

HOME HEALTH CARE PROGRAM

External quick reference guide

2017

Cigna works with CareCentrix in an exclusive relationship to provide quality, cost-effective services to our Cigna customers in all markets for durable medical equipment (DME), home health care, and home infusion therapy services. The following information outlines the highlights of our relationship.

SERVICES PROVIDED BY CARECENTRIX	EXAMPLES	SERVICES NOT PROVIDED BY CARECENTRIX
DME	Beds, wheelchairs, walkers, and scooters	Orthotics
Respiratory equipment	Oxygen, continuous positive airway pressure (CPAP) equipment, and ventilators	Prosthetics
Enteral nutrition	Pumps and enteral nutritional support	Hospice
Home infusion therapy	Anti-infective therapy, total parenteral nutrition (TPN), pain management, inotropic therapies, immune globulin, enzyme replacement, and remicade	Psychiatric services
Home health care	Nursing, therapies, social work, and home health aides	
Other specialty services	Insulin pumps and supplies, continuous passive motion (CPM) machines and supplies, wound vacuums and supplies, and breast pumps	Bone growth stimulators

Service coordination

CareCentrix is the single point-of-contact to coordinate and manage all home-based services and care.

› Referring health care professional initiates the service request to CareCentrix:

- To ensure timely processing, the ordering health care professional's request for services must include a current prescription, clinical progress documentation, and a treatment plan.
- Refills require confirmation of need and reauthorization to avoid auto-shipment of unnecessary services, equipment, and supplies.

› CareCentrix verifies customer's eligibility and benefits.

› CareCentrix locates the best network health care professional for customer's service needs:

- Customer requests are honored for network health care professionals.
- CareCentrix will educate the customer on out-of-network benefit options.

› CareCentrix provides prior authorization based on Cigna's medical necessity clinical and coverage guidelines.

› CareCentrix contacts the referring health care professional with servicing health care professional's name and contact information.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Value to health care professionals and customers

CareCentrix is the single point-of-contact to coordinate and manage all home-based services and care.

- › Comprehensive management of patient care in the home
 - Nursing, DME, infusion therapy, and associated services
- › Experts in coordinating clinical care across multiple services

CareCentrix's broad network of over 9,000 DME, skilled nursing, and home infusion health care professionals offers our customers the option to choose from credentialed providers.

- › Broad network of local, regional, and national health care professionals
- › 100% guaranteed service, ensuring immediate care with no delays in start of care or service
- › All health care professionals in CareCentrix network are credentialed, ensuring each provides quality care

Saving patients time and money

- › Coordination of care streamlines home health services for customers with complex needs
- › Depth of available health care professionals minimizes out-of-network use, providing savings to customers
- › Utilization management ensures that customers are getting the care they need, without incurring unnecessary costs

CareCentrix's Utilization Review Accreditation Commission (URAC) management process

- › Prospective and concurrent reviews ensure medical necessity and compliance with clinical guidelines

Contact information

How to initiate home health and DME services

Health care professionals who are contracted with CareCentrix can submit requests for home health, DME, and home infusion therapy services through CareCentrix's website at www.carecentrixportal.com, or by phone and fax.

Home health, DME, and home infusion therapy

1.844.457.9810 (24/7)

Breast Pumps

Phone prompt: #2
Fax: 800.700.2085

Power or custom wheelchairs

Phone prompt: #3
Fax: 888.363.2458

Home infusion therapy services

Phone prompts: #4
Fax: 800.700.2085

Home health and DME services

Phone prompt: #5
Fax: 800.700.2085

Questions about claims payment or financial liability

Please call the CareCentrix National Billing Center at 800.808.1902.

Join CareCentrix's network

Online: carecentrixportal.com (click "Join our Network")
Phone: 877.466.0164

Where to submit claims

Health care professionals who are contracted with CareCentrix to provide these services must submit claims directly to CareCentrix electronically or by mail:

Online: carecentrixportal.com (*preferred method*)

By mail: CareCentrix - Claims
P.O. Box 30722-3722
Tampa, FL 33630

Health care professionals with Cigna direct contracts should submit claims to us electronically or by mail at the Cigna at the address on back of the patient's ID card.



* Note: The CareCentrix network of health care professionals is not listed in the Cigna online directory. To locate a contracted health care professional, please call CareCentrix at 877.466.0164. They will help coordinate the prescribed care with one of their in-network health care professionals.

The term "health care professional" is referred to in contracts as "provider." Use and distribution limited solely to authorized personnel.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.