

Cultural Competency Designation awarded to 76 providers

In September 2015, we invited providers to participate in a limited-time opportunity to achieve our new Cultural Competency Designation. On June 1, 2016, we will send a letter of congratulations and a personalized certificate to the 76 providers who achieved the designation by completing an online assessment and customized recommendations about learning tools and resources to help improve their cultural competence.

In September 2016, the Cultural and Linguistic Competence Health Practitioner Assessment (CLCHPA) used in the designation program will be available on Cigna.com and the Cigna for Health Care for Professionals website (CignaforHCP.com) at no cost to participating providers. The assessment is administered by the Georgetown University National Center for Cultural Competence. An article about the CLCHPA and other cultural competency tools and resources will be included in the October Network News.

New five-minute tutorials educate providers on self-service functionalities

eServices has added three new tutorials to the Cigna for Health Care Professionals website (CignaforHCP.com) to help educate providers on our self-service functionalities. These five-minute tutorials are available on demand and are designed to help improve the efficiency and ease of doing business with us. Additional tutorials are being planned for the third and fourth quarter of 2016.

The three tutorials available as of May 25, 2016, include:

- Dashboard and Navigation
- Electronic Funds Transfer (EFT) Online Enrollment and Management
- Online Remittance Reports

Providers can access the tutorials by logging in to CignaforHCP.com (Resources > Medical eCourses > Tutorials).

New coverage policy for balloon sinuplasty – August 26, 2016

Effective August 26, 2016, we will implement a new precertification requirement and medical coverage policy for balloon sinuplasty. Balloon sinuplasty is used to dilate one or more sinuses during a nasal endoscopy. We currently reimburse claims submitted for balloon sinusplasty with Current Procedural Terminology (CPT®) codes 31295, 31296, and 31297 without review. The new policy outlines the medical necessity criteria that must be met for coverage. The precertification requirement affects customers whose coverage includes medical management. The coverage policy, Balloon Sinus Ostial Dilation for Chronic Sinusitis – (0480), is available on the Cigna for Health Care Professionals website (CignaforHCP.com). Information on the policy will be included in the July 2016 issue of Network News.