**New patient verification security features on CignaforHCP.com**

Beginning June 26, 2020, a security feature will be added to the patient selection process when an eligibility and benefit search is conducted on the Cigna for Health Care Professionals website (CignaforHCP.com).

After selecting a patient from the search results, a pop-up will appear asking users to confirm that they have selected the correct patient who is receiving care. Users are required to verify that they have selected the correct patient before they can continue to access benefits and eligibility information. Medical, dental, and behavioral health providers will be required to verify their patients.

**Reimbursement policy update – behavioral health coordination within the scope of primary care practices effective May 16, 2020**

Effective May 16, 2020, we will reimburse primary care providers (PCPs) when they perform both of the following:

•            Provide care management support for patients who are receiving behavioral health treatment; and

•            Coordinate that care through a behavioral health specialist.

To receive reimbursement for these services, providers must submit claims using Current Procedural Terminology® (CPT) code 99484, 99492, 99493, or 99494. We have updated the Care Integration Services Reimbursement Policy (R32) to reflect the change.

Information will also be included in the Q3 issue of Network News, and will be available on the Cigna for Health Care Professionals website (CignaforHCP).