THE RIGHT CARE.

AT THE RIGHT TIME.

IN THE RIGHT PLACE.

Cigna care management for inpatient services.

Cigna care management helps you access the right care, at the right time, in the right setting. With precertification, you find out in advance if a service is covered, which can help you lower costs and avoid unnecessary procedures. Our case managers have nursing experience and support you as you recover after a hospital stay or outpatient procedure to help you get back to better health.

What does care management mean for you?

1. Ease. When you or a covered family member visit a doctor or facility in your health plan's network:

› Your doctor arranges all the care.

› Your doctor gets precertification when it's needed.

If you visit an out-of-network doctor or facility, you're responsible for getting precertification.

2. Savings. We review inpatient services and look for ways to save you money. We may:

› Provide a list of quality, cost-effective facilities in your plan's network.

› Work with your provider to transition inpatient care to outpatient treatment.

› Help identify avoidable treatments or procedures.

3. Quality of care. You'll have access to case managers who can help you find the support you need to get better. This includes:

› Home health care.

› Therapies.

› Special medical needs to help you avoid complications after a hospital stay or outpatient procedure.

And, our service quality is proven. **Our customers reported an over 95% overall satisfaction rating with their case management experience**.[1]

What is precertification?

With precertification, you know in advance whether a procedure, treatment or service will be covered under your health care plan. It helps make sure that you get the right care in the right setting. It may save you from costly and unnecessary services.

Who is responsible for getting the precertification?

› **In-network services:** Your doctor is responsible.

› **Out-of-network services:** You're responsible. Before you choose an out-of-network provider, make sure your plan covers out-of-network services.

To request precertification, call the toll-free number on your Cigna ID card. When you call, make sure you have:

› The name of the doctor or facility.

› The procedure code(s).

› The date of service.

Remember, with out-of-network providers your out-of-pocket costs will typically be higher. Also, your coverage may be reduced or denied if you don't get precertification.

Together, all the way.®

Cigna

What services need to be precertified?

Inpatient services include procedures, treatments, and services that require you to stay overnight in a hospital or related facility. Here are some examples of inpatient services requiring precertification.*

ALL INPATIENT ADMISSIONS, INCLUDING (BUT NOT LIMITED TO):	CERTAIN SERVICES AND PROCEDURES (IF DONE AS AN INPATIENT), INCLUDING:
› Acute hospitals	› Elective procedures
› Skilled nursing facilities	› Obesity surgery
› Rehabilitation facilities	› Transplants
› Long-term acute care facilities	› Breast reduction
› Hospice care	› Face/oral/jaw surgery (except trauma)
› Transfer between inpatient facilities	› Back/spine (except trauma or cancer)
› Maternity stays longer than 48 hours (vaginal delivery) or 96 hours (cesarean section)	› Potentially experimental, investigational or unproven procedures
› Mental health/substance use facilities (facility responsible for precertification)	

*This list does not include all services requiring precertification.

What other services are available to me?

Sometimes you or a covered family member may need care beyond a traditional hospital stay. Our case managers have nursing experience and can help. They work closely with you and your doctor to:

› Help you sort out your options.

› Arrange care.

› Access community resources and programs.

Whether you need home care, help understanding your medications or finding additional services, your case manager helps you find the care you need to help you get better.

What if I have questions about my coverage?

Visit **myCigna.com** or call the toll-free number on your Cigna ID card.

Using the Cigna network saves time and money

Choosing health care providers in your health plan's network can help you reduce your out-of-pocket costs. And you won't have to arrange care or file claims. Your in-network doctor or other provider will take care of that for you.

To find an in-network provider, use the provider directory on **myCigna.com**. There, you'll find complete physician profiles including education, languages spoken and hospital affiliations. And, you can use online tools to find cost estimates for common procedures. We want to help you save money. And make the best choice for your needs.

Accessibility Assistance
If you are an individual with a disability who requires assistance to access Cigna's services you can call us at 1 (800) 853-2713. Please provide the Customer Service Representative with information about the nature of the request, as well as your contact information, such as an email, address, or telephone number where you can be reached.

Cigna.®