

Cigna
LS - BUS - 80585
PO Box 3050
Easton PA 18043-3050



November 06, 2020

UNIVERSITY PHYSICIANS ASSOCIATES
ATTN: MITZI VAUGHN
9000 EXECUTIVE PARK DR STE C200
KNOXVILLE TN 37923-4644

Re: Changes to the Cigna Sleep Management Program for Cigna commercial customers

Dear UNIVERSITY PHYSICIANS ASSOCIATES,

Effective January 31, 2021, we will end our relationship with CareCentrix (CCx) for the support of the Cigna Sleep Management Program. Beginning on February 1, 2021, eviCore healthcare (eviCore) will manage sleep management services for Cigna commercial customers. As a result, you can expect some changes.

What is changing

Beginning February 1, 2021, please submit precertification requests to eviCore via the eviCore website (eviCore.com/ep360). This is the preferred and most efficient method for requesting precertification, but you can also submit your request by telephone at 800.298.4806.

A list of services that require precertification is available on both the Cigna for Health Care Professionals website (CignaforHCP.com > Get questions answered: Resource > Precertification > complete list of services*) and eviCore.com/resources/healthplan/cigna.

What is not changing

For your patients with Cigna-administered coverage, please continue to send claims to Cigna via your electronic data interchange vendor. Paper claims should be sent to the address on the back of the patient's Cigna ID card.

For your patient's coverage, eligibility, and benefits information, you may continue to log in to CignaforHCP.com.

Online training sessions

Beginning in December 2020, eviCore will be conducting online training sessions designed to assist you and your staff with changes to our sleep management program. These sessions will include detailed information about any updates to the process, a review of how to access information on the eviCore website, and a question-and-answer period.

How to register

All online training sessions require advance registration and are scheduled in Eastern Standard Time. 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
2. Click on the three dashes in the upper-left corner
3. Select "WebEx Training"
4. Click the "Upcoming" Tab
5. Type "Cigna Sleep Diagnostic Provider Orientation" in the search box
6. Click "Register" next to the session you wish to attend
7. Enter your registration information



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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.**

Additional information

eviCore will be available for support and to answer provider questions at 800.298.4806 beginning on January 21, 2021. You may also call Cigna Customer Service at **800.88Cigna (882.4462)** at any time

Thank you for the care you provide to our customers.

Sincerely,



Mario Vangeli
Vice President
National Ancillary & Non-Par Management

* Please note that this page will contain CCx information until February 1, 2021.