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<Date>

<PROV_NM>
<ATTN>
<FRST_LN_ADDR> <SEC_LN_ADDR>
<City_NM>, <STE_CD> <ZIP_CD>

Re: Medical necessity review for high-tech radiology site of care effective April 15, 2020

Dear <PROV_NM>,

We routinely review our precertification requirements to improve quality, reduce costs, and increase satisfaction for our customers.

As a result, beginning April 15, 2020, our precertification requirements for high-tech radiology services (computed tomography [CT] scans and magnetic resonance imaging [MRI]) will include a medical necessity review for site of care for customers with fully-insured Cigna plans and participants in the Cigna employer account.

We will review requests to ensure these customers receive coverage for an appropriate site of care, such as a freestanding facility, rather than an outpatient hospital setting (when available), except in situations where the use of an outpatient hospital setting is medically necessary due to the patient's clinical condition. A denial will be issued if services are requested at an outpatient hospital setting and the ordering provider has not indicated a clinical reason that the customer requires care in an outpatient hospital setting.

We have posted a new Site of Care: High-tech Radiology (0550) Coverage Policy that includes details on the medical necessity criteria that must be met for approval of coverage of an outpatient hospital setting site of care.

What this means to you and your patients with Cigna plans

eviCore healthcare (eviCore) will continue to review requests for MRI and CT scans in accordance with our coverage guidelines. For some customers, there will be additional review to ensure the site of care requested complies with Cigna's new site-of-care policy and the customer's benefit plan language.

eviCore will approve an outpatient hospital setting when there is valid clinical rationale for utilization of an outpatient hospital setting, as defined in the site-of-care policy.

The site-of-care review will not apply at this time to customers with Cigna's ASO plans or to customers with Cigna's Individual & Family Plans (IFPs).

At a glance

- We will update the precertification requirements for high-tech radiology services (CT scans and MRI) to include medical necessity review for site of care beginning April 15, 2020.
- This new policy will apply to fully-insured customers as well as participants in the Cigna employer account.
- eviCore healthcare (eviCore) will review requests to ensure customers receive coverage for care at an appropriate location.
- A denial will be issued if services are requested at an outpatient hospital setting and the ordering provider has not indicated a clinical reason that the customer requires care in an outpatient hospital setting.
- For additional information on high-tech radiology services, call eviCore at 888.693.3297.

Additional information

For more information, the following resources are available:

- **Policies:** Visit the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Coverage Policies > Policy Updates).
- **High-tech radiology services:** Call eviCore at 888.693.3297 (7:00 a.m. to 7:00 p.m. ET), or view the clinical guidelines on the eviCore website (eviCore.com).
- **Benefits eligibility and coverage:** Call Cigna Customer Service at 800.88Cigna (882.4462).

If you have additional questions, please contact your Cigna contracting representative.

Thank you for the care you provide our customers.

Sincerely,

Jeffrey F. Hankoff, M.D.
Medical Officer