



August 1, 2024

Re: EviCore by Evernorth to manage precertification for spine surgeries and additional spine-related procedures for Cigna Healthcare customers effective November 1, 2024

EviCore by Evernorth® currently manages a musculoskeletal utilization management program for Cigna HealthcareSM customers, which includes precertification for shoulder, hip, and knee joint procedures, and interventional pain management services. Cigna Healthcare currently manages spine-related procedures.

To help improve efficiency, beginning November 1, 2024, EviCore will also manage precertification for decompression and fusion surgery of the cervical, thoracic, lumbar spine, and sacrum.

What this means to you

Please note that precertification for the joint and pain management will continue to be managed on the MedSolutions portal that you use today.

Precertification for the added spine services 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:

At a glance

- Beginning November 1, 2024, EviCore by Evernorth® will manage utilization management for spine-related services for Cigna HealthcareSM customers.
- The newly added spine-related services will be managed on the CareCore portal.
- Joint and pain management services will continue to be managed through the MedSolutions portal.
- Both the MedSolutions and CareCore portals can be accessed via EviCore.com.

Beginning November 1, use the following for spine services:	
Website	EviCore.com/Provider. After logging in, select CareCore.
Telephone	866.668.9250*
Fax	855.774.1319

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

Use the process you use today for joint procedures and pain management services.	
Website	EviCore.com/Provider: After logging in, select MedSolutions.
Telephone	888.693.3297
Fax	888.693.3210

Additional details about affected services

- A full list of CPT codes associated with these procedures and services, as well as additional information about precertification requirements, is available at EviCore.com/Resources/HealthPlan/Cigna.
- Additional information about our coverage guidelines is available at EviCore.com/Cigna.

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.

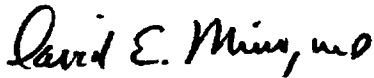
The enclosed schedule provides additional details and registration instructions. We encourage you and your staff to attend one of these sessions to ensure understanding of precertification requirements.

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,



David E. Mino, MD
Medical Director

Enclosure

Online orientation schedule

Precertification process for spine surgeries and spine-related procedures

EviCore by Evernorth® manages several utilization management programs for Cigna HealthcareSM 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 spine surgeries and spine-related 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 the program changes. These sessions will include information about the precertification 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)
Tuesday	October 8	11:00 a.m.
Wednesday	October 9	11:00 a.m.
Tuesday	October 15	11:00 a.m.
Wednesday	October 16	10:00 a.m.
Tuesday	October 22	10:00 a.m.
Wednesday	October 23	10:00 a.m.
Tuesday	October 29	10:00 a.m.
Wednesday	October 30	10:00 a.m.
Tuesday	November 5	11:00 a.m.
Wednesday	November 6	10:00 a.m.

How to register

To register for and participate in a session:

1. Go to evicore.webex.com.
2. Select "WebEx Training" from the menu bar on the left.
3. Click the "Upcoming" tab. Choose "**Cigna Musculoskeletal Spine 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. Documents are available in PDF format. You can download Adobe Reader from 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, or 800.646.0418 (Option 2). For any inquiries not associated with this training, please email ClientServices@evicore.com.