



Medical necessity review program for physical therapy and occupational therapy services effective September 1, 2023

For Health Care Providers
June 2023

Effective September 1, 2023, American Specialty Health® (ASH), a Cigna national ancillary provider, will begin managing the medical necessity review program for Cigna-contracted providers who render physical therapy (PT) and occupational therapy (OT) services for customers with Cigna commercial and Individual & Family Plan plans.

ASH currently manages this program for ASH-contracted providers and non-contracted Cigna providers who render PT and OT services for patients with Cigna coverage.

What this means to you

Effective September 1, 2023, PT and OT services that require a medical necessity review can be submitted either preservice or post-service. Submission of the clinical treatment plan is typically not required until after the patient's fifth visit.

How to submit requests

There are three ways to submit medical necessity review requests:

- **Online:** Go to the ASHLink website ([ASHLink.com](https://www.ashlink.com)).
- **Fax:** Send to **877.248.2746**.
- **Mail:** Send to PO Box 509077, San Diego, California 92150.

To ensure a timely review, requests should include the clinical treatment plan, necessary clinical information, and progress documentation.

ASH clinicians will review requests using evidence-based medicine and Cigna coverage guidelines to determine medical necessity. Following the review, ASH will issue a determination to the requesting provider and Cigna customer.

ASH will only be responsible for medical necessity review. Cigna will continue to

At a glance

- Effective September 1, 2023, American Specialty Health® (ASH) will begin managing the medical necessity review program for Cigna-contracted providers who provide physical therapy (PT) and occupational therapy (OT) services.
- Providers must submit medical necessity review forms and clinical treatment plans for PT and OT services to ASH via the ASHLink website ([ASHLink.com](https://www.ashlink.com)), fax, or mail.
- Cigna will continue to manage all other processes.

manage all other processes, including claims submission and processing.

Additional Information

Providers can access medical necessity review forms and submit clinical treatment plans directly through ASHLink.com. Training and educational information will be available on ASHLink.com prior to the September 1, 2023, effective date.

For more information about our PT and OT coverage guidelines, go to the Cigna for Health Care Professionals website ([CignaforHCP.com](https://cignaforhcp.com)) > Get questions answered: Resource > Coverage Policies > Medical and Administrative A-Z Index: View Documents > Physical Therapy - (CPG135) or Occupational Therapy - (CPG155).

For questions about the medical necessity review process and ASHLink.com, please call ASH at **800.972.4226**. For all other questions, please call Cigna Customer Service at **800.88Cigna (882.4462)**.

Thank you for the care you provide our customers.

Sincerely,

Philip Rabinowitz, MD FACP
Medical Senior Director, Clinical Performance & Quality

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