

## **HMCM Pre-Certification FAQ**

### **1. What is pre-certification?**

- a. Pre-certification is a review process where Cigna nurses, pharmacists and/or physicians work with your doctor to determine:
  - If a procedure, treatment, or service is covered
  - Your level of coverage for a procedure, treatment or service if you use a doctor/health care professional who is not in Cigna's network.

### **2. What criteria are used to determine if a procedure, treatment or service is covered?**

- a. Cigna's Coverage Policy Unit provides transparent, consistent, industry standard and evidence based guidelines upon which to make medical coverage and benefit determinations.

### **3. Who is responsible for requesting pre-certification?**

- a. If your doctor/health care professional is in network with Cigna they will work with Cigna directly to request pre-certification. If your plan includes out of network benefits and your doctor/health care provider is out of network you are responsible for obtaining pre-certification.

### **4. How long does it take for a review to be completed?**

- a. For advanced radiology the turn-around times are:
  - Routine – 2 business days
  - Urgent – Same Day
  - Inpatient/Emergency Department – Immediate services are performed. No precertification is required.
- b. For all other services the turn-around times are:
  - Future (prospective) – Within 10 business days from receipt of the request
  - Current (concurrent) – Within one calendar day from receipt of the request
  - Past (retrospective) – Within 30 calendar days from receipt of the request
  - Urgent (prospective urgent) – Within 3 calendar days of the request

### **5. How will I know if my pre-certification is approved/denied?**

- a. If your doctor/health care professional is in network with Cigna they will be notified via fax when a decision has been made. You will be notified via US mail. You can check on the status of an authorization anytime by calling the customer service phone number on the back of your Cigna ID card.
- b. If your doctor/health care professional is out of network with Cigna you will be notified via US mail when a decision has been made. You can check the status of an authorization anytime by calling the customer service phone number on the back of your Cigna ID card.

**6. What happens if my pre-certification is denied?**

- a. If your pre-certification is denied your doctor/health care professional can request a Peer to Peer review with one of Cigna's Medical Directors. During a Peer to Peer review the health care professionals will discuss any information that may have been left out of the original request.
- b. If your pre-certification remains denied after the Peer to Peer review the denial can be appealed.

**7. What if I am in the Emergency Department and need a service that typically requires pre-certification?**

- a. Immediate services are performed in the Emergency Department. No pre-certification is required.

**8. If my doctor is out of network what type of information do I need to start the pre-certification process?**

- a. You will need to provide basic information about yourself such as you name, date of birth, ID number and zip code. You will also need a description of the service, the start and end dates of treatment and the service codes (if available). You can request a letter of medical necessity and treatment notes from your out of network health care professional.

**9. What type of outpatient services will require pre-certification?**

- a. Medical Injectable (administered in a doctor's office/facility), transplants, home infusion therapy, private duty nursing, experimental, investigational or unproven services, potentially cosmetic procedures, unlisted procedures, high tech radiology, home health care, durable medical equipment/external prosthetics, musculoskeletal/pain management, radiation therapy, infertility treatment, speech therapy, sleep management.

**10. Do routine outpatient Behavioral Services require pre-certification?**

- a. No. The following routine Behavioral Services do not require pre-cert: individual therapy, family therapy, in-home therapy, crisis visits, diagnostic interviews, outpatient electroconvulsive therapy, psychological testing, methadone treatment, buprenorphine treatment.

**11. What types of Behavioral Services will now require pre-certification?**

- a. Mental health/substance use disorder intensive outpatient programs, mental health/substance use disorder partial hospitalization programs, telehealth/telephonic counseling, and early behavioral intervention services.