



HST PROVIDER MANUAL

Cigna Sleep Management Program



The Cigna Sleep Management Program is a precertification program designed to improve the overall quality of sleep services. The program requires precertification for sleep diagnostic services, positive airway pressure therapy, and supplies. It also provides ongoing oversight and adherence management for patients prescribed sleep therapy. This manual will outline the process for obtaining precertification for Home Sleep Testing (HST) Services, as well as define the HST distribution oversight process and your responsibility as the rendering provider.

Obtaining the Precertification for an HST

- 1) A precertification is required to initiate the HST distribution and management process. This precertification should be initiated by the referring physician.
- 2) In the event you receive a referral for an HST and a precertification has NOT been requested by the referring physician, you will be required to obtain this precertification prior to initiating HST services.
- 3) Log onto the Cigna Sleep Website at www.cigna.sleepccx.com. If it is your first time accessing the Website you will need to register and be approved for access to the Sleep Website.

Welcome to the Sleep Management Portal

This portal is intended to support providers in requesting authorizations for sleep services and managing your patients' sleep service needs across the sleep management continuum. The program is a prior-authorization program designed to improve the overall quality of sleep related services from diagnosis to therapeutic management.

A Medical Necessity approval will be required prior to performing a sleep study, initiating sleep therapy, and ordering sleep therapy supplies in order to receive claim payment. All requests for sleep services will be reviewed and assessed for medical necessity and site of service using evidence based and industry accepted medical criteria. Please refer to the Sleep Management Programs medical criteria prior to submitting your authorization request for sleep services.

In addition, we will provide a comprehensive support program for patients who require treatment for Obstructive Sleep Apnea and are prescribed a Positive Airway Pressure (PAP) device. The sleep therapy adherence program, iComply is intended to assist patients in adapting to their therapy and maintaining a level of therapy adherence in order to ensure that members achieve the maximum therapeutic benefits of the prescribed treatment.

This secure portal will allow contracted providers to:

- check member eligibility
- Request authorization for sleep related services
- Report sleep study interpretation results
- Report PAP therapy adherence for continued benefit coverage



4) The following information and documentation will be required in order to receive the precertification for an HST:

Demographic Information:

- Physician's Information
- Patient's ID, Name, Date of Birth
- Diagnosis Code
- Sleep Facility

Clinical Information:

- Epworth Sleepiness Score
- Patient Height and Weight to obtain BMI
- Patient's Complaints (supporting medical necessity for a sleep study)
- Patient's symptoms with documented evidence
- Duration of patient symptoms
- Patient's current medications
- Co-morbid medical illnesses
- Additional history or clinical facts supporting the requested study

Home Sleep Testing Process Overview

Once you receive a precertification number to perform a Home Sleep Test you may proceed with the initiation of services which include:

- Initial set-up or delivery of the Cigna approved Type III Home Sleep Testing Device, and completion of one valid overnight home sleep test.
- Return of the device from the patient to you, the provider.
- Scoring of the HST raw data by a Registered Sleep Technician.
- Interpretation of HST raw data by a Board-Certified Sleep Specialist.
- Uploading of the completed interpretation report into the Cigna Sleep Website.
- Entry of timeline milestone information in the ***SleepUM Patient Management System*** to track the Home Sleep Testing progress.



Home Sleep Testing Progress Updates through SleepUM Patient Management System

You are required to notify the Cigna Sleep Management Program of the progress of all HSTs. In order to facilitate the communication of “real time” status updates for your patients, you will utilize Cigna’s 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 HST process.

The steps for successfully using the **SleepUM Patient Management System** to update SMS on the progress of the HSTs performed are as follows:

- 1) Log-in to the SleepUM Patient Management system by first navigating to the Cigna Sleep Website at www.cigna.sleepccx.com and clicking on the link to “**SleepUM - Patient Management**”.

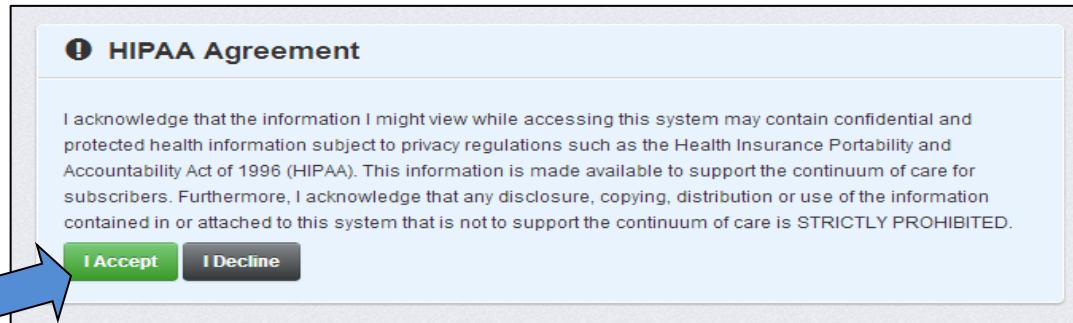
The screenshot shows the Cigna Sleep Management Portal homepage. At the top, there is a navigation bar with links for 'Authorizations', 'Claim Status', 'HomeSTAR', 'E Learning', and 'Home'. The main content area features a 'Welcome to the Sleep Management Portal' banner with images of healthcare professionals and patients. Below the banner, there is a 'News Flash' section with a link to 'Fallon Community Health Plan launches Sleep Management Program'. The 'Quick Links' sidebar on the right contains links to 'Sleep Management Solutions', 'Training', 'SleepUM – Patient Management', 'Fallon Community Health Plan', and 'Fax Request Form'. A blue arrow points to the 'SleepUM – Patient Management' link in the sidebar.

- 2) Enter your SleepUM password provided to you.

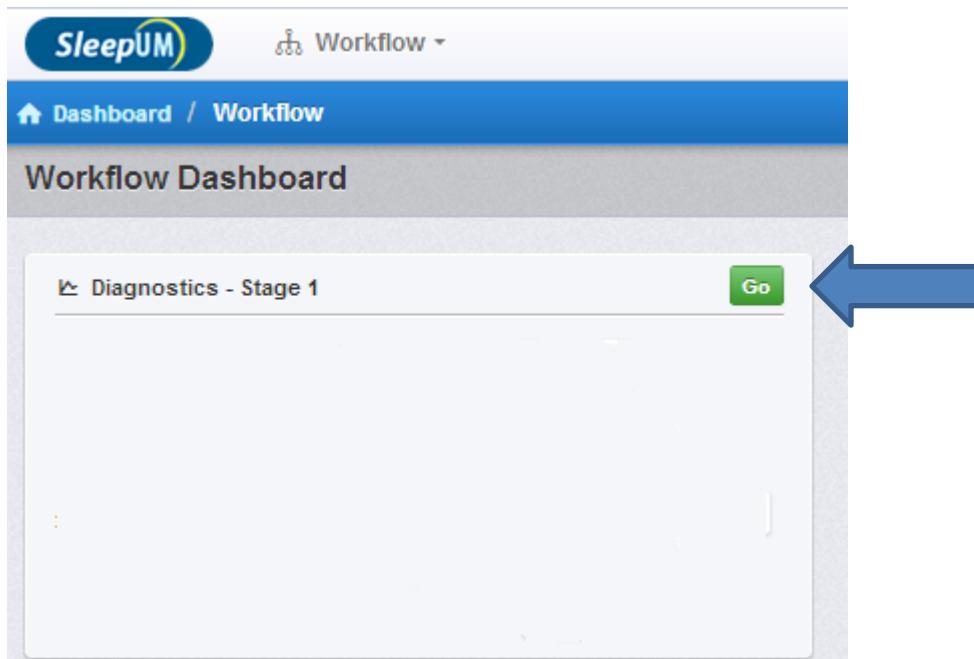
The screenshot shows the SleepUM Patient Management System sign-in page. The page has a header with the SleepUM logo. Below the header, there is a 'Sign in with your registered ID' section. It contains fields for 'Username' and 'Password', a 'Remember Username' checkbox, and a 'Sign In' button. At the bottom of the sign-in form, there are links for 'Forgot Password' and 'Register new account'. The footer of the page states 'Sleep Management Solutions a CareCentrix Company'. A blue arrow points to the 'Sign In' button.



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



- 4) Select "Go" from the Diagnostics Section on the SleepUM home page



- 5) Once you click on the Go Button you will be brought to a list of your patients authorized for a Home Sleep Test.



- 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.

Authorization	Follow-Up	Assigned To A	Last Name	First Name	City	State	Provider	Plan	Physician	CPT	Referral	Status
27978157	11/25/2013	-- Pending Schedule	Mar	Tobey	Dunedin	FL	ABC Diagnostics	Health Plan A	Test, Test	00399	11/17/2013	Active
28981071	04/03/2014	-- Pending Schedule	Test	Test	Columbus	OH	ABC Diagnostics	Health Plan A	Rones, Fred	00399	03/05/2014	Active
27978167	11/06/2013	-- Pending Schedule	Test	Test	Oak Ridge	TN	ABC Diagnostics	Health Plan A	Test, Test	00399	11/17/2013	Active

- 8) Once the patient record is opened, you will be able to view the tracked milestones.

HST Milestones

HST Auth Referral	11/17/2013
HST Shipped	MM/DD/YYYY
HST Scheduled	MM/DD/YYYY
HST Performed	MM/DD/YYYY
HST Abandoned	MM/DD/YYYY
HST Received	MM/DD/YYYY
HST Report Sent to Referring MD	MM/DD/YYYY

Authorization

Auth ID: 27978157
Override Status: -- None --
Auth Status: Diagnostics
CCX Status: VALID
Service Date: -- None --
Auth Start: 11/17/2013
Auth End: 02/14/2014
CCX Intake ID: 4504167
Service ID: 17219

Physicians

Referring Physician
Test, Test

- 9) The following "HST Tracking" dates must be populated as each patient is progressing through the HST process. These must be populated "real-time" (failure to populate real-time will result in contract non-compliance which can result in provider probation and potential contract termination):

HST Auth Referral: This date will be automatically populated at the time the HST precertification is rendered.

HST Shipped: The date the HST device was shipped or hand-delivered to the patient.

HST Scheduled: The date the test is scheduled to be taken by the patient. This date is agreed upon by the patient and the rendering provider.

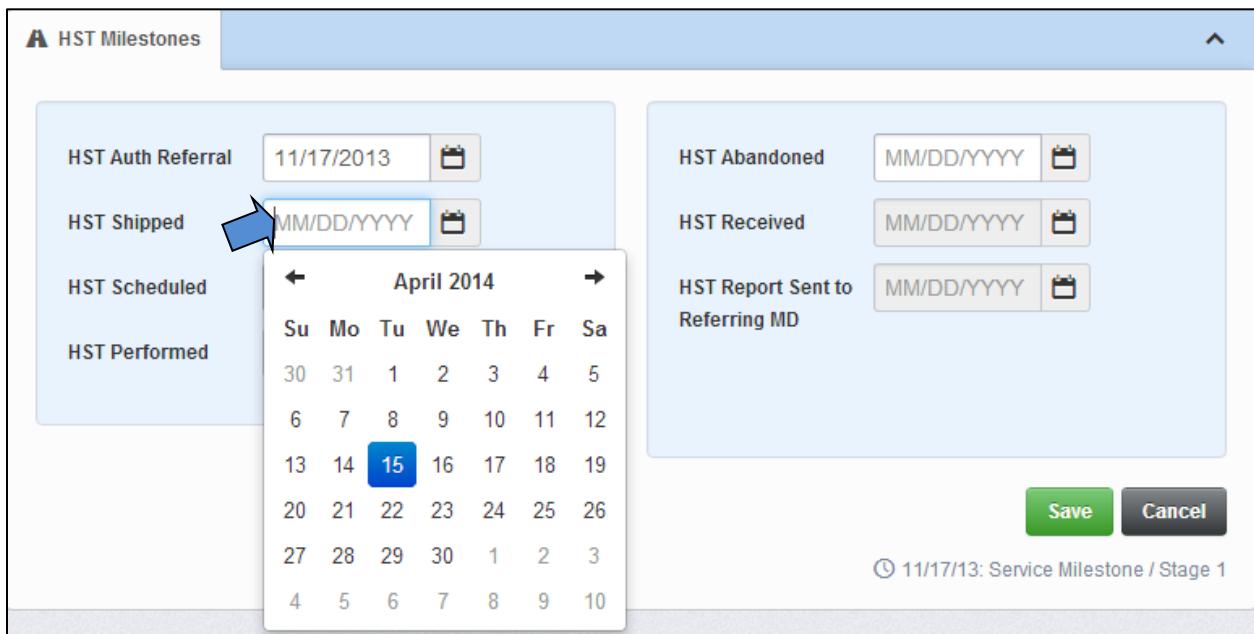
HST Performed: The date the test was actually performed. We would expect this date to be the same as the earlier determined “HST Test Scheduled”.

HST Abandoned: **NOTE:** This milestone is not mandatory. If you are unable to perform the test (for example: you are unable to reach patient; the patient refuses; etc...), we would ask that you provide a status by entering the date the test was canceled in the “HST 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 HST Patient Management Department, and NOT for canceling or editing authorization information.

HST Received: The date the HST device was returned and received by the HST provider.

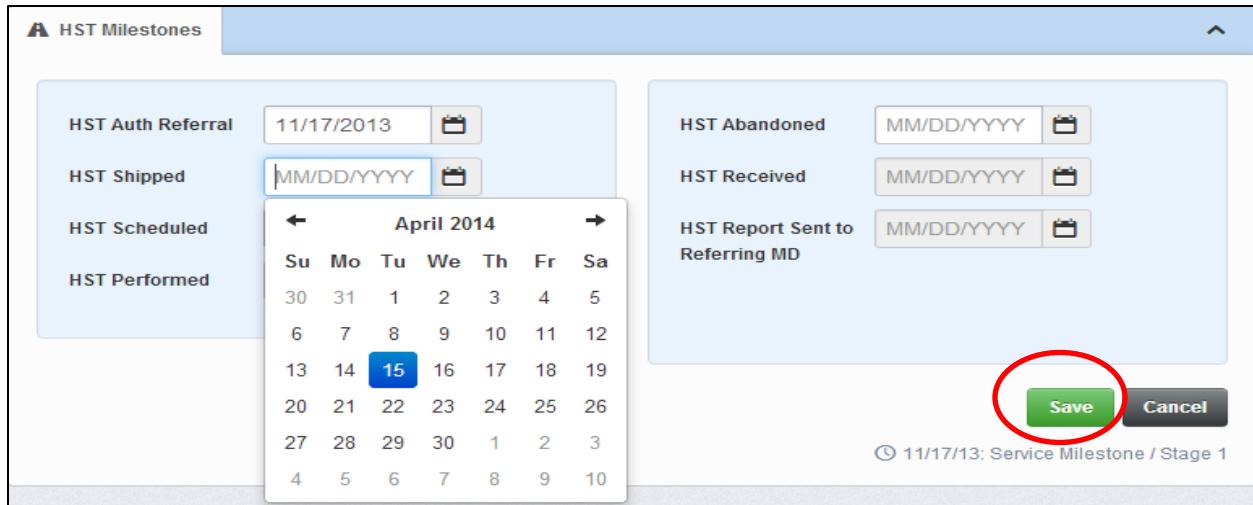
Report Sent to Referring MD: The date the signed interpretation report was sent to the referring physician.

- 10) To populate an HST milestone date, click in the applicable box triggering a calendar pop-up window. Select the appropriate date to populate the field.



The screenshot shows a 'HST Milestones' dialog box. On the left, there are four fields: 'HST Auth Referral' (11/17/2013), 'HST Shipped' (MM/DD/YYYY), 'HST Scheduled' (MM/DD/YYYY), and 'HST Performed' (MM/DD/YYYY). A blue arrow points to the 'HST Shipped' field, which is currently empty. To its right is a calendar for April 2014, with the date '15' selected. On the right side of the dialog, there are four more fields: 'HST Abandoned' (MM/DD/YYYY), 'HST Received' (MM/DD/YYYY), 'HST Report Sent to Referring MD' (MM/DD/YYYY), and a note section with the text '⌚ 11/17/13: Service Milestone / Stage 1'. At the bottom are 'Save' and 'Cancel' buttons.

11) Click Save after entering a date a milestone date to refresh the record and allow entry of additional milestone dates if appropriate. Note: Some milestones are not accessible until a previous milestone date has been entered.



The screenshot shows the 'HST Milestones' form. On the left, there are four fields: 'HST Auth Referral' (11/17/2013), 'HST Shipped' (MM/DD/YYYY), 'HST Scheduled' (MM/DD/YYYY), and 'HST Performed' (MM/DD/YYYY). The 'HST Performed' field has a calendar dropdown open, showing the month of April 2014. The date '15' is selected and highlighted in blue. On the right, there are four more fields: 'HST Abandoned' (MM/DD/YYYY), 'HST Received' (MM/DD/YYYY), 'HST Report Sent to Referring MD' (MM/DD/YYYY), and a note '© 11/17/13: Service Milestone / Stage 1'. At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button circled in red.

12) When the last milestone is updated (Report Sent to Referring MD), upload the completed interpretation report which includes the signed interpreting physician recommendations onto the **Cigna Sleep Website**.

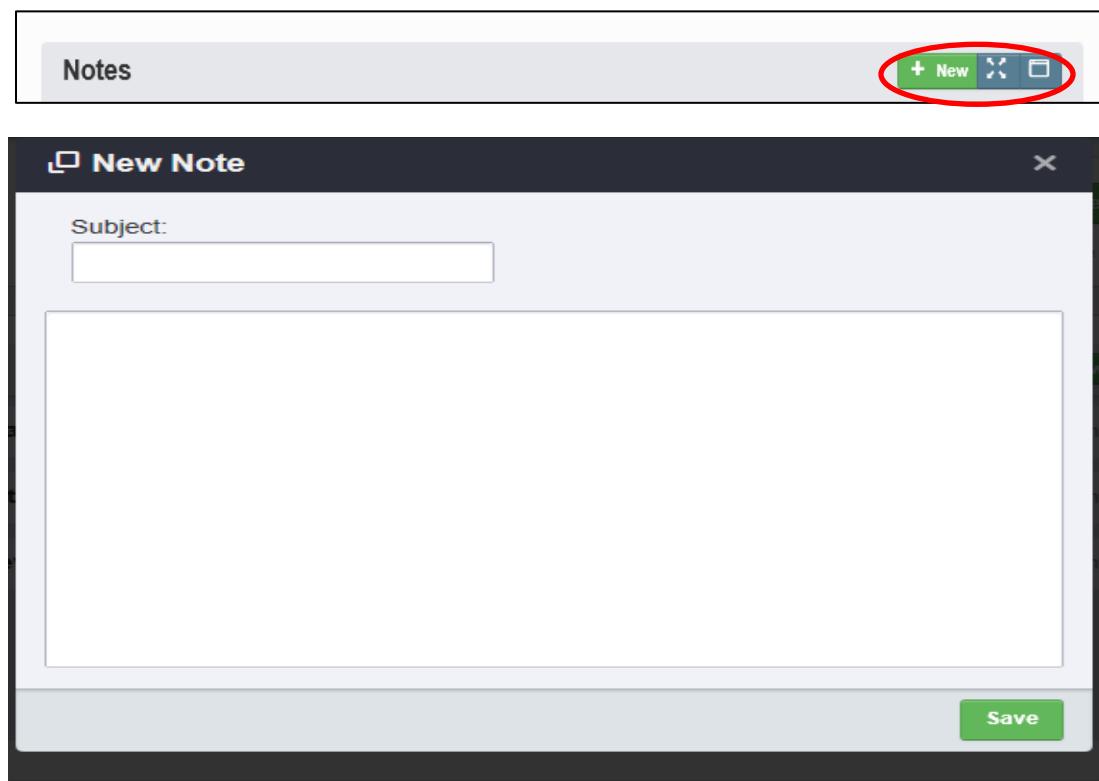
Viewing Notes in SleepUM

- 1) Notes are displayed by the subject line and may be expanded to view the content of the note by clicking the arrow to the left of the subject.



Subject	Author	Date
> Follow Call	Mark Marchi	on 04/30/2013
> Initial Outreach	Mark Marchi	on 04/29/2013
> Ccx01 Review	Ccx	on 04/29/2013

- 2) To add a note, click "New". This will open a pop-up window, where a note may be entered. You may add a note to provide detail on why a test could not be performed, or to provide additional status updates along with updating the required milestones. If entering a note, always enter a subject in the subject field. Click the 'Save' button when you have completed your note.



New Note

Subject:

Save



Process to Upload a Completed Interpretation Report in the Cigna Sleep Website

1. Go to the Cigna Sleep Website www.cigna.sleepccx.com and select "My Tasks"

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 authorizations for sleep services. Additionally, this site will help you to manage your patients' sleep service needs throughout their course of treatment.

Please note that a medical necessity approval 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 [Sleep Management Program's medical criteria](#) prior to submitting your authorization request for sleep services.

What this program means for your patients:
The Sleep Management Program will provide your patients who require treatment for Obstructive Sleep Apnea and are prescribed Positive Airway Pressure (PAP) Therapy with a comprehensive support program. One way we'll do this is through the sleep therapy adherence program, iComply. This program aims to assist patients with adapting to their therapy and maintaining a level of therapy adherence in order to ensure that they achieve the maximum therapeutic benefit.

News Flash:
New Sleep Management Program
December 12th, 2012
Leading Health PlanPartners with Sleep Management Solutions to support Members impacted by sleep issues.
[Read More>>](#)

Quick Links:

- Cigna Sleep Management Program Overview
- Cigna Sleep Management Website Demonstration
- Cigna Sleep Program Precertification Fax Request Form
- SleepUM Customer Management System Demo
- To access SleepUM Click [Here](#)
- Watermark HST Device Prescription Form

Receive Email Updates:
Stay up-to-date on information related to your Sleep Management Portal
[SUBSCRIBE](#)

2. Select "Upload Pending Sleep Study Documents" and follow the prompts to upload the completed interpretation report to the Sleep Website.

OPEN REFERRAL REQUESTS:

Alert: You have the following referrals pending submissions. They will be available to you for 7 days from the day you initiated the request. Please click the appropriate link below to complete the referral submission.

Patient Last Name	Patient First Name	Delete

[Upload Pending Sleep Study Documents](#)

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