



Notice to Our Valued Provider Network – Cigna Termination

Purpose of this communication:

As you are aware, CareCentrix is ending its agreement with Cigna effective February 1, 2021. CareCentrix is receiving questions from providers regarding this change, particularly around continuation of services. In an effort to support our provider network, we are proactively notifying providers that it is the Cigna member's responsibility to work with Cigna on the continuation of their care if their current provider is not contracted with Cigna.

What I need to know?

- If a Cigna member's current provider has elected to not contract with Cigna, the member is responsible for working with Cigna to ensure services continue after the transition from CareCentrix.
- In November, Cigna alerted their members via letter detailing the steps to take in order to remain on service with an out of network provider after the transition.
- Cigna members electing to continue on service with a non-contracted Cigna provider during the continuity of care period were instructed to submit a Continuity of Care Request Form to obtain approval to continue.
- Cigna members may obtain a copy of the Continuity of Care Request Form on Cigna's website, by contacting Cigna using the number on their Cigna ID card, or by calling 1-800-244-6224.
- Providers servicing Cigna members starting February 1, 2021 should also understand Cigna's authorization process differs from the CareCentrix process. Cigna does not require any services to be registered and only a limited number of services require preauthorization. Additional details on Cigna preauthorization requirements can be found on CignaforHCP.com > Precertification.

What do I need to do?

- Remind Cigna members that it is their responsibility to contact Cigna regarding continuation of their services starting February 1, 2021.
- Providers that have elected not to contract with Cigna but have Cigna members on service starting February 1, 2021 should receive confirmation of the following prior to continuing services:
 - Confirm the Cigna member is electing to continue services with the provider
 - Confirm the Cigna member has obtained the necessary approvals from Cigna
- If the Cigna member is unable to confirm either of the above or states they have not received a letter from Cigna, the Cigna member should be instructed to contact Cigna to initiate the process.
- Cigna members may obtain a copy of the Continuity of Care Request Form on Cigna's website, by contacting Cigna using the number on their Cigna ID card, or by calling 1-800-244-6224.
- For additional information regarding the transition of services to Cigna, please reference the previously distributed newsflash available on the Newsflash Archive on HomeBridge® Provider Portal at www.carecentrixportal.com or by contacting Cigna/eviCore directly using the following contact information:
 - Call Cigna at 800-244-6224 for authorization or claims/billing related support
 - Call eviCore at 800-575-4517, option 3 for contracting or credentialing related support

Thank you in advance for your cooperation and continued partnership.