



DME PROVIDER Manual

*Cigna Sleep Management Program
General Information Module*



DME Provider Manual

Cigna Sleep Management Program

The Cigna Sleep Management Program is a precertification program administered by CareCentrix on behalf of Cigna Health Plan and designed to help improve the overall quality of sleep services. The program requires precertification for sleep diagnostic services, positive airway pressure therapy and supplies, in addition to providing the ongoing review and management of adherence for customers on sleep therapy. This manual will outline the process for obtaining precertification for PAP therapy and supplies, in addition to explaining the requirements for adherence monitoring and the continued certification of equipment and supplies. This manual is intended to supplement the CareCentrix Provider Manual. The terms of the CareCentrix Provider Manual continue to apply.

Obtaining Precertification for PAP Therapy Devices

Precertification Overview

PAP Therapy devices are authorized in monthly rental units, with 6 rental units resulting in ownership of the device.

The initial authorization of a PAP Therapy device includes 3 rental units and also includes the authorization of the associated supplies. The customer will be evaluated by the Cigna Sleep Therapy Adherence Program to assess if adherent use of the PAP Therapy device is being achieved. Adherence for continued certification consideration is determined through the evaluation of use during the last 30 days of the 90 day trial period. If a customer is adherent, the remaining 3 units will be authorized.

The Cigna Sleep Management Program criteria allows for a member who is borderline compliant to obtain a one month extension. In this scenario, a new certification number will be generated authorizing 1 rental unit. Adherence must be reevaluated in 30 days. If adherent at that time, the remaining 2 units will be certified with a new certification number.

As always, remember that precertification is not a guarantee of payment. Payment will be subject to, among other things, the customer's eligibility and benefits on the date of service. For more information, see the CareCentrix Provider Manual.

Obtaining the Initial Precertification for a PAP Therapy Device

- 1) Once you receive a request to set up a customer on CPAP, APAP or Bi-level therapy, a precertification is required from CareCentrix in order to deliver these services.
- 2) Log onto the Cigna Sleep Portal at www.cigna.sleepccx.com. If it is your first time accessing the Portal you will need to register and be approved for access to the Sleep Portal.

[Register](#)
[Forgot Password?](#)



Welcome to the dedicated Cigna Sleep Management Program website. The Sleep Management Program is designed to improve the overall quality of sleep-related services for patients with Cigna-administered coverage – from diagnosis to therapeutic management. This website is intended to provide health care professionals with additional information about the Cigna Sleep Management Program, and assist you with requesting precertification for sleep services. Additionally, this site will help you to manage your patients' sleep service needs throughout their course of treatment.

This secure website will allow health care professionals to:

- Check a patient's eligibility
- Request precertification for sleep related services
- Report sleep study interpretation results
- Report Positive Airway Pressure (PAP) therapy adherence for continued benefit coverage

Please note that coverage precertification for medical necessity is required for patients with Cigna-administered coverage prior to performing a sleep study, initiating sleep therapy, or ordering sleep therapy supplies in order to receive claims payment. All requests for sleep services will therefore be reviewed and assessed for medical necessity and the appropriate site of service, as outlined in Cigna and industry evidence-based accepted medical criteria. For more information, please refer to the Cigna Coverage Policies for the [Medical Coverage Policy for Treatment of OSA](#) and the [Medical Coverage Policy for Sleep Testing Services](#) prior to submitting your precertification request for sleep

News F

[Importance of Sleep Information](#)
June 22nd, 2017
This is to re-narrate current and each author: provider port physician info

[Cigna Introduces New Sleep Services](#)
February 18, 2017
Leading Health Quality Sleep

Quick Links

- [Cigna Sleep Services](#)
- [Cigna Sleep Services](#)
- [Cigna Sleep Services Form](#)
- [To access Sleep Services](#)
- [Understand Sleep Services](#)

- 3) The following information and documentation will be required in order to receive the precertification for PAP services:
 - a. The AHI/RDI (if the AHI/RDI is between 5 – 14, supporting documentation must exist to include any of the following: Excessive daytime sleepiness (EDS); Impaired cognition; Insomnia; Mood disorder; Hypertension; Ischemic heart disease; or History of a stroke)
 - b. Copy of both the PSG and Titration Report with completed interpretations.
- 4) Once you receive your precertification number you may proceed with the initiation of services.



Obtaining Precertification for the PAP Therapy Device for the Remaining Rental Period

The Cigna Sleep Therapy Adherence Department will automatically submit (on behalf of the rendering DME provider) all requests for precertification continuation/extension for the remaining rental period based upon the customer's adherence to therapy. The Cigna Sleep Therapy Adherence Department will not automatically request precertification extensions for those customers that are not adhering to therapy (Please refer to page 5 for further detail regarding adherence to therapy).

Obtaining Precertification for Supplies, Loaner or Replacement PAP Therapy Device

Precertification for Supplies

- 1) The initial precertification of a PAP Therapy device includes 3 rental units and the required supplies to maintain the device.
- 2) To obtain precertification after the initial 6 months for supplies (Day 180), you will be required to request this precertification through the Cigna Sleep Portal at www.cigna.sleepccx.com or the HomeBridge provider portal at www.carecentrixportal.com.
- 3) You must confirm and attest that the customer has been using their PAP Therapy Device for at least 70% of nights for at least 4 hours per nights used in the last 30 day period.

Precertification for Loaner and Replacement PAP Therapy Devices

In the event of a PAP equipment malfunction of customer owned equipment and if the equipment is outside of the manufacturer's warranty period, the following steps are required for precertification of a 30 Day Loaner Unit to assess the equipment's viability:

- 1) Log onto Cigna Sleep Portal at www.cigna.sleepccx.com or the HomeBridge provider portal at www.carecentrixportal.com.
- 2) Select authorization for Loaner / Replacement PAP Device.
- 3) You must confirm and attest that the customer is using the equipment for at least 70% of nights for at least 4 hours per nights used in the last 30 day period in addition to providing the following:
 - a. Description of the malfunction of equipment and reason for assessment and repair.
 - b. Description of the equipment being assessed for repair.

Precertification for a Replacement PAP Therapy Device

- 1) Log onto Cigna Sleep Portal at www.cigna.sleepccx.com or the HomeBridge provider portal at www.carecentrixportal.com.
- 2) Select authorization for Loaner / Replacement PAP Device.
- 3) You must confirm and attest that the customer is using equipment for at least 70% of nights for at least 4 hours per nights used in the last 30 day period in addition to providing the following:
 - a. Documentation/Report from third party manufacturer that existing unit is inoperable and irreparable.
 - b. Documented repair costs are greater than rental period payments.



Adherence Requirements for Continued Precertification

Adherence:

Adherence is defined as a customer using their equipment for 70% of nights for at least 4 hours per nights used, with improvement of apneic events as captured via therapy AHI improvement from the baseline diagnostic AHI. The data utilized for the adherence determination will be taken from objective adherence data obtained from the equipment utilized by the provider (for example, via EncoreAnywhere (Philips/Respironics), AirView (ResMed), F&P InfoSmart (Fisher&Paykel) or other software program approved in advance by CareCentrix). The data reviewed for the continued precertification of equipment will be the data obtained from the last 30 days of the initial 90 day trial period. If adherent, a precertification extension will be issued for the remaining 3 rental units.

Borderline Adherence:

- 1) If the customer has used their equipment for 55-69% of nights for at least 4 hours per nights used, or has used for at least 70% of nights for 3.00 to 3.99 hours per nights used, a “borderline” extension will be recommended yielding a precertification of 1 rental unit for 30 days.
- 2) If the customer has utilized their equipment less than the above and a material reconfiguration of equipment exists within the last 30 days (ex: pressure change, mask refit, etc.) a “borderline” extension will be recommended yielding a precertification of 1 rental unit for 30 days.

Non-Adherence:

If adherence documentation does not exist, or the adherence information does not demonstrate adherent use as defined above, the Cigna Sleep Therapy Adherence Department will not automatically submit a precertification request for the remaining rental period. Providers must submit any request for precertification for customers identified as non-adherent through the Cigna Sleep Management Program UM Department by faxing in Medical necessity documentation from the patient’s physician to **(866) 524-9588**. If you have questions, feel free to call the Therapy Adherence department at 844-457-9972 and one of our associates will assist with your request.



Requirements for PAP Therapy Set-Up and Adherence Monitoring

Required Equipment:

All DME providers participating in the Cigna Sleep Management Program must provide patients with minimum equipment standards to include either Philips (Respironics), ResMed or Fisher Paykel PAP Therapy Devices **equipped with modem technology for adherence monitoring purposes**. All PAP Therapy Devices must be equipped to provide **both usage** and **efficacy** data monitoring.

Required Set-Up Documentation for the Initiation of Sleep Therapy Adherence Monitoring by the Cigna Sleep Therapy Adherence Program.

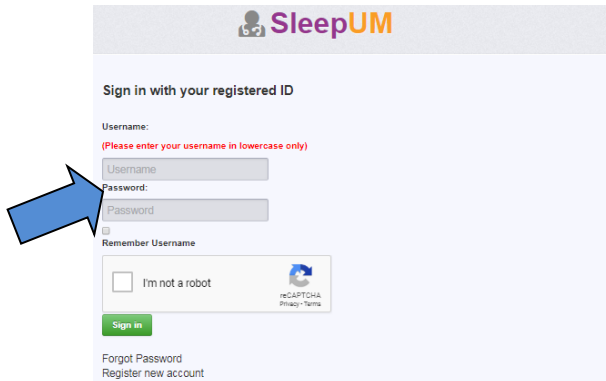
You are required to notify the Cigna Sleep Management Program of the progress of all PAP Therapy Set Ups. In order to facilitate the communication of “real time” status updates for your patients, you will utilize the Cigna SleepUM Patient Management System. **SleepUM** is where you will be providing information on your patients’ progress. SleepUM will also allow you to set follow up dates to assist you with managing your patients through the PAP Set Up process.

Additionally, upon setting patients up on PAP therapy devices that monitor both usage and efficacy, you will need to provide the Cigna Sleep Therapy Adherence Department with the ability to view and access the patient’s therapy adherence data that is transmitting to the device manufacturer web adherence monitoring sites (EncoreAnywhere, AirView or InfoSmart). Instructions on how to provide this access will be provided to your company during orientation to the program. If you have additional questions regarding this process, please contact one of our Therapy Adherence team members at 844-457-9972.

The steps for successfully using the **SleepUM Patient Management System** to update the progress of the PAP Set Up are as follows:

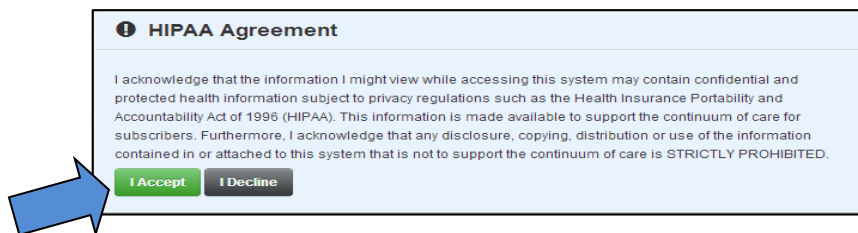
- 1) Log-in to the SleepUM Patient Management system by first navigating to the Cigna Sleep Portal at www.cigna.sleepccx.com and clicking on the link to “**SleepUM**”. Note: Once your account has been activated for the Cigna Sleep Portal, you will be emailed a link to create a new password in order to access SleepUM.

- 2) If you are an existing user to SleepUM, enter the same user name and password you have used previously to log into SleepUM. You may be prompted to change your password before logging on if SleepUM has been updated recently.



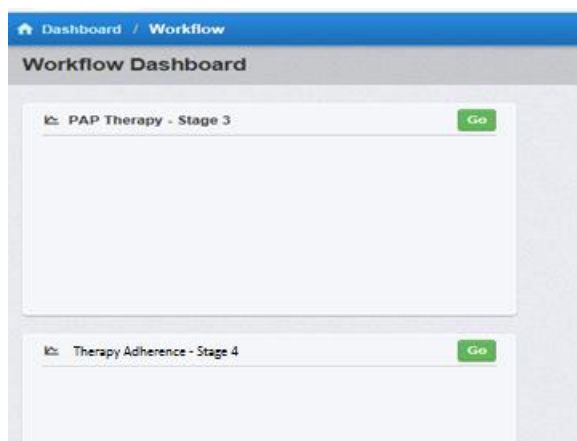
The image shows the SleepUM login interface. At the top, there is a header with a person icon and the text "SleepUM". Below this, the instruction "Sign in with your registered ID" is displayed. The form includes a "Username:" label with a red note "(Please enter your username in lowercase only)" and a corresponding text input field. Below that is a "Password:" label and another text input field. A "Remember Username" checkbox is located below the password field. A reCAPTCHA widget is present, featuring the text "I'm not a robot" and a checkbox. A green "Sign in" button is positioned below the reCAPTCHA. At the bottom of the form, there are links for "Forgot Password" and "Register new account". A blue arrow points to the Username input field.

- 3) Review the HIPAA confidentiality notice and indicate your acceptance.



The image shows a "HIPAA Agreement" form. It features a title "HIPAA Agreement" with an information icon. The main text reads: "I acknowledge that the information I might view while accessing this system may contain confidential and protected health information subject to privacy regulations such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This information is made available to support the continuum of care for subscribers. Furthermore, I acknowledge that any disclosure, copying, distribution or use of the information contained in or attached to this system that is not to support the continuum of care is STRICTLY PROHIBITED." At the bottom, there are two buttons: "I Accept" (highlighted in green) and "I Decline". A blue arrow points to the "I Accept" button.

- 4) Once you are logged in, you will see two boxes: One for our patients that have been provided an authorization for a PAP Therapy Set Up; and one box for patients that have been set up on PAP Therapy and are now being monitored for Therapy Adherence. You will be working out of the PAP Therapy section to provide the real time status updates. The Therapy Adherence section will provide you with read only access to the patients being monitored in the Therapy Adherence program. To access the patient information in either area, click the green "Go" box.



The image is a screenshot of a "Workflow Dashboard". The top navigation bar shows "Dashboard / Workflow". The main heading is "Workflow Dashboard". There are two main sections, each with a "Go" button in the top right corner. The first section is titled "PAP Therapy - Stage 3" and contains a large empty white box. The second section is titled "Therapy Adherence - Stage 4" and also contains a large empty white box.

- 5) Once you click on the Go Button you will be brought to a list of all the patients requiring a PAP Therapy set up.
- 6) From this view you can search for any patient in the list as well as export the entire list in excel or CSV format.
- 7) To open a patient record, click anywhere on the row where the patient is listed.

Pap Therapy - Stage 3

Active Inactive

Authorization Follow-Up Assigned To Last Name First Name City State Provider Plan Physician CPT Referral Age Status

29640496	04/04/2014		Test	Test	Camby	IN	National	Cigna	Smith, John	E0601	03/27/2014	20	Active
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- 8) Once you open the individual patient record in the PAP Therapy Section you will be able to enter key milestone dates providing the status of the PAP Therapy set up. You will also be able to view any notes associated with the patient, as well as upload the completed Provider Set Up Form.

Pap Therapy - Stage 3

1 2 3 4 5

Test Test

5581 E N Cty Line Rd
Camby, IN 46113
-- No Email Address --
Home: 317-831-4588

DOB / Gend... 03/19/1956 (M)

USleep ID: -- None --
Patient ID: 117107
CPID: 3877859

Diagnosis:

CPAP Setting:
No PAP Settings Available

CPAP Service Date:
-- None --

Patient Coverage
Cigna Sleep Ppo Phs Plus

PAP Milestones

PAP Auth Referral 03/27/2014

PAP Scheduled Set Up Date

PAP Set Up Performed

PAP Set Up Form Faxed or Uploaded by DME Provider

PAP Set Up Abandoned

Save Cancel

Authorization

Auth ID: 29640496
Override Status: -- None --
Auth Status: PAP Therapy
CCX Status: VALID
Service Date: -- None --
Auth Start: 03/27/2014
Auth End: 07/25/2014
CCX Intake ID: 4705680
Service ID: 205932

Physicians

Referring Physician
Smith, John

Notes

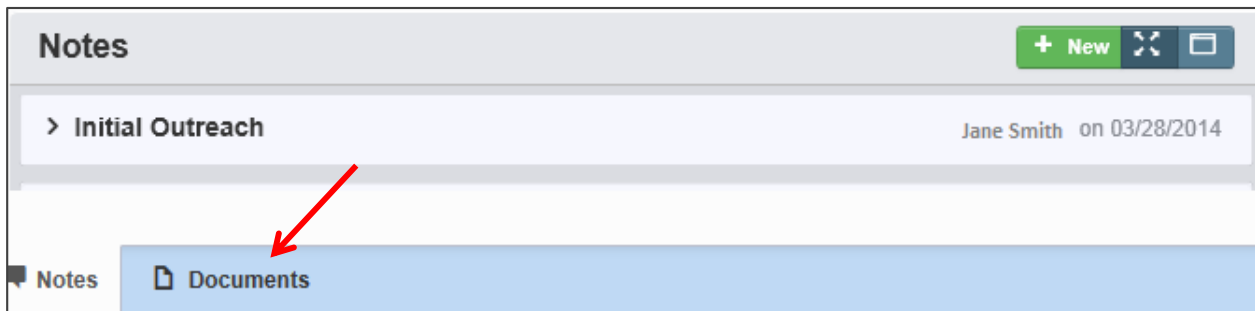
+ New

- 9) You will be required to enter in the following milestone dates:
 - a) The date you spoke with the patient and scheduled the PAP Therapy Set Up
 - b) The Actual Date of the Set Up
 - c) The Date the Set Up Form was Faxed or Uploaded into SleepUM.
- 10) After entering each date in the required field, you must click the "Save" Button to confirm the date entered.

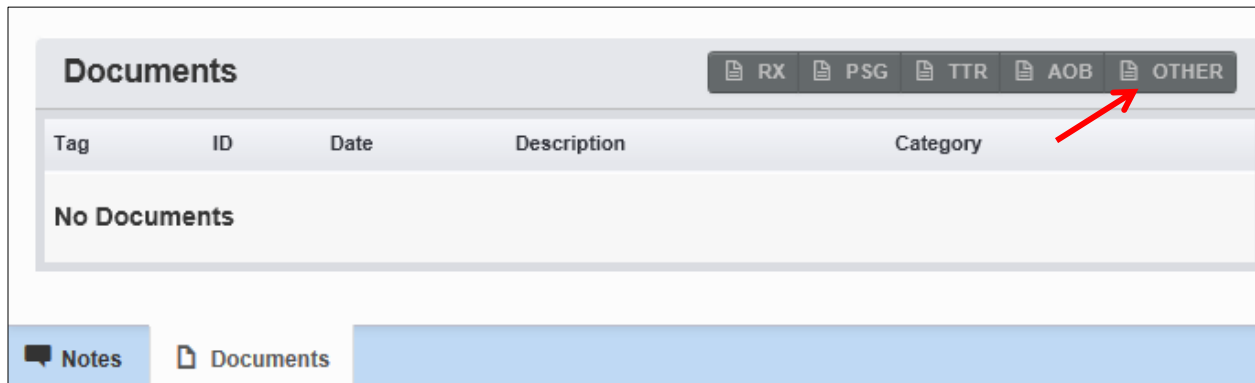
Note: If you are unable to perform the patient set up (for example: unable to reach the patient; the patient refuses, etc.), we would ask that you provide a status by entering the date the set up was canceled in the "PAP Set Up Abandoned" field. You may also add a note in the note section as to why the set up was unable to be completed. This notification is ONLY for notification to the Therapy Adherence Department, and NOT for canceling or editing authorization information.

- 11) After completing the Set Up of your customers on PAP therapy, you will be required to upload or fax the Provider Set Up Form to the Cigna Sleep Therapy Adherence Department in order for the customer to be enrolled in the Cigna Sleep Therapy Adherence Program. The required information will contain the following:
- a) Customer Demographic Information
 - b) Contact Information to include home and cell telephone numbers and email address
 - c) The patient's diagnostic baseline AHI
 - d) Ordering Physician Information
 - e) Equipment and Supply Details
 - f) Any additional notes that may assist the Cigna Sleep Therapy team member when following up with the customer regarding therapy adherence
 - g) You are required to **Upload or Fax the Provider Set-Up Form to the Sleep Therapy Adherence Department within 24 hours post set-up. Fax to: 866-501-4668.**

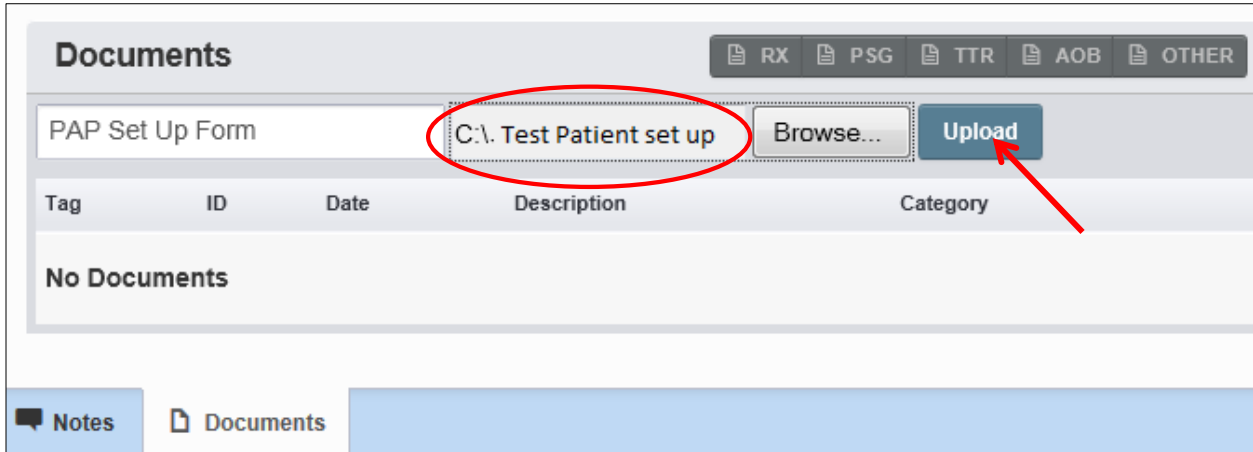
If uploading the Set Up Form directly to SleepUM, click the "Documents" tab below the note section of the record



Select "Other" for the Document Type and the screen will display the ability to upload the completed "PAP Set Up Form" from your computer.



Select Browse to select your patient’s completed PAP Set Up Form from your computer. Once selected, you will see the name of your document appear next to the Browse button. Type in “PAP Set Up” Form into the description field and Click “Upload”



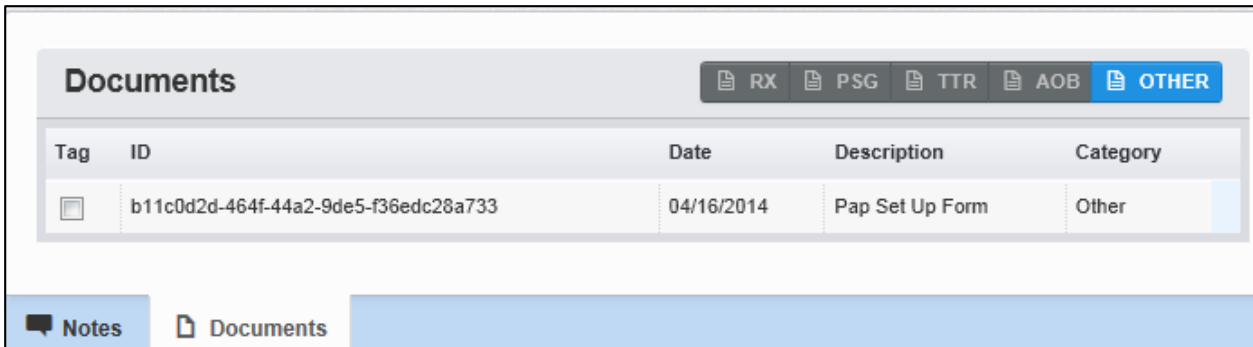
Documents [RX] [PSG] [TTR] [AOB] [OTHER]

PAP Set Up Form C:\. Test Patient set up Browse... Upload

Tag	ID	Date	Description	Category
No Documents				

Notes Documents

Click back to the Documents tab to view the document that was uploaded.



Documents [RX] [PSG] [TTR] [AOB] [OTHER]

Tag	ID	Date	Description	Category
<input type="checkbox"/>	b11c0d2d-464f-44a2-9de5-f36edc28a733	04/16/2014	Pap Set Up Form	Other

Notes Documents

12) A PDF version of the Set-Up Form can be found on the Cigna Sleep Portal at www.carecentrixportal.com.

Cigna Sleep Therapy Adherence Program

- 1) Once the Cigna Sleep Therapy Adherence Department receives the Provider Set-Up Form, the customer will be entered into the Cigna Sleep Therapy Adherence Program.
- 2) The customer will be contacted by a Cigna Sleep Therapy Adherence team member at days 2, 7, 30, 60, 90 and 180 to review adherence and provide the on-going support required to maintain adherence. The Sleep Therapy team member will inform the customer that they will be working in conjunction with their DME provider to support the customer in obtaining optimal therapy usage.
- 3) The Cigna Sleep Therapy Adherence Department will require access to the customer’s adherence information (usage and clinical efficacy). The method for accessing adherence information will depend upon your equipment manufacturer preference (for example, EncoreAnywhere (Philips/Respironics), AirView (ResMed), or other software program approved in advance by CareCentrix). This information will be used to assist customers with therapy adherence and to provide appropriate feedback to your organization as well as to the ordering physician.
- 4) In the event that your customer is experiencing any issues identified during the Cigna Sleep Therapy Adherence Department routine call schedule that cannot be resolved telephonically by the Cigna Sleep



Therapy team member, a **Provider Intervention Form** will be created and forwarded to you so that you may address via a face-to-face intervention within 48 hours.

- 5) Once the **Provider Intervention** is completed you are then required to **Fax the Provider Intervention Form to the Cigna Therapy Adherence Department at 866-501-4668 within 24 hours of completion or Upload as explained above within 24 hours of completion.**

Provider Intervention Form Cigna Sleep Therapy Adherence Program		
Date Intervention Sent: 01/10/2013		
Patient Name: Test Patient	D.O.B: 01/01/1982	Physician Name: Brian Smith
Address: 123 Walnut Street Worcester, MA 22222		Physician Phone: 508-222-4536
Home Phone: 508-555-1111	Mobile Phone:	
DME Provider: ABC Homecare	DME Provider Fax: 508-111-3334	
Intervention Required		
Intervention Type: Mask Issue Detail: Contacted patient for routine 7 day follow-up call. Patient is using CPAP every night for about 2 hours. Having much difficulty with Comfort Gel nasal mask. Has size medium. Causing bruising on bridge of nose. Re-education provided to include proper fitting of mask and headgear. Patient states getting air leak if he does not adjust tightly. Possible mask refit may be beneficial.		
Intervention Completion Details		
Please provide detailed documentation of your intervention. If you provided supplies or performed any setting changes, please document exactly what was provided or what changes were made. <i>Patient was re-fit with a small comfort gel nasal mask on 1/13/13.</i>		
Patient Signature: Test Patient		Date: 01/13/13
Company Name: ABC Homecare	Signature Company Representative: Jane Doe, RRT	Date: 01/13/13

Adherence Download Schedule

- 1) The Cigna Sleep Therapy Adherence Department will obtain objective adherence reports from EncoreAnywhere (Philips/Respironics), AirView (ResMed)) or other software program approved in advance by CareCentrix, and the objective adherence report will be forwarded to the ordering physician and the DME provider of record. This objective adherence report will be obtained at Days 30, 60, and 90.
- 2) The data reviewed for the continued precertification of equipment will be the data obtained from the last 30 days of the initial 90 day trial period.
- 3) Each therapy adherence report will contain a summary of the nights used and the hours used for those nights. Reports will also include detailed data to show the nights used during the reported period and the efficacy data (AHI, HI, AI, Leak, etc.).