

SPECIALTY MEDICAL INJECTABLES WITH REIMBURSEMENT RESTRICTION PROCUREMENT

For Health Care Providers

May 2022

Overview

The reimbursement restriction states that certain medical injectables must be dispensed by and their claims must be submitted by a specialty pharmacy with which Cigna has a reimbursement arrangement, unless otherwise authorized by Cigna.

The reimbursement restriction list:

- Applies when the specialty medical injectable is administered in an outpatient hospital setting.
- Applies to specialty medical injectables covered under the customer's medical benefit.
- Does *not* apply when the specialty medical injectable is administered in a provider's office, non-hospital-affiliated ambulatory infusion suite, or home setting.

Additional information about the reimbursement restriction is available in the Cigna Reference Guide for participating physicians, hospitals, ancillaries, and other health care providers. To access this guide, providers can log in to the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Reference Guides).

Important terms

The following are definitions for a few important terms:

- **Buy and bill:** This is when a provider purchases a drug from a pharmaceutical wholesaler or specialty distributor. After administering the drug, the provider submits a claim for reimbursement for the drug and any other medical services. The provider holds the drug until the customer arrives for treatment.
- **White bagging:** This refers to the distribution of a patient-specific medication from a pharmacy, typically a specialty pharmacy, to a provider's office, hospital, or clinic for administration. The provider receives the specialty medication from the pharmacy (on demand), and the customer visits the provider's office for administration.
- **Brown bagging:** This is when a customer acquires a specialty medication from a pharmacy and takes it to a provider's office for administration.
- **Clear bagging:** This refers to the dispensing of specialty medications under the pharmacy benefit from an affiliated, health system-owned specialty pharmacy to provide medications for administration in health system facilities. Coverage for specialty medical injectables is determined by a customer's benefit plan. When benefits allow, certain specialty medical injectables may be covered under the customer's pharmacy benefit.

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Frequently asked questions

1. What is the difference between a specialty wholesaler/distributor and a specialty pharmacy?

A specialty wholesaler or distributor, such as CuraScript SD, dispenses medications directly to providers via a line of credit. No specific customer is identified to receive the medication. The provider holds the medication until it is time for administration.

After administration, the provider submits a claim for reimbursement for the medication and any other medical services to the health plan.

A specialty pharmacy, such as Accredo (a Cigna company), receives a prescription from the treating provider and dispenses the medication directly to that provider for an identified customer. The specialty pharmacy submits reimbursement for the medication to the health plan. The medication is labeled with the customer's name and demographics. The provider administers the medication to the customer and then submits reimbursement with the appropriate administration codes to the health plan.

2. Is Accredo Cigna's only contracted specialty pharmacy for drug procurement?

No. Accredo is a Cigna specialty pharmacy. Cigna also partners with other specialty pharmacies.

3. Is there a special prior authorization process for specialty medical injectables with a reimbursement restriction?

No. The standard prior authorization process for medical necessity will apply. Medical necessity requirements are outlined in our coverage policies available on [CignaforHCP.com](https://www.cigna.com/for-hcp) > [Review Coverage Policies](#).

4. How do providers submit reimbursement for the administration of a specialty medical injectable?

Providers will follow the standard claims submission process for services related to the administration of a specialty medical injectable. Cigna will, consistent with billing and reimbursement policies and procedures, reimburse providers for any covered charges attributable to the administration of a specialty medical injectable.

When submitting a claim for reimbursement, hospitals must:

- Only request reimbursement for the appropriate code to administer the specialty medical injectable.
- Not request reimbursement for the specialty medical injectable.
- Not seek reimbursement directly from customers for the specialty medical injectable.

Cigna may issue an administrative denial when a provider does not follow the administrative service guidelines. Providers may not balance bill customers for specialty medical injectables if Cigna denies payment.

5. What is the standard specialty pharmacy turnaround time to dispense a medication to a provider?

After receiving a prescription, it takes approximately five to 10 business days to set up and dispense the first fill. When medical necessity is met, Cigna may grant an approval for the initial dose to the provider to allow time to coordinate subsequent infusions. Cigna will provide high-touch case management support and coordination of services with all Cigna-contracted specialty pharmacies for timely dispensing of a drug to an administering provider.

6. Are medications premixed when dispensed to the administering provider?

No. Medications are not stable to ship as a mixed product; therefore, they are dispensed in a nonmixed state.

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

7. Is a hospital financially responsible when procuring a medication from a specialty pharmacy?

No. The hospital has no reimbursement risk when receiving a drug dispensed by Accredo or another Cigna-contracted specialty pharmacy.

8. How does a provider request a medication be dispensed by a Cigna-contracted specialty pharmacy?

Per pharmacy regulations, a provider must send the prescription directly to the Cigna-contracted specialty pharmacy. Cigna will help facilitate this process when medical necessity is met.

To help ensure prompt service, providers should submit the following information with all prescriptions (requirements may differ between specialty pharmacies):

- Patient's first and last name
- Patient's address
- Patient's preferred contact number with area code
- Patient's date of birth
- Start-of-care date
- Complete prescription (if not included, provider will be contacted)
- Provider point of contact

9. How will Cigna support coordination of services with a Cigna-contracted specialty pharmacy?

The Cigna Specialty Care OptionsSM team will provide high-touch case management support and coordination of services to all Cigna-contracted specialty pharmacies for timely dispensing of a drug to an administering provider. Providers can call the Specialty Care Options team at **877.865.6492** if they have questions or concerns.

10. What happens if a customer may miss a dose while waiting to obtain the drug from a Cigna-contracted specialty pharmacy?

Cigna may grant approval for coverage of a subsequent dose to a facility when medical necessity is met to allow additional time for arrangements to obtain the drug from a Cigna-contracted specialty pharmacy. This need will be determined on a case-by-case basis. Providers should call the Specialty Care Options team at **877.865.6492** if they have questions or concerns.

11. Does Accredo follow specific practices to ensure safety and timely distribution of medications?

Yes. Accredo follows all applicable pharmacy regulations, is accredited by The Joint Commission, and has several proprietary practices to ensure patient safety and medication integrity specifically related to shipping medications. Accredo's practices include:

- Coordinating delivery (time, date, and place confirmation) for the first shipment with both the administering provider and customer before shipping the medication.
- Shipping all specialty injectables via a third-party courier, such as FedEx or United Parcel Service, making tracking and delivery confirmation possible.
- Providing the status of prescriptions, including the shipping location and tracking number, on the Accredo prescriber portal ([MyAccredoPatients.com](https://myaccredo.com)).
- Shipping specialty injectable orders using next-day or second-day delivery, taking into consideration the travel time and delivery date of the medication, as well as the forecasted temperatures at both the pharmacy and the delivery address.
- Maintaining a robust set of well-tested, temperature-controlled packaging and shipping specifications for specialty injectables that require temperature control throughout the shipping process.
- Categorizing each medication based on scientific literature, manufacturer recommendations, and

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

product labeling. In most instances, drugs are packaged in sealed Styrofoam coolers that are specifically designed to maintain controlled, refrigerated temperature ranges. Based on forecasted temperatures, these coolers include the appropriate ice packs (i.e., frozen, refrigerated, or room temperature) for the drug to ensure stability during shipping.

Contact information

For questions or additional information, providers can call the Specialty Care Options team at **877.865.6492**.

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.