Cigna Sleep Management Program and Cigna Sleep Therapy Adherence Program

Physician Overview
Cigna Sleep Management Program

The Cigna Sleep Management Program is a coverage precertification program administered by CareCentrix on behalf of Cigna and designed to improve the overall quality of sleep services. The program requires precertification of coverage for sleep diagnostic services, positive airway pressure therapy and supplies, in addition to providing the ongoing oversight and adherence management of patients on sleep therapy. This manual will outline the process for viewing adherence information for patients that you have referred for Positive Airway Pressure (PAP Therapy).

Obtaining Precertification of Coverage for PAP Therapy Devices

Precertification requests

PAP Therapy devices are authorized in six monthly rental units.

The initial authorization of a PAP Therapy device includes three rental units and the associated supplies to maintain the device for six months. Between days 80 and 90, the patient will be evaluated by the Cigna Sleep Therapy Adherence Program to assess if adherent use of the PAP Therapy device has been achieved. Adherence for continued certification of coverage is determined through the evaluation of PAP use during days 45 to 83. If a patient is adherent, the remaining three units will be authorized.

The Sleep Management Program criteria allows for a patient who is borderline adherent to obtain a one month authorization extension. In this scenario, a new certification number will be generated authorizing one rental unit. Adherence must be re-evaluated within 30 days. If adherent, the remaining two units will be authorized with a certification number.

Additional supplies to include mask, tubing, headgear, and other A Codes will be authorized upon request at six month intervals from the previous authorization (Initiation, 180 days, 360 days, 540 days, etc.).

Obtaining coverage authorization 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 authorization continuation/extension of coverage for the remaining rental period based upon the patient’s adherence to therapy. The Cigna Sleep Therapy Adherence Department will not request precertification extensions for those patients that are not adhering to therapy (Please refer to page 5 for further detail regarding adherence to therapy).
Adherence requirements for continued authorization of coverage

Adherence
Adherence is defined as a patient using their equipment for 70% of nights for at least four 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 via Encore Anywhere (Philips/Respironics) or EasyCare Online (Resmed), dependent upon the equipment utilized by the provider. The data obtained for the continued authorization of equipment will be from the 45th day of set-up through day 83. If adherent, an authorization of coverage extension will be issued for the remaining 3 rental units.

Borderline Adherence
1) If the patient has used their equipment for 55-69% of nights for at least four hours per nights used, or has used for at least 70% of nights for 3.00 to 3.59 hours per nights used, a “borderline” authorization extension will be recommended yielding an authorization of one rental unit for 30 days.

2) If the patient 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” authorization extension will be recommended yielding an authorization 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 submit an authorization of coverage extension request for the remaining rental period. Any requests for authorizations for patients identified as non-adherent will require the request to be submitted through the Cigna Sleep Management Program UM Department at www.cigna.sleepccx.com. Medical necessity documentation from the patient’s physician will be required to support the request.

Cigna Sleep Therapy Adherence Program / SleepUM
1) All patients that are set-up on PAP Therapy will be enrolled into the Cigna Sleep Therapy Adherence Program.
2) Each patient will be contacted by a Cigna Sleep Therapy Adherence Clinician at days 2, 7, 30, 60, 90 and 180 to review adherence with therapy and provide the on-going support required to maintain adherence.
3) The sleep therapy clinician will work in conjunction with the patient’s DME health care professional and requesting physician to support the patient with obtaining optimal therapy usage.
4) The sleep therapy clinicians will have access to the patient’s objective adherence information from modem technology which is the program’s standard from adherence data retrieval (usage and clinical efficacy). This information will be used to provide you and the patient’s DME provider with the appropriate information to assist in achieving adherence.
5) All interactions by the sleep therapy adherence clinician with your patients and all adherence data can be found in SleepUM, the CareCentrix proprietary patient management system.

**Access to SleepUM - Patient Management System**

1) As the referring or ordering physician for patient’s on PAP therapy, you have the opportunity of being provided access to SleepUM to view your patient’s progress with PAP Therapy. Your username and password will be provided to you by Cigna’s Sleep Therapy Adherence program.

2) Log onto the Cigna Sleep Portal at [Cigna.sleepccx.com](http://Cigna.sleepccx.com) and click the Link for “SleepUM”.

3) Enter your **User Name and Password** at the Security Checkpoint.

4) Click **I Accept** acknowledging HIPAA privacy regulations.
5) Once logged in, you will see the SleepUM landing page. Click on “Stage 4 First 180 Days” to view your patients enrolled in the Cigna Sleep Therapy Adherence Program.

6) You may search by a patient’s name or click anywhere in the row where you see the patient listed.
7) Once in the patient record, you can view all communication and adherence data obtained by the Cigna Sleep Therapy Adherence Department.
8) Click on the Notes icon to view all communications related to the patient’s therapy.
9) Click on any checked task (Day 2, 7, 30, etc.) to see additional information obtained during the scheduled patient engagement.

10) You will also find the patient’s PAP Therapy Device settings under “Equipment” in addition to the dashboard on the left hand side of screen.

11. To access your patient’s Therapy Adherence Reports, click on the appropriate document listed under the Associated Documents section.
12) The document will open in another window, displaying the report in PDF format. You may view or print the report.
13) To navigate back to main page to log off or access another patient’s information, click on **Workflow** in the tool bar.
From the main screen you may log-out of SleepUM or access additional records.