

## **Medical policy updates, effective February 18, 2019**

We will implement a new medical coverage policy, **Diagnostic Microbe Testing for Sexually Transmitted Diseases (STDs) (0530)**, to review tests for medical necessity. This policy is effective for dates of service beginning February 18, 2019.

Please note that this policy does not affect STD testing that is covered as a preventive benefit when billed with a wellness diagnosis. Additionally, medical necessity review is not required when STD testing is for patients ages two and under, or when billed with a pregnancy diagnosis.

We will expand the list in our National Correct Coding Initiatives (NCCI) for Facilities Reimbursement Policy (R09) to include industry-standard column one and column two procedure-to-procedure (PTP) codes where at least one of the codes is for an evaluation and management (E&M) visit in an emergency room when billed with another service. We will deny either the E&M or the other service as not separately reimbursable. This update affects claims from outpatient facilities processed on or after February 18, 2019.

## **Precertification link moving for medical providers**

On November 7, 2018, the "View & Submit Precertification's" link on the Cigna for Health Care Professionals website (CignaforHCP.com) will move to the "Patient Eligibility & Benefits" section. This change only affects medical providers. To view or submit precertification requests, users will first need to conduct a patient search. Alternatively, users may go directly to Navinet.com to submit precertification requests for their patients with Cigna coverage.

New registration and access process phased rollout began November 7, 2018

This month, we will implement a new way for all medical, dental, and behavioral providers to register and obtain access to CignaforHCP.com. These changes are being rolled out in phases, the first of which was implemented on November 7, 2018.

As part of these changes, a new website access manager role is being implemented at provider practices. We have identified website access managers at most practices where there are registered users of CignaforHCP.com.

The website access manager will have these key responsibilities:

- Obtain access for, and approve new users at their practice for CignaforHCP.com.
- Assign and manage the level of access each user has to the website. This will help ensure users can view and perform functions on the website that are aligned and relevant to their job.

For example, users who need electronic funds transfer (EFT) banking information to perform their job will have access to it; others will not.

- Remove access for users who no longer need it.

#### Rollout schedule and external communications

- The implementation of the new registration and access process will occur in phases, which began on November 7, 2018 with all website access managers. Website access managers will receive an email informing them that their new role started on that day.
- Following the November 7, 2018 website access manager rollout, changes will be implemented to CignaforHCP.com users in subsequent phases.
- When they are included in a scheduled rollout, we will send an email to all website users informing them of the changes.
- Messages on CignaforHCP.com will alert users of coming changes and let them know that they may notice a change in their ability to access certain functions on the website. If users need to change their access level, they will be directed to contact their website access manager.#