

SLEEP MANAGEMENT PROGRAM



Provider quick reference guide

Cigna has partnered with CareCentrix in an exclusive relationship to create the Cigna Sleep Management Program. This program seeks to provide high-quality, cost-effective sleep management services to Cigna customers who are covered under benefit plans that include precertification of outpatient procedures. The following information describes the highlights of this program.

About the Cigna Sleep Management Program

We are committed to providing providers and customers with programs and tools that enhance their overall experience, while also improving the quality and affordability of health care. The Sleep Management Program does this by helping to ensure that appropriate sleep testing, treatment and billing practices are followed.

How this program benefits customers

- ▶ This program helps streamline sleep service management while maintaining a focus on delivering a high-quality clinical experience. We do this by offering a patient-centric model that gives them access to education and support – 24 hours a day, seven days a week.
- ▶ Also through this program, customers have streamlined access to the Cigna Sleep Therapy Adherence Program, which provides them with the highest level of real-time clinical support. This support allows for higher therapy adherence rates, which ultimately helps to increase the overall sleep quality and clinical outcomes.

How this program benefits providers

- ▶ Providers have a dedicated telephone number and website to request and manage precertification for these services.
- ▶ Improved clinical collaboration with Cigna helps providers to better manage sleep programs with customers.

- ▶ As part of the Cigna Sleep Therapy Adherence Program, referring physicians have access to real-time customer information relative to their diagnostic experience and sleep therapy progress. This ensures that referring physicians remain an integral part of the continuum of care process.

Precertification and service coordination

As part of the Sleep Management Program, all sleep testing services must be precertified through CareCentrix for customers with benefit plans that require precertification for outpatient procedures.

We have engaged CareCentrix to be the single point of contact to coordinate and manage all sleep management services for Cigna customers. During the precertification process, CareCentrix will review for medical necessity and coverage determinations for these services.

How service coordination works

1. The referring provider initiates a service request with CareCentrix. In order to ensure the timeliest processing of requests, the ordering provider's request for services must include the following:
 - ▶ Demographic information, including:
 - Physician's information
 - Patient ID, name, and date of birth
 - Diagnosis code
 - Sleep facility requested

Together, all the way.®



- › Clinical information, including:
 - Epworth sleepiness score
 - Patient height and weight to obtain BMI
 - Patient's complaints (supporting need for a sleep study)
 - Patient's symptoms with documented evidence
 - Duration of patient's symptoms
 - Patient's current medications
 - Comorbid medical conditions
 - Additional history or clinical facts supporting the requested study
- 2. CareCentrix verifies eligibility and benefits.
- 3. CareCentrix will make a precertification determination based on medical necessity and Cigna coverage guidelines.
- 4. For customers approved for a home sleep test, CareCentrix will coordinate with our contracted provider network for the education, delivery, equipment setup, and test completion, as well as the scoring and interpretation of test results.

For customers approved for a sleep test, but are not appropriate candidates to be tested at home, coverage will be authorized for an attended sleep test in a Cigna contracted sleep facility.
- 5. For customers that test positive for obstructive sleep apnea, requests for precertification of coverage for PAP therapy can be sent directly to CareCentrix.
- 6. Upon approval, CareCentrix will locate a contracted DME provider to coordinate care for a PAP device. The DME provider will assist with the setup and training of the device.
- 7. After the customer is set up with the device, they will be enrolled into our Icomply Patient Management Program, and you will receive an objective adherence report on days 30, 60 and 90. This report will contain the customer usage and efficacy data. Each adherence report will contain summary of the nights used and the hours used for those nights in addition to mask leakage percentage and specific data describing efficacy of therapy.
- 8. CareCentrix will also support the customer throughout the first 90 days of therapy by performing proactive outreach and education to maximize the customer's adherence to therapy.

Contact information

Precertification contact information

CareCentrix offers the following options for requesting precertification for sleep testing services:

- › Phone: 877.877.9899 (8:00 am–8:00 pm EST, M–F)
- › Website: **Cigna.SleepCCX.com** (follow the instructions to precertify sleep testing services)

Claim flow

1. Cigna contracted providers submit claims directly to Cigna at the address on the back of the customer's ID card.
2. CareCentrix Elite Sleep Therapy contracted providers submit claims directly to CareCentrix.
3. The provider bills the customer directly for their liability (e.g., coinsurance, deductible or copay).

Where to submit claims

Providers who are contracted with CareCentrix to provide these services must submit claims directly to CareCentrix electronically or by mail:

Online: **CareCentrixportal.com** (preferred method)

By mail: CareCentrix – Claims
PO Box 30722-3722
Tampa, FL 33630

Providers with Cigna-direct contracts submit claims electronically or directly to Cigna at the address on back of the customer's ID card.

Claims payment or customer financial liability

CareCentrix National Billing Center Phone: 800.808.1902

Join CareCentrix's network

Online: **CareCentrixportal.com**
(click "Join our Network")
Phone: 877.466.0164

General questions

For general questions about the program, including claims questions, please visit our dedicated Sleep Management Program website at **Cigna.SleepCCX.com** or call Cigna customer service at 800.88Cigna (800.882.4462).



Note: The CareCentrix network of health care providers is not listed in the Cigna online directory. To locate a contracted health care provider, please call CareCentrix at 877.466.0164.

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