



# 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](http://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.

The screenshot shows the Cigna Sleep Management Portal. At the top, there is a Cigna logo and a navigation bar with links: Authorizations, Claim Status, HomeSTAR, E Learning, and Home. A blue arrow points to the 'Authorizations' link. To the right of the navigation bar is a login section with fields for Username and Password, and buttons for 'SIGN IN', 'Register', and 'Forgot Password?'. Below the navigation bar is a 'Welcome to the Sleep Management Portal' section with a collage of images related to sleep. To the right of the welcome section is a 'News Flash' section with a headline: 'Fallon Community Health Plan launches Sleep Management Program'. Below the news flash is a 'Quick Links' section with links to 'Sleep Management Solutions', 'Training', 'SleepUM – Patient Management', 'Fallon Community Health Plan Fax Request Form', and 'Receive Email Updates'. The 'Receive Email Updates' section has a 'SUBSCRIBE' button and a note: 'Your email address will remain confidential'.



- 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:

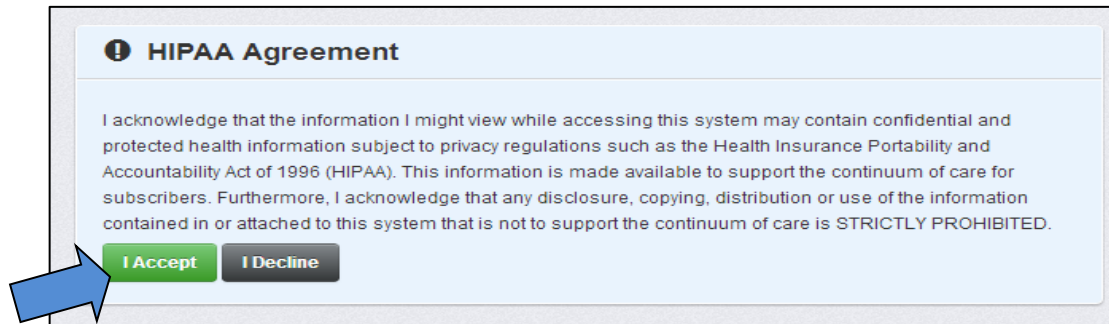
- 1) Log-in to the SleepUM Patient Management system by first navigating to the Cigna Sleep Website at [www.cigna.sleepccx.com](http://www.cigna.sleepccx.com) and clicking on the link to “**SleepUM - Patient Management**”.



- 2) Enter your SleepUM password provided to you.



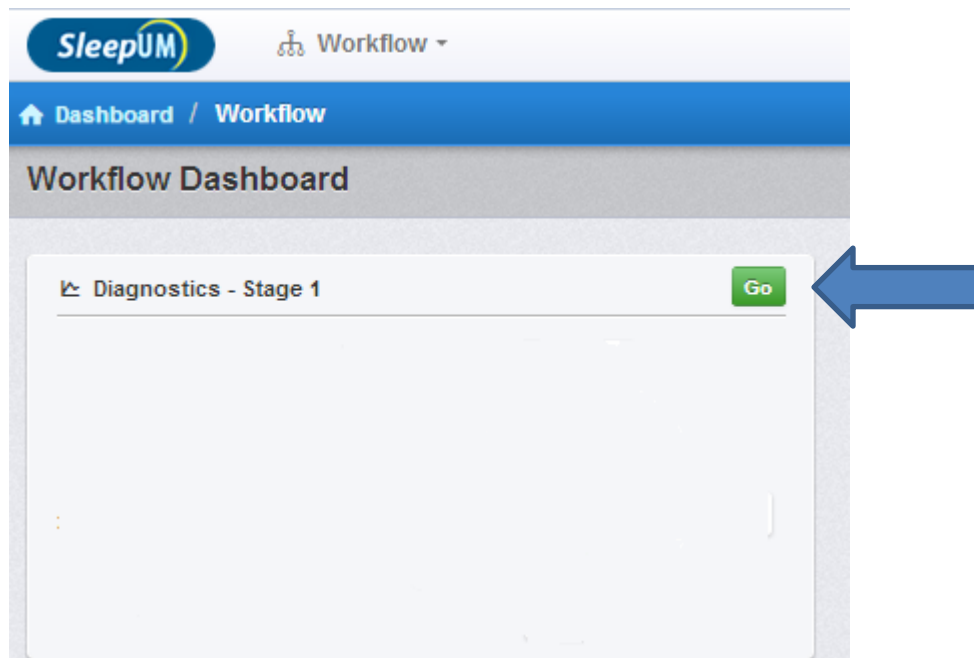
- 3) Review the HIPAA confidentiality notice and indicate your acceptance.



**ⓘ HIPAA Agreement**

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.

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



**SleepUM** Workflow ▾

Dashboard / Workflow

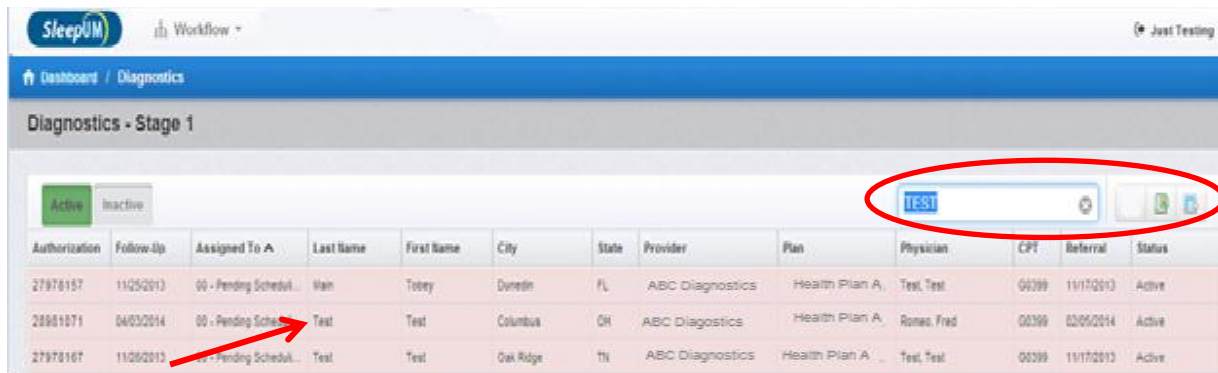
**Workflow Dashboard**

🔍 Diagnostics - Stage 1

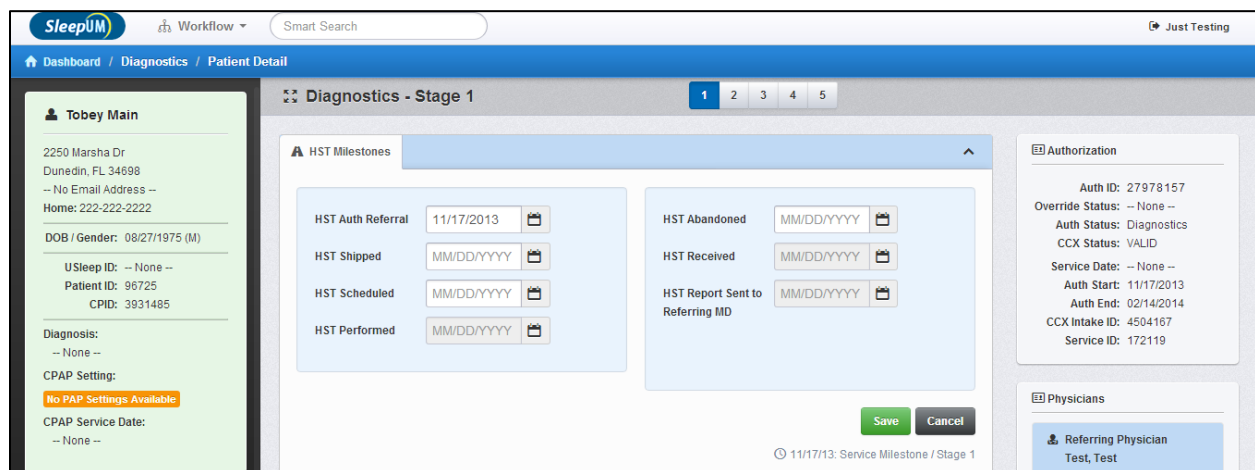
- 5) Once you click on the Go Button you will be brought to a list of your patients authorized for a Home Sleep Test.



- 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.



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



- 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.

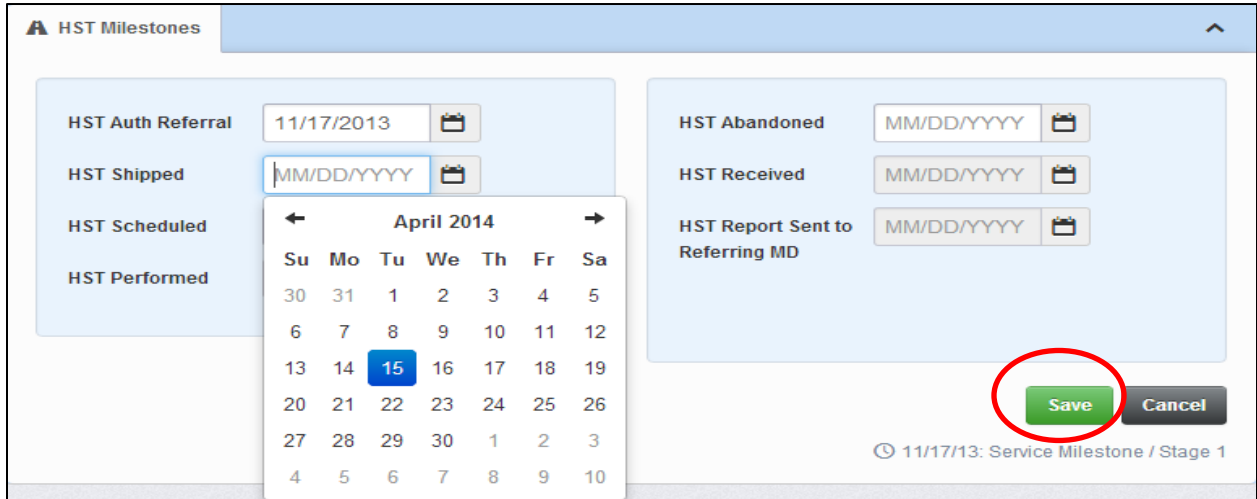
**Report Sent to Referring MD:** The date the signed interpretation report was sent to the referring physician.

- 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 displays the 'HST Milestones' form. On the left, a column of milestones includes 'HST Auth Referral' (11/17/2013), 'HST Shipped' (MM/DD/YYYY), 'HST Scheduled', and 'HST Performed'. On the right, a column includes 'HST Abandoned' (MM/DD/YYYY), 'HST Received' (MM/DD/YYYY), and 'HST Report Sent to Referring MD' (MM/DD/YYYY). A blue arrow points to the 'HST Shipped' field, which has triggered a calendar pop-up for April 2014. The date 15 is highlighted in blue. At the bottom right of the form are 'Save' and 'Cancel' buttons, and a timestamp '© 11/17/13: Service Milestone / Stage 1'.



- 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.



**HST Milestones**

HST Auth Referral: 11/17/2013

HST Shipped: MM/DD/YYYY

HST Scheduled:

HST Performed:

HST Abandoned: MM/DD/YYYY

HST Received: MM/DD/YYYY

HST Report Sent to Referring MD: MM/DD/YYYY

**April 2014**

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

**Save** **Cancel**

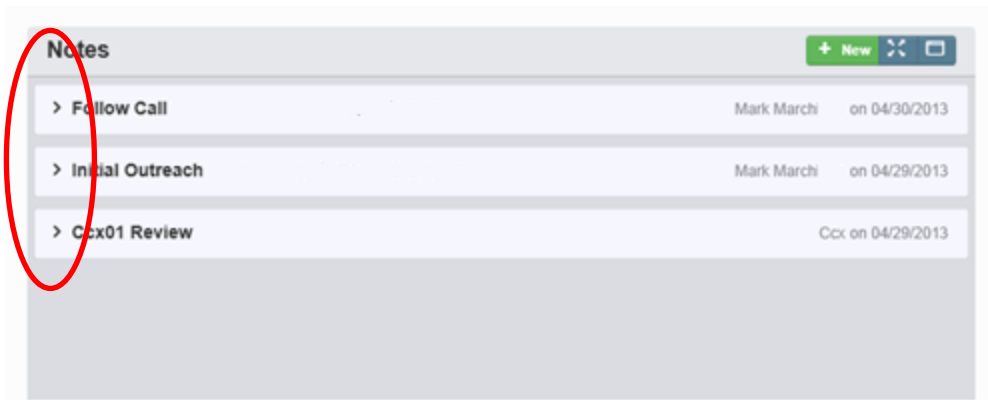
11/17/13: Service Milestone / Stage 1

- 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**.

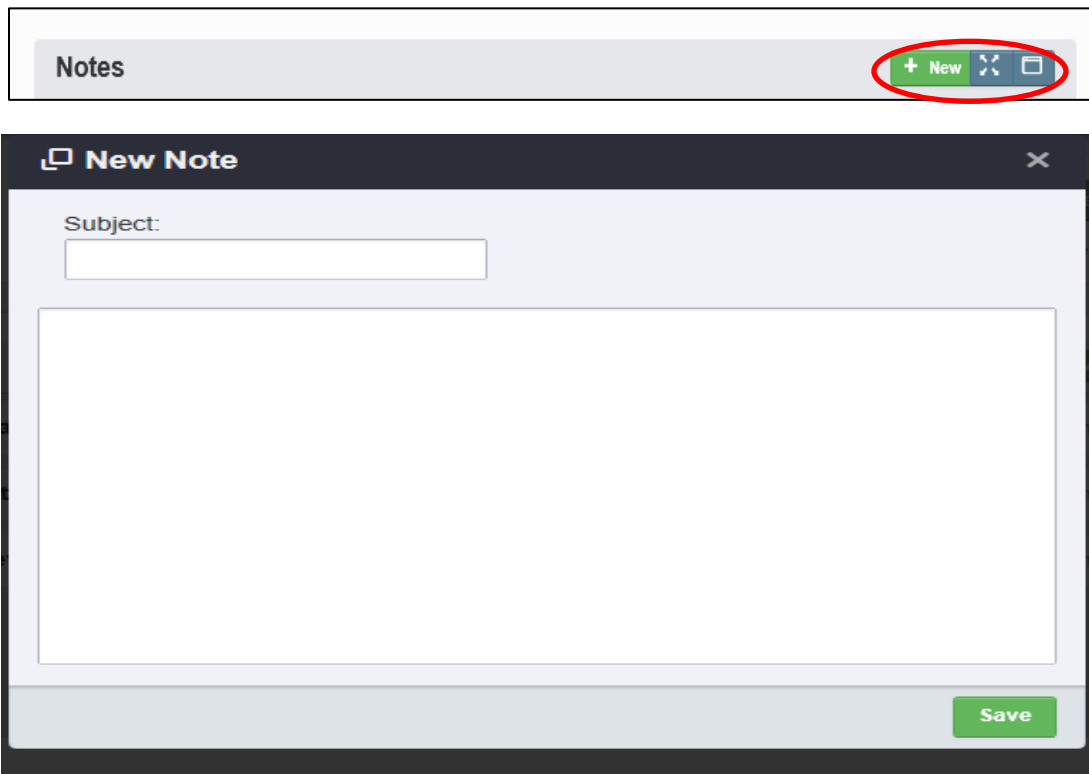


## Viewing Notes in SleepUM

- 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.



- 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.



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

1. Go to the Cigna Sleep Website [www.cigna.sleepccx.com](http://www.cigna.sleepccx.com) and select “My Tasks”



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

