**Cigna will no longer utilize NaviNet for online precertification requests**

Because the tool is not widely used, effective December 31, Cigna will no longer utilize NaviNet for online precertification requests. Providers can access NaviNet through January 20, 2022, to check the status of previously submitted precertification requests.

After December 31, providers should use one of the following options:

• eviCore healthcare (eviCore), where applicable, for specific service types managed by eviCore

• Paper precertification forms for mailing or faxing, which are available on the Medical Forms page on CignaforHCP.com

o Precertification/prior authorization form and fax cover sheet Fax number: 866.873.8279

o Mailing address:

Cigna

Attention: Precertification Department

1640 Dallas Parkway, Second Floor

Plano, Texas 75093

• Submit a precertification request via ANSI 278 Health Care Services Request for Review and Response. Cigna will reply via current processes.

• Call the telephone number listed on the back of their patient’s Cigna ID card or, if the card is not available, call Cigna Customer Service at 800.88Cigna (882-4462).

This change only affects precertification requests and does not affect any other NaviNet services.