**Orthotics and prosthetics network to transition to eviCore healthcare**

Linkia, Cigna’s orthotics and prosthetics (O&P) network manager, will no longer maintain its network after December 31. As a result, beginning January 1, 2023, eviCore healthcare (eviCore), a Cigna company, will begin managing the provider network for O&P services for Cigna customers. This transition will affect Cigna commercial customers; it will not apply to Cigna Medicare and Medicaid plans.

In March, eviCore will send letters to currently contracted Linkia providers to request their participation in the eviCore network.

**COVID-19 – The latest updates**

Since the COVID-19 pandemic began, Cigna has taken important steps to deliver timely accommodations to providers and customers, helping to ensure that customers have continued access to COVID-19 diagnostic services, testing, and treatment in safe settings.

**Virtual care**

Throughout the pandemic, Cigna has offered extensive virtual care (i.e., telehealth) accommodations to providers, including implementing a permanent virtual care reimbursement policy and allowing for coverage of additional virtual care services on an interim basis.

Please note, however, that Cigna will no longer reimburse virtual care services provided by urgent care centers when billed with a global S9083 code for dates of service on or after March 13. Virtual care services rendered by urgent care centers (and other brick-and-mortar providers) remain reimbursable when covered and billed consistent with our R31 Virtual Care Reimbursement Policy (i.e., providers must use the billing codes on the list of covered services and be contracted to provide those services)

Customers will continue to have access to virtual urgent care services through MDLIVE and other brick-and-mortar providers who bill consistently with our R31 Virtual Care Reimbursement Policy.

Other interim virtual care accommodations remain in place as previously communicated.

**Medical oncology integrated management program – Updated quick reference guide and talking points now available**

eviCore healthcare (eviCore) administers the precertification program for Cigna commercial customers who use oncology drugs on an outpatient basis during cancer treatment. As part of this program, providers are required to request precertification for pharmacy oncology drugs and medical oncology medications, including primary chemotherapy and supportive drugs.

During the precertification process, eviCore reviews the entire treatment plan for consistency with the National Comprehensive Cancer Network® Clinical Practice Guidelines in Oncology for categories 1, 2A, and 2B recommendations.

An updated quick reference guide is now available to share with providers, and a copy of the guide is attached for your reference.