **Cigna Provider Resources | EviCore by Evernorth**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Procedures Requiring Devices

For some surgical procedures that require the insertion or replacement of a device, multiple authorizations may be required to cover the procedure and the device(s).

- Authorizations should be created under each program owning the delegated CPT codes.
- The Cigna Comprehensive Code List - Effective 03/07/2026 found on
  - Cigna Provider Resources | EviCore by Evernorth should be referenced for direction.
- Claims submitted without all the necessary authorization may not be reimbursable.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Necessary Information for Prior Authorization

To obtain prior authorization on the very first submission, the provider submitting the request will need to gather information within four categories:

Member

- ✓ Health Plan ID
- ✓ Member name
- ✓ Date of birth (DOB)

Referring (Ordering) Physician

- ✓ Physician name
- ✓ National provider identifier (NPI)
- ✓ Phone & fax number

Supporting Clinical

- ✓ Pertinent clinical information to substantiate medical necessity for the requested service
- ✓ CPT/HCPCS Code(s)
- ✓ Diagnosis Code(s)
- ✓ Previous test results

Rendering Facility

- ✓ Facility name
- ✓ Address
- ✓ National provider identifier (NPI)
- ✓ Tax identification number (TIN)
- ✓ Phone & fax number

All Clinical Information pages must include 2 patient/member identifiers

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Additional Documentation Needed

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

A hold letter will be faxed to the requesting provider requesting additional documentation.

The hold letter will inform the provider about what clinical information is needed as well as the **date by which it is needed.**

The provider must submit the additional information to EviCore.

Requested information must be received within the timeframe as specified in the hold letter, or EviCore will render a determination based on the information shared on original submission.

EviCore will review the additional documentation and reach a determination.

Determination notifications will be sent.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

I’ve received a request for additional clinical information. What’s next?

Before a denial decision is issued on Medicare cases, EviCore will notify providers telephonically and in writing. From there, additional clinical information must be submitted to EviCore in advance of the due date referenced.

Important to note: If the additional clinical information is faxed/uploaded, that clinical is what is used for the review and determination. The case is not held further for a Pre-Decision Clinical Consultation, even if the due date has not yet lapsed.

Once the determination is made, notifications will go out to the provider and member, and status will be available on EviCore.com

There are three ways to supply the requested information:

1. Fax to **800-540-2392**
2. Upload directly into the case via the provider portal at EviCore.com. **All** Clinical Information pages must include 2 patient/member identifiers
3. Request a Pre-Decision Clinical Consultation This consultation can be requested via the EviCore website, and must occur prior to the due date referenced

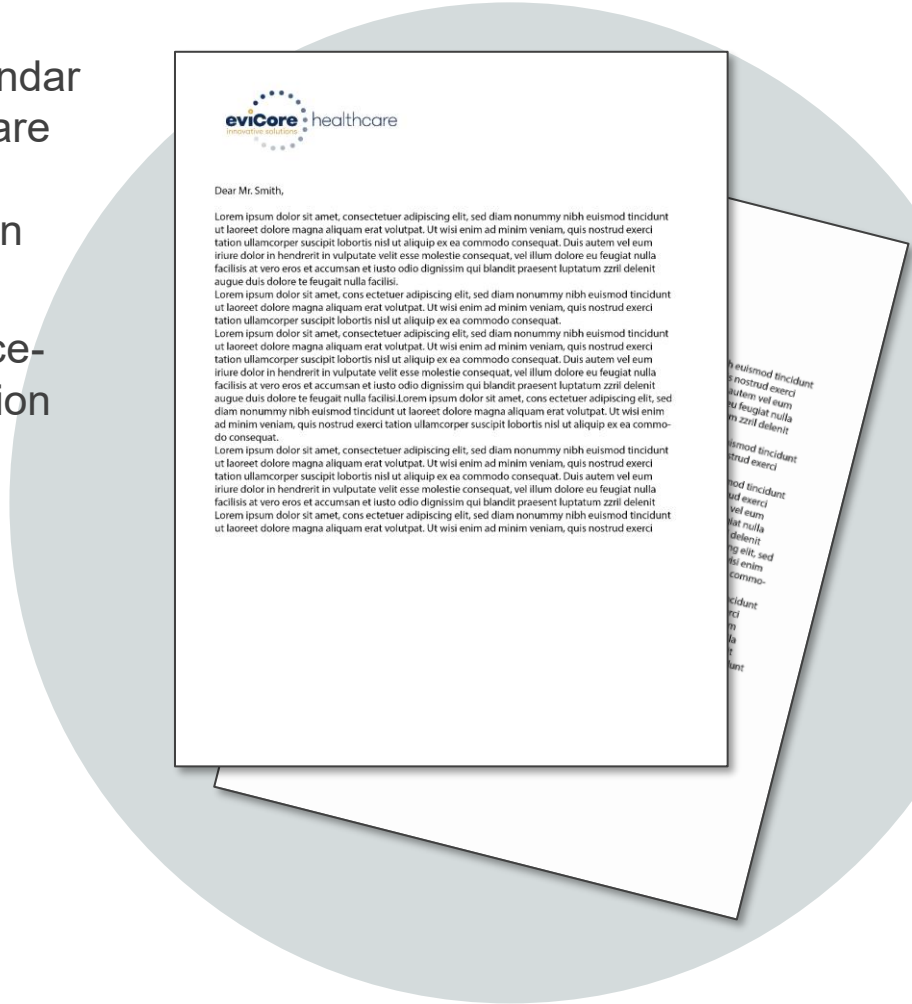
EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Prior Authorization Outcomes

Determination Outcomes:

- **Approved/ Partially Approved Requests:** Authorizations are valid for 180 calendar days from the date of case submission. In instances where multiple CPT codes are requested, some may be approved and some denied. In these instances, the determination letter will specify what has been approved, as well as post-decision options for denied codes.
- **Denied Requests: If** a request is determined as inappropriate based on evidence-based guidelines, a notification with the rationale for the decision and post-decision rights will be issued.



Notifications:

- Web initiated cases will receive e-notifications when a user opts to receive.
- Members will receive a letter by mail.
- Authorization letters will be faxed to the rendering provider.
- Approval information can be printed on demand from the EviCore portal: www.EviCore.com

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Retrospective Authorization Requests

- Must be submitted within 15 calendar days from the date of services (Payer Solutions and NALC members have 365 days)
- Any submitted beyond this timeframe will be administratively denied
- Reviewed for **clinical urgency** and medical necessity
- Processed within 30 calendar days
- When authorized, the start date will be the submitted date of service

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distri

Special Circumstances

Authorization Updates

- If updates are needed on an existing authorization, you can contact EviCore by phone at **866-668-9250**
- While EviCore needs to know if changes are made to the approved request, any change could result in the need for a separate clinical review and require a new request (and the original approved request would need to be withdrawn).
- If the authorization is not updated, it may result in a claim denial.

Urgent Prior Authorization Requests

- EviCore uses the NCQA/URAC definition of urgent: when a delay in decision-making may seriously jeopardize the life or health of the member
- Can be initiated on provider portal or by phone
- Urgent cases are typically reviewed within 24 to 72 hours

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Alternative Recommendation

An alternative recommendation may be offered based on EviCore's evidence-based clinical guidelines

The ordering provider can either accept the alternative recommendation or request a reconsideration for the original request

Providers have up to 14 calendar days to contact EviCore to accept the alternative recommendation

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Post-Decision Options

My case has been denied. What's next?

Your **determination letter** is the best immediate source of information to assess what options exist on a case that has been denied. You may also call EviCore at **866-668-9250** to speak with an agent who can provide available option(s) and instruction on how to proceed.

Alternatively, select **All Post Decisions** under the **Authorization Lookup** function on **Provider's Hub | EviCore by Evernorth** to see available options.

Reconsiderations

- Providers can request a reconsideration review.
- Reconsiderations must be requested within 14 calendar days after the determination date.
- Reconsiderations can be requested in writing or verbally via a Clinical Consultation with an EviCore physician.

Appeals

- EviCore will process first-level appeals.
- The timeframe by which appeal requests must be submitted to EviCore varies by line of business. Please refer to the denial letter for instructions.

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

How to Request Prior Authorization

The EviCore Provider Portal is the easiest, most efficient way to request clinical reviews and check statuses.

- **Save time**: Quicker process than requests by phone or fax
- **Available 24/7**: Submit your requests anytime day or night
- **Save your progress**: If you need to step away, you can save your progress and resume later
- **Upload additional clinical information**: No need to fax in supporting clinical documentation, it can be uploaded on the portal
- **View and print determination information**: Check case status in real-time
- **Dashboard**: View all recently submitted cases
- **Duplication feature**: If you are submitting more than one request, you can duplicate information to expedite submittals

To access the EviCore Provider Portal, visit [Provider's Hub | EviCore by Evernorth]

Or by phone: **866-668-9250**
Monday – Friday
7 AM – 7 PM (local time)

Or by fax: **800-540-2392**

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Provider Portal | Features

UPX Dashboard

- Track recently submitted cases
- Share work list with co-workers to help manage cases

Clinical Certification

- Request a clinical review for prior authorization on the portal

Prior Authorization Status Lookup

- View and print any correspondence associated with the case
- Search by member information OR by case number with ordering national provider identifier (NPI)
- Review post-decision options and schedule a peer-to-peer consultation
- Self schedule a peer-to-peer consultation

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Resources

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Health Plan specific 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 on a daily basis.

These pages have a solution specific tab which include:

+ Frequently asked questions
+ Quick reference guides
+ Provider training
+ CPT code list

To access these helpful resources, visit

Cigna Provider Resources | EviCore by Evernorth

Access Cigna's Provider Portal at:
Cigna for Health Care Professionals

EviCore
By EVERNORTH

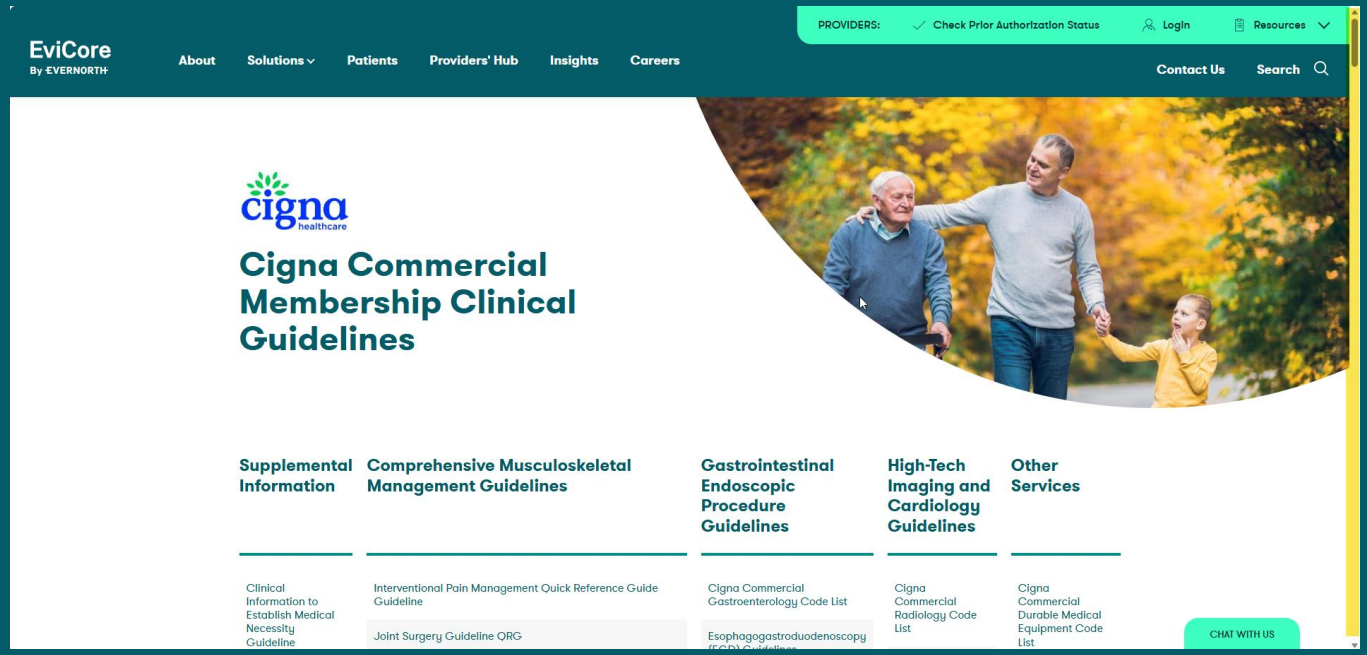
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

PROVIDER RESOURCES

Clinical Guidelines

How do I access clinical guidelines for Cigna members?

1. Click **EviCore Cigna Commercial Membership | EviCore by Evernorth**
2. Make sure to scroll down to find the appropriate guidelines for the solution/program associated with the requested guidelines.



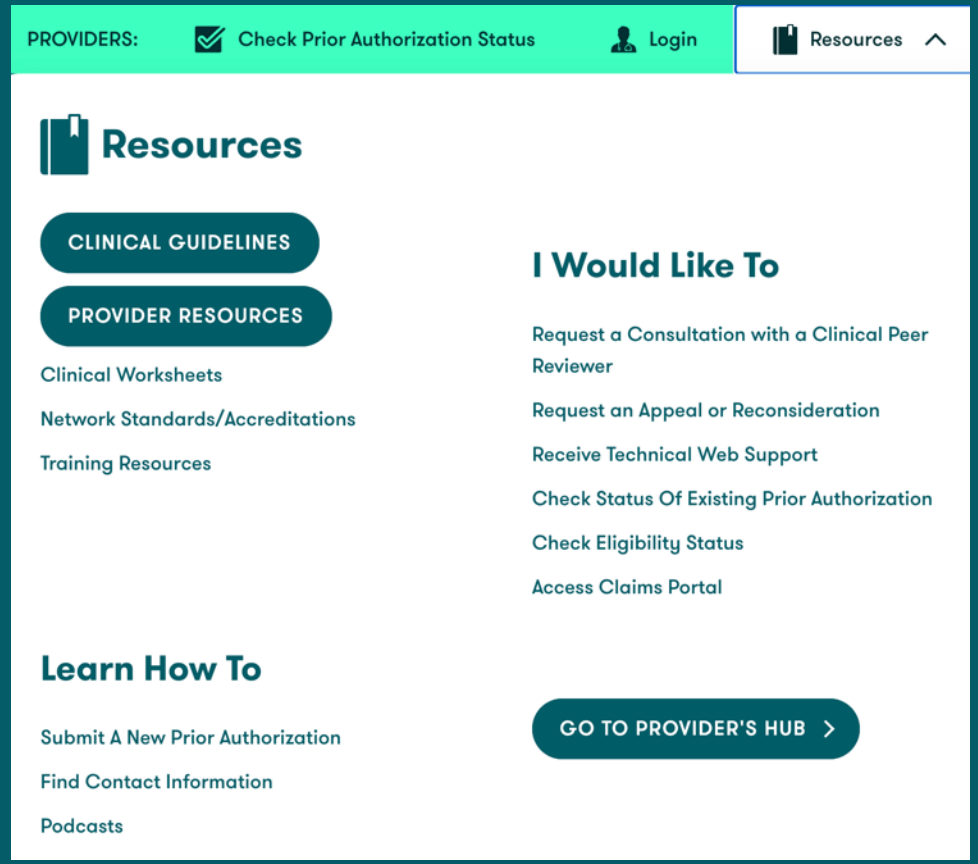
EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Quick Reference Tool

Providers and staff can access important tools and resources at EviCore.com

1. Open the **Resources** menu in the top right of the browser
2. A drop-down menu will appear that will give you access to a variety of important resources to help guide you.
   + EviCore also maintains online resources not specific to health plans, To access these helpful resources; click **GO TO PROVIDER'S HUB** or visit EviCore's Provider's Hub | EviCore by Evernorth.



EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore Communication Relationship Management (ECRM)

For program-related questions or concerns, please submit inquiries via the **EviCore Communication Relationship Management (ECRM)** application. Common issues addressed through ECRM include (but not limited to):

- Issues experienced during case creation
- Member file issues
- Provider eligibility and file issues
- Reports of system issues
- Support for EviCore's provider portal
  - You can also speak with Web Support at 800-646-0418 (option 2), or
  - Chat with Web Support online at www.EviCore.com Monday-Friday, 7AM-7PM

ECRM is available **24/7**. Users can login or register **HERE**.

Additional Information about ECRM can be found on the **ECRM Resource site**.

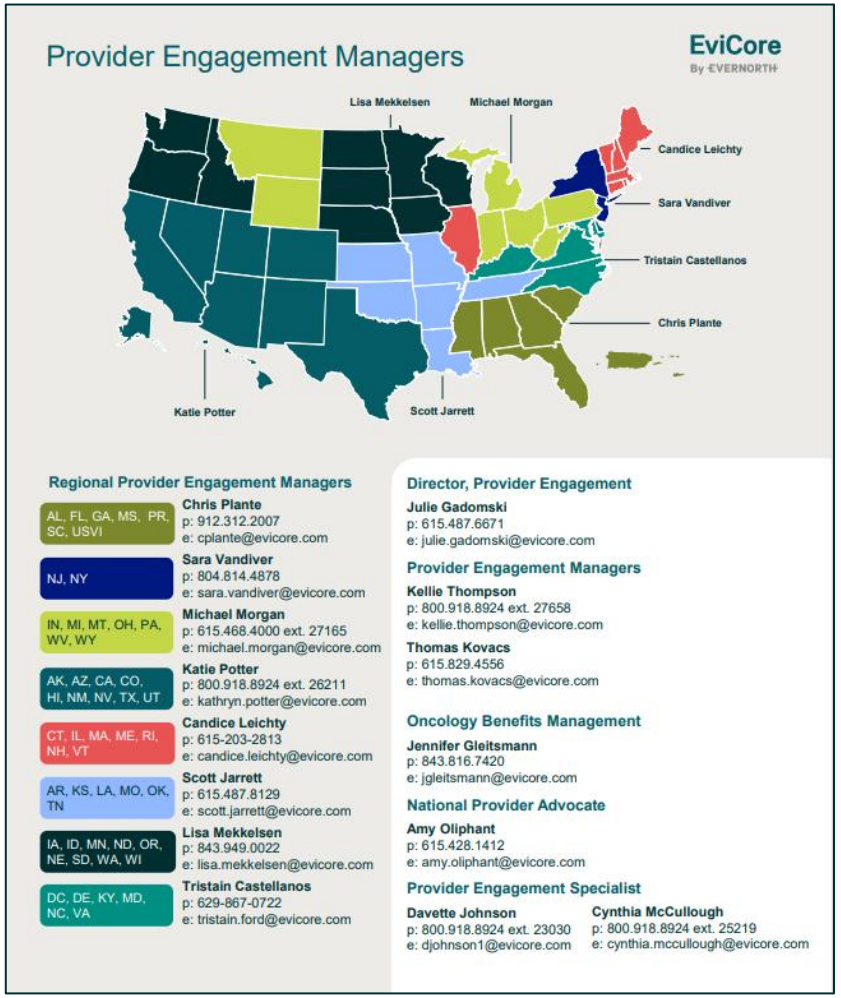
© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Engagement

Regional team that works directly with the provider community.
[Provider Engagement map and contacts]

Call Center CareCore National Intake

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



Provider Engagement Managers

EviCore By EVERNORTH

Regional Provider Engagement Managers

AL, FL, GA, MS, PR, SC, USVI	**Chris Plante** p: 912.312.2007 e: cplante@evicore.com
NJ, NY	**Sara Vandiver** p: 804.814.4878 e: sara.vandiver@evicore.com
IN, MI, MT, OH, PA, WV, WY	**Michael Morgan** p: 615.468.4000 ext. 27165 e: michael.morgan@evicore.com
AK, AZ, CA, CO, HI, NM, NV, TX, UT	**Katie Potter** p: 800.918.8924 ext. 26211 e: kathryn.potter@evicore.com
CT, IL, MA, ME, RI, NH, VT	**Candice Leichty** p: 615-203-2813 e: candice.leichty@evicore.com
AR, KS, LA, MO, OK, TN	**Scott Jarrett** p: 615.487.8129 e: scott.jarrett@evicore.com
IA, ID, MN, ND, OR, NE, SD, WA, WI	**Lisa Mekkelsen** p: 843.949.0022 e: lisa.mekkelsen@evicore.com
DC, DE, KY, MD, NC, VA	**Tristain Castellanos** p: 629-867-0722 e: tristain.ford@evicore.com

Director, Provider Engagement

Julie Gadomski
p: 615.487.6671
e: julie.gadomski@evicore.com

Provider Engagement Managers

Kellie Thompson
p: 800.918.8924 ext. 27658
e: kellie.thompson@evicore.com

Thomas Kovacs
p: 615.829.4556
e: thomas.kovacs@evicore.com

Oncology Benefits Management

Jennifer Gleitsmann
p: 843.816.7420
e: jgleitsmann@evicore.com

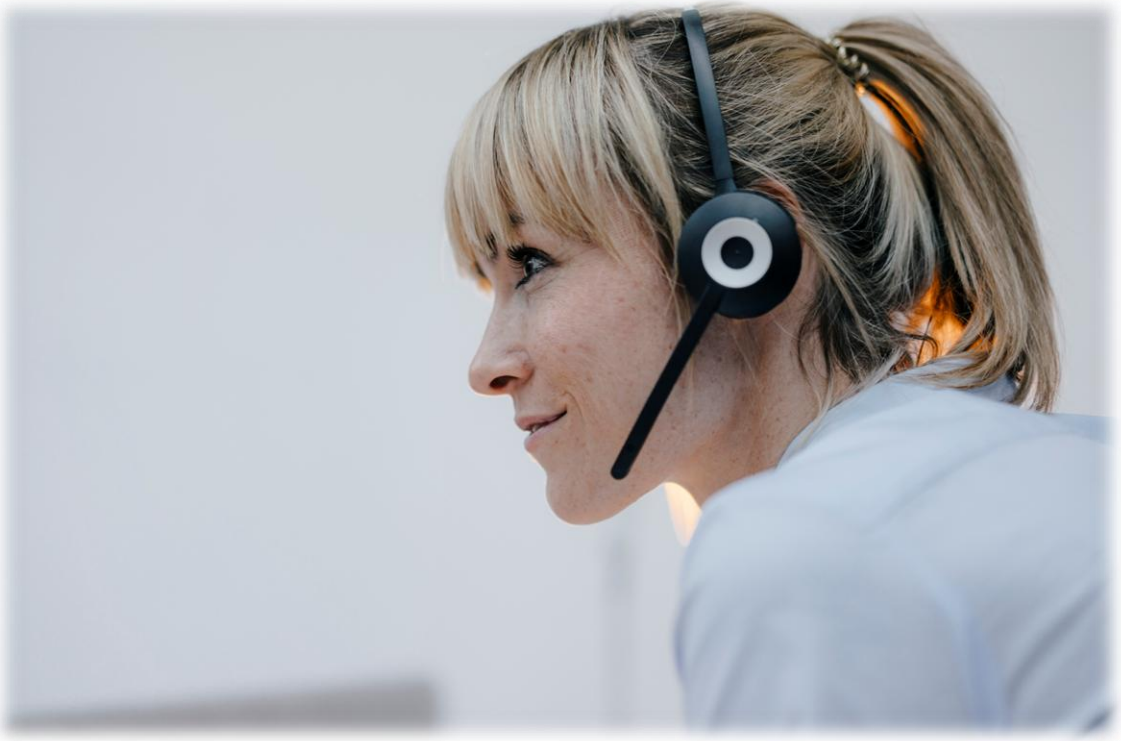
National Provider Advocate

Amy Oliphant
p: 615.428.1412
e: amy.oliphant@evicore.com

Provider Engagement Specialist

Davette Johnson
p: 800.918.8924 ext. 23030
e: djohnson1@evicore.com

Cynthia McCullough
p: 800.918.8924 ext. 25219
e: cynthia.mccullough@evicore.com



EviCore By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Provider Training Opportunities

Get More Out of the EviCore Portal—Join a Free Training Session

Training Options & Frequency

+ Intro to Web Portal Training– **Offered twice per week**
+ Intro to EviCore Online Resources– Offered **twice per month**
+ Post-Acute Care Portal Training *(for hospitals and post-acute care providers)* – Offered **once per week**

How to View Sessions & Register

1. Click on the training session you would like to attend.
2. Select your preferred date and time by checking the radio button.
3. Complete the registration form.
4. Look for a confirmation email with session details.

Have questions? The training host's contact information will be included in your confirmation email.

We look forward to seeing you at an upcoming training session!

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

EviCore’s Provider Newsletter

Stay up-to-date with our free provider newsletter

To subscribe:

+ Visit EviCore.com
+ Scroll down to the section titled Stay Updated With Our Provider Newsletter
+ Enter a valid email address

© 2026 eviCore healthcare. All Rights Reserved. This presentation contains Confidential and Proprietary information. Use and distribution limited solely to authorized personnel.

Thank You

EviCore
By EVERNORTH

© 2026 eviCore healthcare. All Rights Reserved.
This presentation contains CONFIDENTIAL and PROPRIETARY information.