

# MEDICAL ONCOLOGY MANAGEMENT PROGRAM

## Cigna Medicare Advantage Providers' Guide

**Cigna works with eviCore healthcare** to provide utilization management for medical oncology medications that require prior authorization for our Medicare Advantage customers.

### Delegated services

Beginning May 22, 2020, medical oncology medication precertification requests for dates of service on June 1, 2020 and after should be submitted through eviCore healthcare.

eviCore will review each patient's treatment plan to ensure it's consistent with National Comprehensive Cancer Network (NCCN)<sup>®</sup> practice guidelines.

### Precertification

During precertification, eviCore will review the entire treatment plan - rather than each medication individually. This review will confirm consistency with NCCN practice guidelines in oncology for categories 1, 2A, or 2B recommendations, and that each medication is an approved drug by the Food and Drug Administration (FDA).

Our precertification program helps ensure that customers receive coverage for cost-effective care based on established evidence-based guidelines. Precertification is required for:

- ▶ Cigna Medicare Advantage customers receiving these services in the outpatient, home or office setting and whose Cigna ID card identifies that precertification is required for outpatient procedures.

For these customers, eviCore performs precertification for oncology management services as part of this program. For a list of the affected medications included

in this program (and that require precertification to be requested through eviCore), visit [www.eviCore.com/Resources/HealthPlan/Cigna-Medicare](http://www.eviCore.com/Resources/HealthPlan/Cigna-Medicare).

- ▶ It is the responsibility of the performing facility or provider to confirm precertification has been requested and approved prior to service(s) being performed.
- ▶ Decisions for non-urgent precertification requests will be made within 72 hours of the request date. All decisions are made within five business days.\*
- ▶ If additional information is needed from the provider, eviCore will fax the request to the provider at the number provided by the provider.

### Precertification for urgent services

- ▶ When oncology management services are required in less than 48 hours due to a medically urgent condition, the ordering provider may submit their request at [www.eviCore.com](http://www.eviCore.com) or call **1-866-686-4452** for precertification approval.
- ▶ Urgent treatment requests are encouraged to be made by phone.
- ▶ The provider must clearly indicate that the treatment is for medically urgent care.
- ▶ Once all necessary clinical information is received, eviCore will make a coverage decision within 24 hours.



## Existing authorizations

If you have an existing authorization on file with Cigna you do not need to request an authorization through eviCore unless you want to make a change to the treatment regimen.

## Value to providers and customers

- › eviCore applies evidence-based clinical guidelines to help determine coverage, and to confirm the physician is delivering medically necessary care that is safe and effective.
- › eviCore's case determination software platform supports providers by conducting an individualized evidence-based care analysis tailored to the customer's condition.
- › eviCore's unique education approach includes the only "predictive intelligence" technology in the industry, providing nearly instant precertification approval in areas where a physician consistently practices within evidence-based guidelines.
- › Providers have access to licensed, board-certified clinicians to help providers consider oncology management options. These clinicians have the same specialty expertise as the treating physician.

## Contact information

### How to request precertification

Providers can request precertification through a dedicated website or phone number.

- › Go online 24 hours a day to quickly create prior authorizations and check the status of existing cases at [www.eviCore.com/Provider#Login](http://www.eviCore.com/Provider#Login).
- › Call **1-866-686-4452** (7:00 a.m.–7:00 p.m. EST).
- › To request precertification for urgent services, call eviCore at **1-866-686-4452**.

### Dedicated website support

Contact the eviCore website support team by phone or email:

- › Call **1-800-646-0418** Option #2, 8:00 a.m.–7:00 p.m. EST
- › Email [Portal.Support@eviCore.com](mailto:Portal.Support@eviCore.com)

## Clinical support

eviCore welcomes requests for clinical discussions from rendering providers. eviCore's physicians can help treating providers by considering all oncology management options. To request a clinical discussion, call eviCore at **1-800-792-8744**

(option 4).

### Oncology Management guidelines

Visit [www.eviCore.com/Solution/Pages/MedicalOncology.aspx](http://www.eviCore.com/Solution/Pages/MedicalOncology.aspx).

### Submitting claims

All providers should submit claims directly to Cigna Medicare Advantage at the address on the back of the patient's Cigna ID card.

### Submitting clinical appeals

Providers should refer to the denial notification for instructions on where to submit appeals.

## Tools and resources

Visit [www.eviCore.com/Resources/HealthPlan/Cigna-Medicare](http://www.eviCore.com/Resources/HealthPlan/Cigna-Medicare) for helpful information on the following topics:

- › Utilization management and precertification
- › Clinical quick reference guides
- › Frequently asked questions

