

Subject: New precertification process for patients with Cigna Health Matters medical management programs

Beginning January 1, 2017, online precertifications through NaviNet for some patients with our new Cigna Health Matters medical management programs, Care Management Preferred and Care Management Complete, may not be available.

How to identify patients

You can identify which customers have Health Matters medical management programs by logging in to the Cigna for Health Care Professionals website (CignaforHCP.com) and conducting a patient search. The name of the medical management program will appear under Notification, Referral, and Precertification Requirements when you submit the patient search information. (Care Management Preferred and Care Management Complete) You can also use the ANSI 271 Health Care Eligibility and Benefits Response transaction.

How to request precertification

For patients with plan coverage that includes one of the new medical management programs, we encourage you to use the ANSI 278 Health Care Services Request for Review and Response transaction for precertification requests.

You can also contact us for precertification requests at the telephone number listed on the back of customer's Cigna ID card or, if the card is not available, call 1.888.244.6224.

Paper precertification forms for mailing or faxing are available on CignaforHCP.com (Resources > Forms Center > Medical Forms). You can fax the precertification to 1.866.873.8279, or send by mail to:

Cigna
Attention: Precertification Department
Second Floor, 1640 Dallas Parkway
Plano, Texas 75093

Additional information

For information on the ANSI 278 or 271 transactions, please contact your electronic data interchange (EDI) vendor.

If you have questions about the Cigna Health Matters medical management model, contact your local provider service representative.

Thank you for the care you provide our customers.