



October 1, 2021

**Re: Precertification requirement for certain gastroenterology procedures for most Cigna commercial customers, effective January 1, 2022**

Effective January 1, 2022, precertification for the gastroenterology procedures listed below will be included in the list of outpatient services requiring precertification for most Cigna commercial (non-Medicare) customers whose plan requires outpatient precertification.

- Esophagoscopy/Esophagogastroduodenoscopy (EGD)
- Most capsule endoscopies

Our goal is to help ensure that these tests and procedures are medically necessary according to evidence-based guidelines. We have delegated precertification of these procedures to eviCore healthcare (eviCore). eviCore's specially trained nurses and gastroenterologists will use evidence-based guidelines to determine medical necessity.

**Precertification process**

eviCore will begin taking precertification requests on January 1, 2022.\*

The preferred and most efficient method for submitting precertification requests is through eviCore's website (eviCore.com). If you are not a registered user, you can go to eviCore.com > Register Now.

While we encourage you to submit requests through the website, you can also request precertification by calling eviCore at **866.668.9250** (7:00 a.m. to 7:00 p.m. local time).

**Coverage policies**

There are two coverage policies to support this program:

- Gastrointestinal Endoscopic Procedure Esophagogastroduodenoscopy (EGD)
- Gastrointestinal Endoscopic Procedure Capsule Endoscopy

These policies are available at [eviCore.com/Cigna](http://eviCore.com/Cigna).

**CPT codes**

A full list of Current Procedural Terminology (CPT®) codes associated with the gastroenterology procedures, as well as additional information about the affected services, is available at [www.eviCore.com/resources/healthplan/Cigna](http://www.eviCore.com/resources/healthplan/Cigna) > Solution Resources > CPT CODES > Gastroenterology Code List.

**At a glance**

- Effective January 1, 2022, the gastroenterology procedures listed below will require precertification for most Cigna commercial (non-Medicare) customers.
  - Esophagoscopy/Esophagogastroduodenoscopy
  - Most capsule endoscopies
- Our goal is to help ensure that these tests and procedures are medically necessary according to evidence-based guidelines.
- You must request precertification for these procedures directly through eviCore healthcare.

The current list of affected codes is as follows.

43200	43213	43229	43245	43255
43201	43214	43233	43246	43266
43202	43215	43235	43247	43270
43204	43216	43236	43248	91110
43205	43217	43239	43249	91111
43206	43220	43241	43250	0355T
43211	43226	43243	43251	
43212	43227	43244	43254	

### Provider forums

Beginning in November 2021, eviCore will lead online forums to help you and your staff understand the new precertification requirements. These sessions will include detailed information about the precertification process, a review of how to access information on eviCore.com, and a question-and-answer period.

The enclosed Provider Resource Review Forum Schedule provides additional details and registration instructions. We encourage you and your staff to attend one of these sessions to ensure understanding of the precertification requirement.

### Additional information

For more information, use the contact information below.

Topic	Contact
Benefits eligibility and coverage	<b>800.88Cigna (882.4462)</b>
Gastroenterology program website	<a href="http://www.eviCore.com/resources/healthplan/Cigna">www.eviCore.com/resources/healthplan/Cigna</a>
Physician worksheets	<a href="http://www.eviCore.com/resources/healthplan/Cigna">www.eviCore.com/resources/healthplan/Cigna</a> > Solution Resources > Cigna Clinical Guidelines & Online Worksheets
Precertification of endoscopy and EGD procedures	<b>888.693.3297</b> (7:00 a.m. to 7:00 p.m. ET) or <a href="http://eviCore.com">eviCore.com</a>

If you would like additional information, please call Cigna Customer Service at **800.88Cigna (882.4462)**.

We appreciate the quality care that you provide to our customers.

Sincerely,



Jeffrey F. Hankoff, M.D.  
Medical Officer

Enclosure

\* There will be a two-week grace period (for claims with dates of service on or prior to January 15) to allow for timely submission of precertification requests.

# CIGNA GASTROENTEROLOGY PRECERTIFICATION PROGRAM: PROVIDER RESOURCE REVIEW FORUM SCHEDULE

For Health Care Providers

November 2021

Effective January 1, 2022, precertification of the gastroenterology procedures listed below will be required for most Cigna commercial customers.

- Esophagoscopy/Esophagogastroduodenoscopy (EGD)
- Most capsule endoscopies

Beginning in November 2021, eviCore healthcare (eviCore) will host online forums to review and answer questions about the gastroenterology precertification program, including related processes and the resources available on the eviCore website ([eviCore.com](http://eviCore.com)) and eviCore's dedicated program website ([www.eviCore.com/resources/healthplan/Cigna](http://www.eviCore.com/resources/healthplan/Cigna)).

## Registration

The following online forum sessions require advance registration. Each session is available at no charge and will last approximately one hour.

Day of the week	Date	Eastern Time	Central Time	Mountain Time	Pacific Time
Tuesday	November 9	3:00 p.m.	2:00 p.m.	1:00 p.m.	12:00 p.m.
Thursday	November 18	10:00 a.m.	9:00 a.m.	8:00 a.m.	7:00 a.m.
Tuesday	December 7	10:00 a.m.	9:00 a.m.	8:00 a.m.	7:00 a.m.
Wednesday	December 8	11:30 a.m.	10:30 a.m.	9:30 a.m.	8:30 a.m.
Thursday	December 16	3:00 p.m.	2:00 p.m.	1:00 p.m.	12:00 p.m.
Monday	January 10	1:00 p.m.	12:00 p.m.	11:00 a.m.	10:00 a.m.
Wednesday	January 12	2:00 p.m.	1:00 p.m.	12:00 p.m.	11:00 a.m.

## How to register

To register for and participate in a session:

1. Go to [evicore.webex.com](http://evicore.webex.com).
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab. Search for "Cigna Gastroenterology Program Provider Forum."
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

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After you have registered for a session, you will receive an email containing the toll-free telephone number and meeting number, conference password, and link to the web portion of the session. **Please keep the registration email so you will have the link to the web conference and the call-in number for the session in which you will be participating.**

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents at [www.eviCore.com/resources/healthplan/Cigna](http://www.eviCore.com/resources/healthplan/Cigna). Documents are available in PDF format. If you need Adobe Reader, you can download it from [www.adobe.com/products/reader/](http://www.adobe.com/products/reader/).

If you have any questions regarding [eviCore.com](http://eviCore.com), please contact the Web Support team at [portal.support@evicore.com](mailto:portal.support@evicore.com) or **800.646.0418** (option 2). For any client or provider inquiries not associated with this training, please email [clientservices@evicore.com](mailto:clientservices@evicore.com).

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