



Provider Newsflash Update

CareCentrix and Cigna Partnership

Purpose of this communication:

- To notify participating providers contracted to service Cigna members of changes to processes related to service registration and authorizations, claims, and coordination of services with CareCentrix for Cigna members.

What do I need to know?

- As previously communicated, effective February 1, 2021 Cigna has made an organizational decision to in-source home health, durable medical equipment (DME) and sleep services with eviCore, a Cigna subsidiary, and home infusion services with Accredo, a Cigna specialty pharmacy.
- Cigna will communicate directly with providers they intend to recruit to join their network.
- This change does not impact any other health plan clients and will not affect your provider agreement with CareCentrix.

CHANGES IMPACTING THE COORDINATION OF SERVICES WITH CARECENTRIX	
Service Registration / Authorization	<ul style="list-style-type: none"> Authorization requests for Cigna members with start date on or after 2/1/2021 should be submitted to Cigna, <u>not</u> CareCentrix. CareCentrix will not accept requests for a service start date on or after 2/1/2021. CareCentrix will share active service registrations with an end-date on or after 2/1/2021 with Cigna Retrospective requests and retro authorization edits for service dates on or before 1/31/2021 will be handled by CareCentrix if received by 5/1/2021 if submitted via Provider Portal: HomeBridge®.
Claims	<ul style="list-style-type: none"> Providers should continue to follow current claims submission/billing processes for any date of service on or before 1/31/2021. Claims submitted to CareCentrix for Cigna members with start date on or after 2/1/2021 will not be processed and should be submitted directly to Cigna.
Patient Transition	<ul style="list-style-type: none"> The CareCentrix Transition team will be working with Cigna, Cigna members and providers to ensure continuity of care and a smooth transition for all parties.
Contact Information	<ul style="list-style-type: none"> Providers seeking CareCentrix support for dates of service on or before 1/31/2021 should utilize Provider Portal: HomeBridge® or the contact information listed on the Provider Manual. Providers should utilize the following Cigna contact information for support for services rendered on or after 2/1/2021: <ul style="list-style-type: none"> Call Cigna at 800-244-6224 to request authorization, check status of authorization, and/or for claims/billing related support Fax Cigna at 866-873-8279 to request authorization Call eviCore at 800-575-4517, option 3 for questions related to contracting or credentialing

What do I need to do?

- Review the above information and attached FAQ for additional details on claims, authorizations, iComply, and more.

Thank you in advance for your cooperation and continued partnership.

Cigna Transition – Effective 2/1/2021

FREQUENTLY ASKED QUESTIONS (FAQ)

General Questions

Q-1: When is this change effective?

A-1: February 1, 2021.

Q-2: Which health plan/patients are impacted?

A-2: All Cigna plans and Cigna members are impacted. This change does not impact any other CareCentrix health plan clients and will not affect your provider agreement with CareCentrix.

Q-3: Will CareCentrix continue to support any services for Cigna?

A-3: All CareCentrix products (Home Sleep, Home DME, Home Health and Home Infusion) are included in the transition back to Cigna effective 2/1/2021.

Q-4: Will my contract with CareCentrix automatically terminate on 2/1/2021?

A-4: No, this change will not affect your provider agreement with CareCentrix. CareCentrix is motivated to partner with additional health plan clients and is excited to continue working with your organization to service patients in the future.

Q-5: Will I still have access to the CareCentrix Provider Portal: HomeBridge® after 1/31/2021?

A-5: Yes, this change will not affect your ability to access Provider Portal: HomeBridge®.

Q-6: If I am contracted with CareCentrix, will that make me automatically in network with Cigna once the transition occurs?

A-6: No, Cigna is developing their own network of providers and will communicate additional information to providers that they are recruiting to join their network. Please contact Cigna directly for any questions related to contracting or credentialing at 800-575-4517, option 3.

Q-7: Is there someone I can speak with at Cigna or eviCore regarding contracting?

A-7: Cigna is developing their own network of providers and will communicate additional information to providers that they are recruiting to join their network. Please contact Cigna directly for any questions related to contracting or credentialing at 800-575-4517, option 3

Q-8: What will happen if Cigna does not extend a contract to me?

A-8: Cigna is developing their own network of providers and will communicate additional information to providers that they are recruiting to join their network. Please contact Cigna directly for any questions related to contracting or credentialing at 800-575-4517, option 3

Q-9: Will my rates change if I contract with Cigna or eviCore?

A-9: Cigna is developing their own network of providers and will communicate additional information to providers that they are recruiting to join their network. Please contact Cigna directly for any questions related to contracting or credentialing at 800-575-4517, option 3

Q-10: Can I disclose my contracted rates with CareCentrix to Cigna or eviCore?

A-10: No, providers should not disclose their fee schedule or rates.

Q-11: Who should I call for claims and/or authorization questions or support for services rendered to Cigna members on or before 2/1/2021?

A-11: Providers seeking CareCentrix support for dates of service on or before 1/31/2021 should utilize Provider Portal: HomeBridge® or the contact information listed on the Provider Manual.

Q-12: Who should I call for claims and/or authorization questions or support for services rendered to Cigna members on or after 2/1/2021?

A-12: Providers should utilize the following Cigna contact information for claims and/or authorization questions and support for services rendered on or after 2/1/2021:

- Call Cigna at 800-244-6224 to request authorization, check status of authorization, and/or for claims/billing related support
- Fax Cigna at 866-873-8279 to request authorization

Authorization Related Questions

Q-13: Will my authorization still be valid if the date of service is on or after 2/1/2021?

A-13: Active service registrations and authorizations issued by CareCentrix, including the associated end dates and units, will be shared with Cigna. The CareCentrix Transition team will be working with Cigna, Cigna members and providers to ensure continuity of care and a smooth transition for all parties.

Q-14: Will CareCentrix still issue authorizations for Cigna members?

A-14: CareCentrix will process authorization requests received through 1/31/2021 for service dates on or before 1/31/2021. CareCentrix will not accept authorization requests for service start date on or after 2/1/2021, these requests should be submitted to Cigna.

Q-15: Can I submit retrospective authorization requests?

A-15: Retrospective requests and retro authorization edits for service dates on or before 1/31/2021 will be handled by CareCentrix if received by 5/1/2021 if submitted via Provider Portal: HomeBridge®.

Q-16: What happens if my authorization is still pending on 02/01/2021 for services that have already been completed?

A-16: CareCentrix will keep and process authorization requests if the request was submitted to CareCentrix and the service was rendered prior to 02/01/2021.

Q-17: What is the impact to authorization end dates?

A-17: Cigna will honor active authorizations issued by CareCentrix with an end date on or after 2/1/2021.

Q-18: Can I still self-refer Cigna members to CareCentrix after 2/1/2021 if I contract with Cigna or eviCore?

A-18: CareCentrix will not accept authorization requests for service start date on or after 2/1/2021. These authorization requests should be submitted to Cigna.

Q-19: What is the impact to rent-to-purchase equipment that has not met the purchase price prior to 2/1/2021?

A-19: Rent-to-purchase equipment that has not met the purchase price prior to 2/1/2021 will be passed to Cigna to manage the transition. CareCentrix will not make adjustments to authorizations to accelerate the conversion to purchase prior to 2/1/2021 unless the purchase price has been met.

Q-20: What is the impact to custom DME orders?

A-20: Cigna should allow all providers that have evaluated the patient to provide the custom equipment or repairs, regardless if the provider is in or out of Cigna's network.

Q-21: Where should I submit authorization requests for custom DME and/or repair after 1/31/2021?

A-21: For Custom DME requests that are in progress where CareCentrix approved the evaluation: Providers should submit the authorization request directly to Cigna for review after 1/31/2021 for the actual custom equipment and/or repair.

For Custom DME requests where the evaluation was completed and authorization was issued prior to 2/1/2021, but the actual delivery or repair occurred after 2/1/2021: Provider would bill Cigna. Cigna will accept authorizations that span after 2/1/2021 for custom equipment and/or repairs.

Q-22: How will this change impact a patient receiving private duty nursing (PDN) services?

A-22: The CareCentrix Transition Team will be working with Cigna, Cigna members, and providers to ensure continuity of care and a smooth transition for all parties.

Q-23: How will this change impact a patient on a continuous rental item (e.g. ventilators, O2 concentrators, etc.)?

A-23: The CareCentrix Transition Team will be working with Cigna, Cigna members, and providers to ensure continuity of care and a smooth transition for all parties.

Q-24: How are qualifying patients enrolled in the Cigna Sleep Management Program impacted?

A-24: Qualifying patients must be enrolled in the Cigna Sleep Management Program by 11/2/2020 in order to have their sleep therapy adherence monitored. This is to allow for the full 90 day adherence monitoring period that is required of the program. Any patients who are not enrolled in the Cigna Sleep Management Program by 11/2/2020 will not have their sleep therapy adherence monitored and will follow the regular authorization process with CareCentrix.

Q-25: How can I ensure my qualifying patient is enrolled in the Cigna Sleep Management Program by 11/2/2020?

A-25: An initial authorization request along with the Cigna PAP Setup Form must be received by CareCentrix no later than 11/2/2020. The Cigna PAP Setup Form must include all necessary fields and confirm a setup date on or before 11/2/2020.

Q-26: Will I still have access to the SleepUM portal?

A-26: Yes. Any providers who currently have access to the SleepUM portal will continue to have access to review patients who are enrolled in the Cigna Sleep Management Program. Any qualifying patients who are not enrolled in the Cigna Sleep Management Program by 11/2/2020 will not show as active in the SleepUM Portal.

Q-27: How are members on CareCentrix's Suspension of Services list on 1/31/2021 impacted?

A-27: Authorization requests for any Cigna patient with dates of service on or after 2/1/2021 should be submitted to Cigna.

Claims Related Questions

Q-28: Are there any changes to the billing or claims practices to CareCentrix for dates of service on or before 1/31/2021?

A-28: There are no changes to the current billing or claims practices. Providers should continue to follow current claims submission/billing practices for services rendered on or before 1/31/2021.

Q-29: Where should I submit claims for Cigna members with dates of service on or after 2/1/2021?

A-29: All claims for dates of service on or after 2/1/2021 should be submitted to Cigna, even if the authorization was issued by CareCentrix. Dates of service through 1/31/2021 should be billed to CareCentrix, while dates of service on or after 2/1/2021 should be billed to Cigna.

Q-30: What is the timely filing deadline for claims for services provided prior to the transition?

A-30: The timely filing deadline for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and Provider Manual.

Q-31: Should I still send secondary claims to CareCentrix?

A-31: Yes, providers should send CareCentrix their secondary claims for services rendered to commercial patients prior to the transition. Additional information on secondary claims can be found on the Provider Manual.

Q-32: Will Cigna offer claims support on denied or rejected claims by CareCentrix?

A-32: No, claims billed for services provided on or before 1/31/2021 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and the Provider Manual.

Q-33: What if I accidentally send claims for dates of service on or after 2/1/2021 to CareCentrix instead of Cigna?

A-33: Claims submitted to CareCentrix for Cigna members with start date on or after 2/1/2021 will be rejected and should be submitted directly to Cigna.

Q-34: Will reconsiderations and appeals still follow the same timeline?

A-34: Providers should continue to follow the reconsideration and appeals processes defined in the CareCentrix Provider Manual for services provided on or before 1/31/2021.

Q-35: Will I be subject to recoupments on or after 2/1/2021?

A-35: Claims for dates of service prior to 2/1/2021 will be subject to the standard claims process, including recoupment where appropriate.

Q-36: If I am currently enrolled in ERA and EFT through CAQH, how can I ensure this information is transferred to Cigna?

A-36: CareCentrix cannot transition provider ERA and EFT enrollment to Cigna. Please contact Cigna for direction on enrollment for ERA and EFT processing.