

March 11, 2022



**TRANSCEND MEDICAL**                      **87 1**  
**133 WOODS COVE RD**  
**SCOTTSBORO, AL 35768-2460**



**Re: Cigna Medicare Advantage - Precertification for post-acute care, Home Health Care, and durable medical equipment services through eviCore healthcare effective June 1, 2022**

Dear **TRANSCEND MEDICAL**,

Cigna is partnering with eviCore healthcare (eviCore) to provide utilization management of its post-acute care (PAC), Home Health Care, and durable medical equipment (DME) programs for Cigna Medicare Advantage customers effective June 1, 2022.

**What this means to you**

Starting May 27, 2022, eviCore will start accepting initial precertification requests for dates of service beginning June 1, 2022 for the following:

- PAC at skilled nursing facilities (SNFs), inpatient rehabilitation facilities (IRFs), and long-term acute care facilities (LTACs)
- Home Health Care services including nursing, home health aides, therapies, and social work
- DME services including outpatient or home-based, medically necessary, elective/non-emergent services, as well as orthotic and prosthetic codes.

Please note this change excludes both initial and concurrent SNF reviews performed by NaviHealth in Delaware, Maryland, New Jersey, Pennsylvania, and Washington D.C.

Our coverage policies related to these programs will also now be managed by eviCore. As a result, coverage for these services may be updated in certain circumstances.

**Key program changes effective June 1, 2022**

- Providers will be responsible for submitting initial precertification requests directly to eviCore for inpatient PAC services at skilled nursing, inpatient rehabilitation, and long-term acute care facilities.
- PAC facilities will be required to submit concurrent review requests to eviCore two days prior to the current authorization end date.
- Home health agencies will be responsible for requesting initial precertification requests to eviCore for home health services for patients discharging from the hospital or a PAC facility. The home health agency is also responsible for submitting concurrent requests.
- DME providers will be responsible for submitting precertification requests for specific services to eviCore.

**How to request precertification**

- eviCore provider portal is the preferred method:
  - PAC/Home Health Care: [www.evicore.com/ep360](http://www.evicore.com/ep360)
  - DME: [www.evicore.com](http://www.evicore.com)If you are not registered for these websites, you can register on the login screen.
- Fax:
  - PAC: 800.575.4429
  - Home Health Care: 855.826.3724
  - DME: 866.663.7740

- Telephone:
  - PAC/Home Health Care: 800.298.4806
  - DME: 866.686.4452
- Telephone hours of operation:
  - Monday – Friday: 8:00 a.m. – 8:00 p.m. (CST)
  - Saturday: 8:00 a.m. – 4:00 p.m. (CST)
  - Sunday and holidays: 8:00 a.m. – 1:00 p.m. (CST)

#### **Additional Information**

- A complete list of procedural codes requiring precertification can be accessed by visiting the eviCore provider resource site at <https://www.evicore.com/resources/healthplan/cigna-medicare> and navigating to the solution resources.
- Additional information about our coverage guidelines can be found at <https://www.evicore.com/provider/clinical-guidelines>.

#### **Online training**

Beginning **April 2022**, eviCore will lead online orientation sessions. These sessions will include detailed information about the precertification process and accessing information from the eviCore website. See the enclosed training flyer for instructions on how to register for these trainings.

If you have any questions regarding these changes, please contact your Network Operations Representative, or call Cigna Medicare Advantage Provider Customer Service at 1.800.230.6138.

Thank you for the care you provide our customers.

Sincerely,



Joseph (J.B.) Sobel, M.D., MPH, MBA  
Chief Medical Officer - Cigna Medicare Advantage



**Attention: Precertification and Billing Staff**

**Changes to Post-Acute Care (PAC)/Home Health (HH)/Durable Medical Equipment (DME) Services for Cigna Medicare Advantage Customers**

Effective June 1, 2022, eviCore healthcare (eviCore) will manage precertification for Post-Acute Care (including Skilled Nursing, Long Term Acute Care and Inpatient Rehab facilities), Home Health Care and Durable Medical Equipment services for select customers enrolled in Cigna Medicare Advantage plans.

Beginning May 27, 2022, eviCore will begin accepting precertification requests for these services for dates of service of June 1, 2022 and beyond.

**Online Training Sessions**

Beginning in April 2022, eviCore will be conducting online training sessions to ensure that you and your staff have a successful experience with the PAC, HH and DME programs for Cigna Medicare Advantage customers.

**Training Sessions for PAC, HH and DME Programs and Portal Overview**

During the online training sessions, we will provide detailed program specific information, review the utilization management process and demonstrate how to submit precertifications. The training will also cover how to register and submit requests via the online eviCore portal as well as provider resources that are available to you.

For Post-Acute Care, hospital and PAC facility staff should attend the PAC training.

**How to register**

All online training sessions require advance registration. Each session is available at no charge and will last approximately one hour. To register, please follow these step-by-step instructions:

1. Go to [eviCore.webex.com/](http://eviCore.webex.com/)
2. Click on the 3 dashes in the upper left hand corner of the page
3. Select "WebEx Training"
4. Click the "Upcoming" Tab and enter the desired topic from the session names below. Then click "Search"
5. Click "Register" next to the session you wish to attend. Please ensure you choose a **Cigna Medicare Advantage** training session
6. Enter your registration information

CIGNA MEDICARE ADVANTAGE TRAINING SESSIONS
Cigna Medicare Advantage PAC Program and Portal Overview
Cigna Medicare Advantage HH Program and Portal Overview
Cigna Medicare Advantage DME Program and Portal Overview

After you have registered for a session, you will receive an email containing the toll-free telephone number, meeting number, conference password, and link to the web portion of the session. **Please keep the registration email as it will include the link and call-in number for the session.**

If you have any questions regarding the eviCore web portal, please contact the Web Support team via email at [portal.support@evicore.com](mailto:portal.support@evicore.com) or via phone at 800.646.0418 (Option 2). For any client or provider inquiries not associated with this training, please email [ClientServices@evicore.com](mailto:ClientServices@evicore.com).