

# 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](http://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](http://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](http://evicore.com/cignaguidelines)

#### Market implementations and announcements

- › [evicore.com/Cigna/Pages/Radiology](http://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](http://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](mailto:portal.support@evicore.com)

#### Customer benefit inquiries and eligibility

- › [CignaforHCP.com](http://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](http://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](http://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.

