

<<Date>>



<<First Name Last Name>>

<<Title>>

<<Health Care Professional Group/Organization>>

<<Street Address>>

<<City, ST, Zip >>

Re: Cigna Medicare Advantage Musculoskeletal and Pain Management Program

Dear <Provider Name> <Title>,

Cigna is committed to creating programs that help ensure our customers receive coverage for high quality, medically appropriate care that is consistent with evidence-based treatment guidelines. As part of these efforts, Cigna is pleased to announce we are expanding our Musculoskeletal and Pain Management Program to include select Cigna Medicare Advantage customers, beginning **June 1, 2021**.

As part of this program, we are partnering with eviCore healthcare to provide utilization management for these services that currently require precertification through Cigna for your patients with Cigna Medicare Advantage Coverage.

#### **What this means to you**

Beginning **June 1, 2021**, precertification requests for affected services, including major joint surgery services related to the hip, knee, and shoulder and interventional pain management procedures must be submitted to eviCore instead of Cigna.

Please note that eviCore will begin taking precertification requests on **June 1, 2021**, for services that will be performed on and after **June 1, 2021**.

- You will need to request precertification for your patients with Cigna Medicare Advantage coverage, including:
  - All Cigna Medicare Advantage customers receiving these services in the inpatient setting.
  - Cigna Medicare Advantage customers receiving these services in the outpatient setting and whose Cigna Medicare Advantage ID card indicates that precertification is required for outpatient procedures.

Our coverage policies related to these musculoskeletal services will now be managed by eviCore. As a result, coverage for these services will be updated and refined in certain circumstances.

#### **How to request precertification**

The preferred and most efficient method for requesting precertification is through eviCore's website.

- Access eviCore's website at <https://www.evicore.com/pages/providerlogin.aspx>. If you are not registered for this website, click **Register** to get started.
- Call our dedicated telephone number at 1.888.693.3297 (7 am to 8 pm, CST) or by fax at 1.888.693.3210.

#### **Available Training**

**Beginning April 20, 2021** eviCore will be leading online orientation sessions to assist you and your staff with the expanded Musculoskeletal and Pain Management Program. These sessions will include detailed information about the precertification process and accessing information from the eviCore website. There will also be a question-and-answer session.

To access the orientation schedule, program training resources or to register, visit:

<https://www.evicore.com/resources/healthplan/cigna-medicare>

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**Additional details about the affected services**

Please visit our dedicated program website at <https://www.evicore.com/resources/healthplan/cigna-medicare> for additional resources, including

- A full list of affected services and CPT<sup>®</sup> codes
- Frequently Asked Questions
- Quick reference guide

Additional information about our coverage guidelines can be found at <https://www.evicore.com/resources/pages/providers.aspx>.

If you have questions regarding this new program please contact your Network Representative or call Cigna Medicare Provider Customer Service at 1.800.230.6138.

Thank you for the care you provide our customers.

Sincerely,

Gina M Conflitti, MD, MBA, FACP  
Chief Medical Officer - Cigna Medicare

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