

RADIATION THERAPY PROGRAM

Provider quick reference guide

Cigna works with eviCore healthcare to administer the precertification process for select outpatient radiation therapy services under our radiation therapy program. The following information outlines the highlights of this relationship.

eviCore's role in the radiation therapy program

Delegated services

- › Utilization management, including precertification
- › Appeals

Precertification

During the precertification process, eviCore reviews the complete treatment plan for coverage – rather than each procedure individually – for consistency with American College of Radiology/American Society for Radiation Oncology (ACR/ASTRO) correct coding guidelines.

Our precertification program helps ensure that individuals receive coverage for cost-effective care based on established evidence-based guidelines.

Precertification is required for:

- › Cigna customers receiving these services in the outpatient setting and whose Cigna ID card identifies that precertification is required for outpatient procedures.

For a list of the procedures included in this program (and that require precertification to be requested through eviCore), please log in to the Cigna for Health Care Professionals website at CignaforHCP.com > Resources > Clinical Reimbursement Policies and Payment Policies > Precertification Policies > Master Outpatient Precertification List.

Important notes

- › It is the responsibility of the performing facility or health care professional to confirm precertification has been requested and approved prior to service(s) being performed.
- › Decisions for non-urgent precertification requests are typically made within two business days of receipt of all necessary clinical information. All decisions are made within five business days.*
- › If additional information is needed from the provider, eviCore will fax the request to the provider at the number provided by the provider.

Precertification for urgent services

- › When radiation therapy services are required in less than 48 hours due to a medically urgent condition, the ordering provider must call eviCore for precertification approval.
- › Urgent treatment requests can only be made by phone.**
- › The provider must clearly indicate that the treatment is for medically urgent care.
- › Once all necessary information has been received, eviCore will make a decision within 24 hours.

Together, all the way.®



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

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Value to providers and customers

- › eviCore reviews the entire treatment plan for coverage – rather than each procedure individually – eliminating the need for multiple requests during the treatment regimen.
- › eviCore applies evidence-based clinical guidelines, developed by ACR/ASTRO, to help determine coverage and help to confirm the physician is delivering medically necessary care that is safe and effective.
- › eviCore’s case determination software platform supports providers by conducting an individualized evidence-based care analysis tailored to the customer’s condition.
- › eviCore’s unique education approach includes the only “predictive intelligence” technology in the industry, which provides nearly instant precertification approval in areas where a physician consistently practices within evidence-based guidelines.
- › Providers have access to licensed, board-certified clinicians to assist in helping providers to consider radiation therapy treatment options. These clinicians have the same specialty expertise as the treating physician.

Contact information

How to request precertification

Providers can request precertification through a dedicated website or telephone number:

- › Website: Available 24 hours a day and the quickest way to submit precertification requests and check the status of existing cases: <https://www.evicore.com/pages/providerlogin.aspx>.
- › Phone: **1.866.668.9250** (7:00 a.m.–7:00 p.m. EST)

To request precertification for urgent services, providers must call eviCore at **1.866.668.9250**.

Dedicated website support

Contact the eviCore website support team by:

- › Phone: **1.800.646.0418** (Option 2)
- › Email: portal.support@evicore.com

Clinical support

eviCore welcomes requests for clinical discussions from rendering providers. One of eviCore’s physicians can assist treating providers in considering all radiation therapy options. To request a clinical discussion, please call eviCore at **1.866.668.9250**.

Radiation therapy guidelines

Radiation therapy guidelines (and supporting documents) can be found at www.evicore.com/cignaguidelines.

Submitting disputes and appeals

Providers should refer to the denial notification for instructions on where to submit appeals.

Tools and resources

Please visit <https://www.evicore.com/healthplan/cignaradiationtherapy> for helpful information on the following topics:

- › Clinical guidelines
- › Radiation therapy orientation
- › Web portal



* Obtaining a medical necessity approval from eviCore isn’t a guarantee that Cigna will pay for services rendered. The customer must be enrolled in the plan and eligible for benefits on the date you requested the service. Please see plan documents for details about coverage.

** Requests received online will be treated as standard cases.

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