

November 26, 2012



Re: Cigna Sleep Management Program

We are committed to providing health care professionals and their patients with new programs and tools that enhance the patient experience, while also improving the quality and affordability of health care. One way we do this is by ensuring that appropriate testing, treatment, and billing practices are followed. To help accomplish this, we have established a new Sleep Management Program that will be supported through our relationship with CareCentrix, effective February 18, 2013 (unless applicable state law requires a longer notification period prior to implementing this program).

About the program

To provide more network options for your patients with Cigna-administered coverage, CareCentrix will provide individuals with access to its robust network of home sleep testing facilities. As a result, individuals will have expanded access to sleep testing services in the comfort of their own home.

Additionally, as part of the Sleep Management Program, all sleep testing services must be precertified for coverage, as outlined below. During the precertification process, we will apply medical necessity and place-of-service determinations for these services.

Services that will require precertification

To help ensure that clinical guidelines are followed, and that patients receive quality, cost-effective, and safe care throughout the course of treatment, we will require precertification for all sleep testing services, beginning February 18, 2013.

The following 13 sleep testing CPT[®] and HCPCS procedure codes will require precertification:

95782*	95800**	95805	95807	95810	G0398	G0400**
95783*	95801**	95806	95808	95811	G0399	

* These codes are being released by the American Medical Association (AMA) on January 1, 2013. We will require precertification for these beginning January 1, 2013.

** These codes currently require precertification, and will continue to require it after February 18, 2013.

What this means to you

If you order, provide, or coordinate these sleep testing services, you will be responsible for requesting precertification for patients covered under a plan that requires precertification.

As a reminder, you, as the ordering physician, are responsible for requesting and obtaining precertification for all these sleep testing services. The rendering facility or health care professional is responsible for validating that precertification has been obtained prior to performing the service.

How to precertify coverage for these services

To request precertification for the sleep testing services outlined on the previous page, you may call us or visit our dedicated Sleep Management Program website, beginning February 18, 2013.

Telephone: Call us at 1.877.877.9899. The call center is open Monday through Friday, from 8AM to 8PM EST.

Website: Visit us at Cigna.SleepCCX.com, and follow the instructions to precertify sleep testing services.

How precertification will work

1. To precertify any of these services, please contact us (or CareCentrix) using one of the methods noted above.
2. Nurse reviewers will immediately authorize coverage if the treatment meets the designated coverage criteria.

3. All other precertification requests will be reviewed within one business day to ensure timely decisions.
4. You can also request a peer-to-peer conversation between yourself and a Cigna Medical Director to discuss a specific precertification request.

Updates to our Obstructive Sleep Apnea medical policy and coverage guidelines

Please note that our Obstructive Sleep Apnea medical policy and coverage guidelines will be updated on February 18, 2013. These updates are derived from published materials that are supported by nationally recognized agencies such as the American Academy of Sleep Medicine and the Centers for Medicare & Medicaid Services, as well as from peer-reviewed literature.

To view the updated policy and revised guidelines in their entirety, please visit the Cigna for Health Care Professionals website at (CignaforHCP.com > Useful Links > Policies and Procedures > Coverage Positions/Criteria > Medical Coverage Policy Index > Obstructive Sleep Apnea (OSA) Diagnosis and Treatment Services).

What this means for patients

This program will streamline sleep service management for patients, while maintaining a focus on delivering a high quality clinical experience. We will do this by offering a patient-centric model that focuses on providing your patients with access to education and support – 24 hours a day, seven days a week.

While this program will provide your patients with expanded access to home sleep testing providers, individuals who meet the indications for a sleep test, but are not appropriate candidates to be tested at home, can still be approved for coverage of an attended sleep test in a Cigna-contracted sleep facility.

Additionally, this new Sleep Management Program will include a Cigna Sleep Therapy Adherence Program, which will provide your patients with the highest level of real-time clinical support. This support will allow for higher therapy compliance rates, thus increasing the overall sleep quality and clinical outcomes for patients. Also as part of this program, referring physicians will have access to real-time patient information relative to their diagnostic experience and sleep therapy progress.

Additional information

If you would like additional information about our new Sleep Management Program or precertification requirements, please visit our dedicated Sleep Management Program website at CignaSleepCCX.com or call Cigna Customer Service at 1.800.88Cigna (882.4462).

Thank you for your continued commitment to delivering high quality care to your patients.

Sincerely,



Scott Josephs, M.D.

National Medical Officer, Total Health & Network

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