

Cigna Healthcare

Spring 2026



Agenda

- Where to find helpful information
- Digital Solutions
- Precertification/prior authorization
- Coverage, reimbursement, and administrative policy updates
- Provider resources



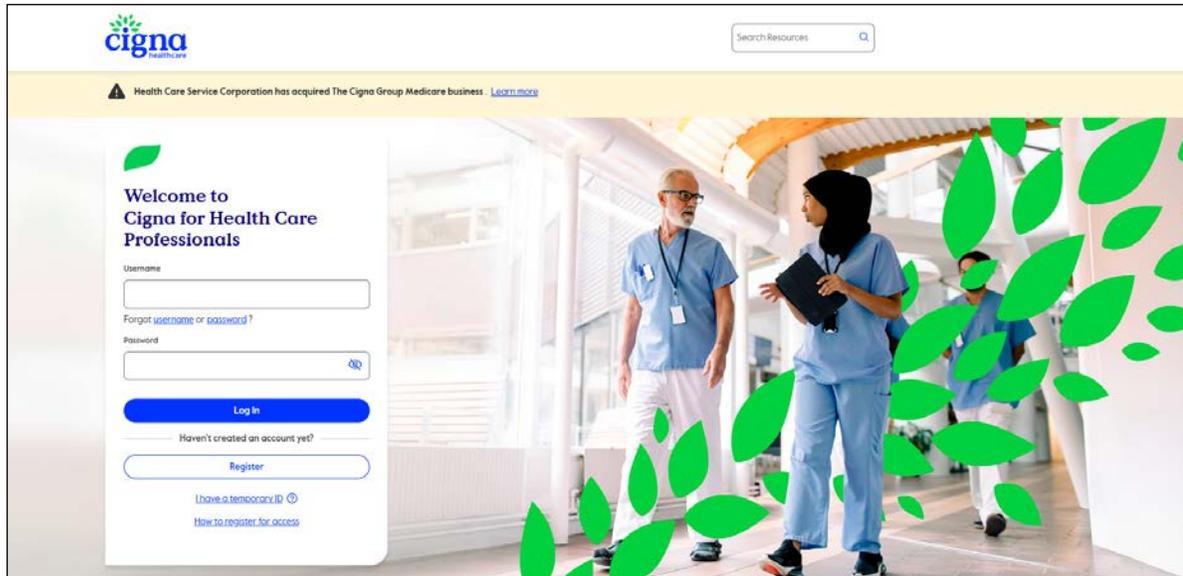
Where to find helpful information

For U.S. commercial plans and EviCore® by Evernorth services

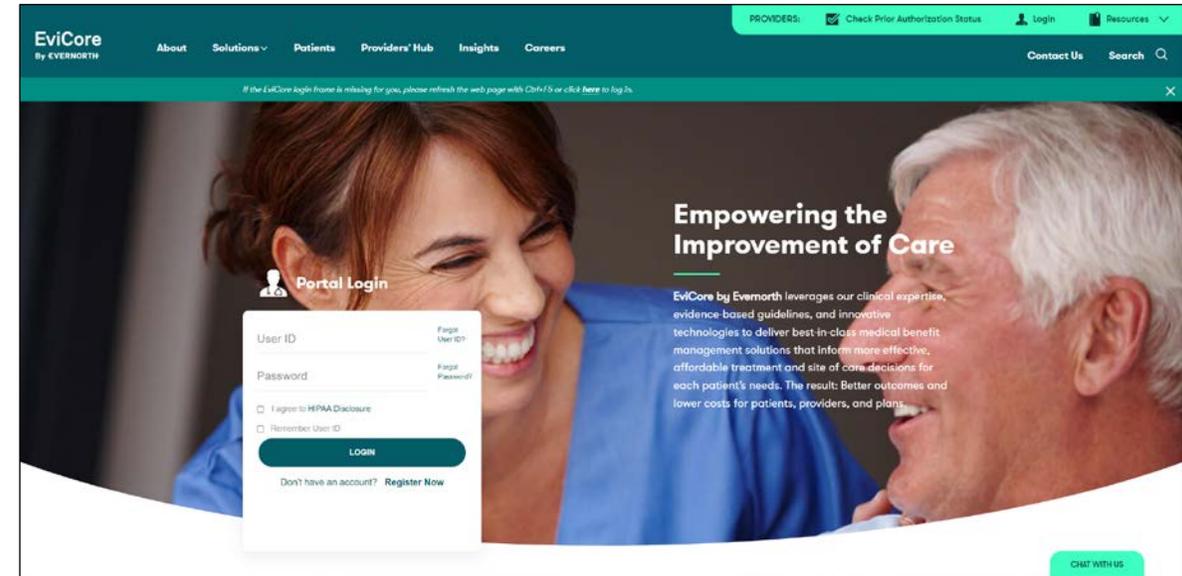


Online resources

Cigna for Health Care Professionals portal
(CignaforHCP.com)



EviCore by Evernorth® portal
(eviCore.com)



CignaforHCP.com quick access links

Resources for Health Care Providers

Find the right forms

[Quickly locate the forms you need](#) for authorizations , referrals , or filing or appealing claims with our Forms resource area .

Review coverage policies

Access [information on Cigna standard health coverage plan provisions](#) and medical coverage policies with our extensive Coverage Policies resource area .

Clinical reimbursement & payment policies

Find [appeal policies](#) , [claim editing procedures and laboratory and reimbursement information](#) critical to working with Cigna .

Read the latest news

Read our current news for [Medical](#) , [Dental](#) or [Behavioral](#) providers .

Precertification process

[Learn what services require precertification](#) and how to properly request it for medications , medical procedures , and services managed by delegated ancillary vendors .

Get questions answered

Our [Resource](#) library has access to many forms and information that you can access before logging in .

Join the Cigna network

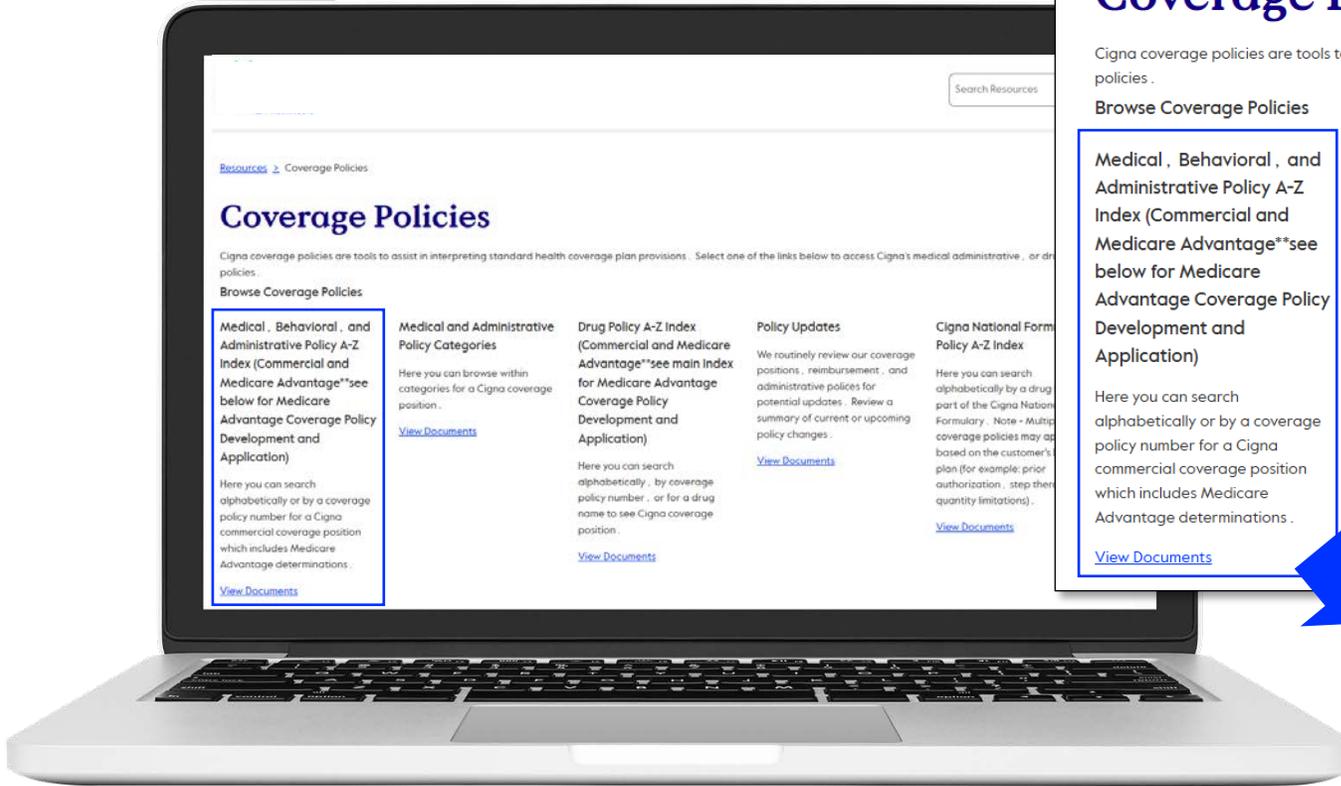
Become a contracted Cigna provider! Choose your field to get started: [Medical](#) , [Dental](#) or [Behavioral](#) .

Find care for patients

[Find a health care professional](#) in your patients' network . Select a directory , and find network participating health care professionals that best fit your patients' needs , based on their coverage .



Coverage policies on CignaforHCP.com



Medical, Behavioral, and Administrative Policy A-Z Index (Commercial and Medicare Advantagesee below for Medicare Advantage Coverage Policy Development and Application)**

Here you can search alphabetically or by a coverage policy number for a Cigna commercial coverage position which includes Medicare Advantage determinations.

[View Documents](#)

Medical and Administrative Policy Categories

Here you can browse within categories for a Cigna coverage position.

[View Documents](#)

Drug Policy A-Z Index (Commercial and Medicare Advantagesee main Index for Medicare Advantage Coverage Policy Development and Application)**

Here you can search alphabetically, by coverage policy number, or for a drug name to see Cigna coverage position.

[View Documents](#)

Policy Updates

We routinely review our coverage positions, reimbursement, and administrative policies for potential updates. Review a summary of current or upcoming policy changes.

[View Documents](#)

Cigna National Formulary Policy A-Z Index

Here you can search alphabetically by a drug part of the Cigna National Formulary. Note - Multiple coverage policies may be based on the customer's plan (for example: prior authorization, step therapy, quantity limitations).

[View Documents](#)

Cigna National Formulary Policy A-Z Index

Here you can search alphabetically by a drug that is a part of the Cigna National Formulary. Note - Multiple coverage policies may apply based on the customer's benefit plan (for example: prior authorization, step therapy, quantity limitations).

[View Documents](#)

Use the Medical, Behavioral, and Administrative Policy A-Z Index, or the Search Resources function to find the information you need.



Digital Solutions

Making it easier to work together



Digital Solutions enhancements

We continue to make enhancements to CignaforHCP.com to better support your organization.

Website access

- **Newly designed log in screens** for a more reliable and streamlined experience.
- **More frequent email reminder notifications** to website access managers regarding users awaiting access.

Claims

- Improved submission reliability and expanded status visibility for **pending claim attachments**.
- More accurate and timely statuses for **online claim reconsideration requests** during the review process.
- Updates to **the online claim reconsideration questionnaire** for more appropriate routing.
- Easily view and submit reconsideration **code-adjusted claims**.

Patient search

- **New tab titled "Patient Programs"** to easily locate programs that patients are eligible for.
- **Procedure code search** now has a distinct feature to confirm if precertification is required.

Precertification*

- **Draft, save, and submit** precertification requests online with supporting documentation.
- **Real-time precertification check** to instantly verify if required.
- **Download a summary** when no precertification is required.
- **Dashboard view for submitted requests** submitted by phone, mail, or electronically for the selected patient.
- **Appeal denied requests** directly in the portal.

Working with Cigna Healthcare

- Website access managers can **manage users' access more easily** with new filter options.
- Redesigned **Patient Reviews** feature for better usability.



Precertification/ prior authorization

For U.S. commercial plans and EviCore by Evernorth® services



Precertification* resources and updates

Precertification Policies

(CignaforHCP.com > Resources > Clinical Reimbursement Policies and Payment Policies > Precertification Policies)

- [Changes to Precertification List effective January 2026](#)
- [Changes to Precertification List effective April 2026](#)
- [Changes to Precertification List effective May 2026](#)

Master Precertification List

CiganforHCP.com > Resources > Precertification (*scroll to bottom of page)



*Also known as prior authorization.

Prior authorization process for EviCore by Evernorth

Effective March 7, 2026, EviCore by Evernorth® (EviCore) will begin handling inpatient and/or outpatient utilization management, including prior authorization, for procedure codes for the following services for your patients with Cigna Healthcare® coverage, including:

- Durable medical equipment (DME)
- Experimental, investigational, unproven procedures
- Unlisted procedures
- Cosmetic procedures
- Outpatient surgery

In addition, home health, DME, and sleep services can be requested through the [EviCore.com](https://www.evicore.com) portal.

A complete list of precertification codes is available by visiting [EviCore.com > Health Resources for Providers](https://www.evicore.com/HealthResourcesforProviders), or by logging in to [CignaforHCP.com > Precertifications](https://www.cignaforhcp.com/Precertifications).

Recent policy updates

Coverage and reimbursement policy updates



Coverage and reimbursement policy updates

Preventive Care (A004) – Policy update

Effective January 15, 2026

- Add new code 87494 (Infectious agent detection by nucleic acid, DNA or RNA, chlamydia and gonorrhea, multiplex amplified probe)
- Add new codes 90482, 90483, 90484 (vaccine counseling on different date of service than administration).
- Add new code J7299 (Miudella – intrauterine copper contraceptive)
- Add new code G9871 (Behavioral counseling for diabetes prevention, online, 60 minutes)
- Add codes G0537, G0538 (ASCVD risk assessment administration & management).
- Update Current Procedural Terminology (CPT®), Healthcare Common Procedure Coding System (HCPCS), and International Classification of Diseases, Tenth Edition (ICD-10) for consistency with American Medical Association (AMA)



Additional provider resources

Online resources for providers

Clinical, reimbursement, and administrative policy updates

Go to CignaforHCP.com > Review Coverage Policies > [Policy Updates](#).

Precertification policies

Log in to CignaforHCP.com > Resources > Clinical Reimbursement Policies and Payment Policies > Precertification Policies.

- [Master Precertification List](#)
- [January 2026](#)
- [April 2026](#)
- [May 2026](#)

Webinars for health care providers

Go to CignaforHCP.com > Get questions answered: Resource > Medical Resources > Communications > [Webinars for Health Care Providers](#).

Provider Newsroom

In 2024, Cigna Healthcare launched a web-based Provider Newsroom. It offers intuitive navigation with 24/7 access to timely updates that are important to your practice. It is a single news source for Cigna Healthcare U.S. commercial medical and behavioral health providers.



Provider resources

Cigna for Health Care Professionals portal

The screenshot shows the Cigna for Health Care Professionals portal. At the top left is the Cigna logo. A search bar is located at the top right. Below the search bar is a navigation menu with a dropdown arrow. The main content area features a large image of two healthcare professionals in a hallway. On the left side of this image is a login form with fields for Username and Password, a 'Log In' button, and a 'Register' button. Below the login form are links for 'Forgot username or password?' and 'How to register for access'. Below the main image is a section titled 'Resources for Health Care Providers' with four columns of links: 'Find the right forms', 'Review coverage policies', 'Clinical reimbursement & payment policies', 'Read the latest news', 'Precertification process', 'Get questions answered', 'Join the Cigna network', and 'Find care for patients'.

CignaforHCP.com



Cigna Healthcare Reference Guide

The cover page for the Cigna Healthcare Reference Guide features a blue background with a pattern of dark blue leaves. The title 'Cigna Healthcare Reference Guide' is prominently displayed in white. Below the title is the text 'For in-network physicians, hospitals, ancillaries, and other health care providers' and 'January 2025'. The Cigna logo is in the bottom right corner.

Log in to CignaforHCP.com > Resources > [Reference Guides](#)

Provider Newsroom

The screenshot shows the Cigna Provider Newsroom website. At the top is the Cigna logo and a navigation menu. The main heading is 'Provider Newsroom' with a sub-heading 'Timely news on topics relevant to your practice, including industry trends, policy updates, consumer health programs, and digital resources and tools.' Below this is a large image of three healthcare professionals. To the right is a smaller image of a woman at a desk. Below the main image are two news articles: 'The Cigna Group champions Workforce Mental Health Summit, stressing importance of employer support' and 'Cigna Healthcare Announces Actions to Accelerate Access to Care and Improve Patient and Physician Experience'. At the bottom are four buttons for 'U.S. Commercial', 'Behavioral Health', 'Medicare Advantage', and 'Medicare Advantage | Arizona-specific', each with a 'View Articles' button.

ProviderNewsroom.com

Contacts and support

Resource	Contact information
Webinars	CignaforHCP.com > Education and training tutorials (bottom of the log in page – you’ll see medical, dental, and behavioral links to the tutorials)
Digital Solutions <ul style="list-style-type: none">• Electronic claims submission• EFT payment and remittance reports• ePrescribing	CignaforHCP.com > Get questions answered: Resource > Medical Resources > Doing Business With Cigna
Your electronic data interchange (EDI) vendor	Don’t have an EDI vendor? Visit Cigna.com/EDIVendors > Electronic Data Interchange Vendors
Cigna Healthcare Provider Service	800.88Cigna (882.4462)
Your Provider Relations Executive	Lindy Alexander Email: Lindy.Alexander@CignaHealthcare.com Phone: 479.225.4297



Questions?



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