

CIGNA RADIOLOGY PROGRAM

Provider quick reference guide

Cigna works with eviCore healthcare 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 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 tristate 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 website at evicore.com or by calling 888.693.3297.

Together, all the way.®



Value to providers 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 helps improve the quality and safety of care, while facilitating earlier treatment that is more appropriate.
- › eviCore's unique education approach includes "predictive intelligence" technology.

which provides nearly instant precertification approval in areas where a physician consistently practices within our evidence-based guidelines.

- › eviCore educates customers about options for cost-effective treatment at certain facilities (through Informed Choice).
- › All Cigna-participating providers in eviCore's network are credentialed and reviewed for quality.

Contact information

Dedicated support

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

Precertification

- › evicore.com
- › Phone: 888.693.3297 (8:00 am–7:00 pm EST)
- › Fax: 888.693.3210

eviCore's radiology coverage guidelines

- › evicore.com/cignaguidelines

Market implementations and announcements

- › evicore.com/Cigna/Pages/Radiology

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 web support

- › Go to: evicore.com. Once logged in to the portal, click the "Online Chat" button located in the upper right-hand corner of the page.

- › Phone: 800.575.4594 (8:00 am–7:00 pm EST)
- › Email: portal.support@evicore.com

Customer benefit inquiries and eligibility

- › CignaforHCP.com

Claims

- › Cigna-contracted providers should submit claims directly to Cigna at the address on the back of the customer's ID card

- › Claim status inquiries: **Cignaforhcp.com**

- › eviCore contracted providers must submit claims directly to eviCore:*

- › Claims can be submitted by:

Electronically: Claim ID: 62160

Mail: eviCore healthcare

PO Box 981612

El Paso, TX 79998

- › Claim status inquiries: **evicore.com**

*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.

