



August 1, 2024

**Re: EviCore by Evernorth to manage precertification for vascular intervention procedures for Cigna Healthcare customers effective November 1, 2024**

Beginning November 1, 2024, EviCore by Evernorth® will manage precertification for Current Procedural Terminology® (CPT) codes for cardiac and vascular intervention procedures for Cigna Healthcare<sup>SM</sup> customers.

**What this means to you**

The newly added vascular intervention procedures will be managed on the CareCore portal. Both the MedSolutions and CareCore portals are accessible through the EviCore provider website.

Use the contact information below to submit precertification requests :

<b>Beginning November 1, use the following portal for <i>new</i> vascular intervention procedures</b>	
Website	<b>EviCore.com/Provider, after logging in, select CareCore</b>
Telephone	<b>866.668.9250*</b>
Fax	<b>855.774.1319</b>

**\*Please note that beginning October 28, EviCore will be available to answer questions and take precertification requests by telephone for vascular intervention procedures with dates of services November 1 and later.**

<b>Use the portal you use today for precertification for <i>current</i> cardiovascular procedures that require precertification</b>	
Website	<b>EviCore.com/Provider, after logging in, select MedSolutions</b>
Telephone	<b>888.693.3297</b>
Fax	<b>888.693.3210</b>

**Additional details about affected services**

- A full list of CPT codes associated with these procedures, as well as additional information about affected services, is available at [EviCore.com/Resources/HealthPlan/Cigna](https://EviCore.com/Resources/HealthPlan/Cigna).
- Additional information about our coverage guidelines are available at [EviCore.com/Cigna](https://EviCore.com/Cigna).

**At a glance**

- Beginning November 1, 2024, EviCore by Evernorth® will manage the precertification process for certain vascular intervention procedures for Cigna Healthcare<sup>SM</sup> customers.
- Newly added vascular intervention procedures requiring precertification will be managed on the CareCore portal which is available via the EviCore website.

**Provider orientation sessions**

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


The enclosed 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 additional information, refer to the following:

Topic	Contact
Benefits eligibility and coverage	800.88Cigna (882.4462)
Physician worksheets	EviCore.com/Provider/Online-Forms

Sincerely,



Ajani Nimmagadda, MD  
Medical Officer

Enclosure

# Online orientation schedule

## Precertification process for vascular intervention procedures

**EviCore by Evernorth® manages several utilization management programs for Cigna Healthcare<sup>SM</sup> customers to ensure they have access to quality, medically appropriate care that is consistent with evidence-based guidelines.**

As part of this effort, EviCore will manage precertification requests for certain vascular intervention procedures effective for dates of service on and after November 1, 2024.

Beginning in October 2024, EviCore will lead online orientation sessions designed to assist provider staff with program changes. These sessions will include information about the prior authorization process, accessing information from the EviCore website, and a question-and-answer period.

### Orientation schedule

All online sessions require advance registration and are scheduled in Central time. Each session is available at no cost and lasts approximately one hour.

Day of the week	Date	Time (CT)
Wednesday	October 9	10:00 a.m.
Thursday	October 10	2:00 p.m.
Tuesday	October 15	1:00 p.m.
Wednesday	October 16	9:00 a.m.
Wednesday	October 23	10:00 a.m.
Thursday	October 24	11:00 a.m.
Tuesday	October 29	1:00 p.m.
Wednesday	October 30	9:00 a.m.
Wednesday	November 6	10:00 a.m.
Thursday	November 7	2:00 p.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. Choose "**Cigna Vascular Intervention Procedures Provider Orientation.**"
4. Click "Register" next to the session you wish to attend.
5. Enter the registration information.

After you have registered for the WebEx session, you will receive an email containing the toll-free telephone number and meeting number, conference password, and a link to the web portion of the session. **Please keep the registration email so you will have the link to the WebEx 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 and other important documents at [evicore.com/resources/healthplan/cigna](http://evicore.com/resources/healthplan/cigna). Documents are available in PDF format. You can download Adobe Reader from [adobe.com/products/reader/](http://adobe.com/products/reader/).

## Additional information

If you have any questions regarding the EviCore website, please contact the Web Support team at [portal.support@evicore.com](mailto:portal.support@evicore.com), or 800.646.0418 (Option 2). For any inquiries not associated with this training, please email [ClientServices@evicore.com](mailto:ClientServices@evicore.com).