



Prior authorization
requirements for partial
hospitalization level of care
effective January 1, 2025



Dear Behavioral Health Provider,

Evernorth[®] Behavioral Health (Evernorth) is committed to helping you deliver timely care to your patients by reducing your administrative burden. Therefore, effective January 1, 2025, we are updating our prior authorization requirements for partial hospitalization (PHP) level of care.

What this means

- Prior authorization will no longer be required for PHP level of care for your patients with coverage under most Evernorth plans. However, a small number of plans will still require prior authorization.

- Dates of service prior to January 1, 2025, may require prior authorization.
- For patients with Cigna Connect IFP plans, services rendered outside of their state of residence are considered out of network. Therefore, always verify benefits, eligibility and prior authorization requirements prior to rendering services. You can easily identify patients with Cigna Connect IFP plans by viewing their ID card, which will indicate the plan name. A Partial Hospitalization (PHP) Network Exception Request Form is now available on Provider.Evernorth.com (Resources > Forms Center > Behavioral Health Forms) to submit a request for prior authorization.

To verify patient benefits, eligibility and prior authorization requirements

Continue to use the same process you use today to verify a patient's benefit plan details and prior authorization requirements before rendering services.

- Call Provider Services at **800.926.2273**.
- Log in to the provider portal on Provider.Evernorth.com. [Register here](#) to access the portal if you have not already registered. The portal provides 24/7 secure access to patient information such as eligibility and benefits, and allows you to check prior authorization requirements, view remittance reports, enroll in electronic funds transfer (EFT), and make directory profile updates.

Assistance with additional resources and discharge planning is available by calling Provider Services at **800.926.2273**.

Thank you for your ongoing commitment to provide quality behavioral health services to our customers.

Sincerely,

Network Operations Management
Evernorth Behavioral Health

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