Zones

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Zones

What are the “zones” of transplantation?

CIGNA LIFESOURCE divides the phases of transplantation into four zones:

- Zone 1 – Evaluation
- Zone 2 – Pre-transplant Care
- Zone 3 – Transplant Event
- Zone 4 – Follow-up Care

For details about zones and when they start and end, please consult your CIGNA LIFESOURCE contract.

Referrals and Prior Authorization (Precertification)

How do I refer a patient?

- Phone 800-668-9682 and follow prompts (preferred)
- Fax: 412-747-7911
- E-mail: pcctransplantreferral@cigna.com
- Use the online referral form at www.cigna.com/lifesource, click on “Online Referral Form”

Do I need to get authorization for services?

In complex situations such as transplant, we do require pre-certification (prior authorization.) Precertification is required for all zone movements and all admissions. Call each member’s transplant case manager for authorizations.

When should I get prior authorization?

When a CIGNA HealthCare member is referred to you, before evaluation, upon any admission, and as your patient changes zones of transplantation as described in your contract with CIGNA LIFESOURCE.
**Do I need to get precertification for a consultation?**
Yes. Consultations should be pre-approved even if you do not end up asking for approval for evaluation.

**How do I get authorizations?**
Call the member’s transplant case manager.

**How will I know the date span for which the authorization is given?**
The Case Manager will tell you for which dates the authorization is valid.

**How are authorizations decided?**
Authorizations are based on participant’s benefits as well as state law and legislative mandates.

**Transplant Case Management**

**How do I reach a transplant case manager?**
Your patient’s case manager’s name and phone number should be on the referral letter and authorizations you receive from CIGNA LIFESOURCE. Also, your patient should have a supplemental CIGNA LIFESOURCE ID card. The information is also on that card.

**What is the CIGNA LIFESOURCE ID Card and does it replace the regular CIGNA HealthCare ID card?**
This is a supplemental card given to members identified as possible transplant recipients. It includes their ID number, case manager’s name and phone number, and claims and case management 800 numbers. Members are instructed to keep their regular CIGNA HealthCare ID card. The main purpose of the CIGNA LIFESOURCE ID card is so members facing transplant have critical contact information at their fingertips. You may also make copies of the card so you can have this information in the member’s file. You will, however, receive the same information in the member’s authorization letters.

**Clinical**

**How do I know which tests are needed during the evaluation zone to enable coverage for the transplant to be evaluated?**
The member’s transplant case manager will send you a list of tests needed before the member may proceed toward transplantation evaluation.

**Are there time limits on the age of any tests?**
Generally, tests must have been completed within one to two years of evaluation. Please contact the case manager to assist you in this area.

**What if I disagree with the necessity of the tests?**
The lists are not absolute, but in many cases all the tests listed have been deemed medically necessary by a Medical Director to determine coverage for the transplant. However, if you disagree, please call the member’s transplant case manager.
Who can deny an authorization for medical reasons?
Only a Medical Director can deny authorization of services based on medical necessity.

What if I disagree with medical coverage decisions made by CIGNA LIFESOURCE?
CIGNA HealthCare has a national appeals program in place. Contact the participant’s transplant case manager to discuss appeal options.

Can a CIGNA HealthCare participant receive coverage to take part in a clinical trial?
This depends on the benefit language and on legislative mandates. Please contact the member’s transplant case manager for information.

Claims

How do I know where to send claims?
Please call 1.800.287.0539 to find out where to send claims for each patient. The appropriate address is also in your authorization letter.

What if a claim is not transplant related?
You should still send the claim to the CIGNA LIFESOURCE claims office as indicated when you call 1.800.287.0539 and on your authorization letter. All claims for CIGNA LIFESOURCE transplant members facing transplant are handled by the same people. This allows us to continue to supply the special level of care afforded members facing transplant.

Can we bill electronically?
No. CIGNA LIFESOURCE cannot currently accept electronic bills.

What if I do not agree with a claims decision made by CIGNA LIFESOURCE?
Disputes related to payment or terminations that are not resolved through the two levels of review may go to arbitration.

- Either party may initiate
- Hospital must submit request within one year of date of letter communicating Second Level Review decision

Please note: CIGNA has a 200 day limit from the time of the original payment for a provider to request a claim adjustment.
The member’s case manager can give you information on how to submit a request for arbitration.
Miscellaneous

I don't have (or I need additional copies) of the CIGNA LIFESOURCE Provider Manual. How do I get them?

Email Bryan Hagberg at bryan.hagberg@cigna.com

What is annual recredentialling?

The CIGNA LIFESOURCE Director of Quality works with a data analyst to make sure your programs’ outcomes continue to meet CIGNA LIFESOURCE’s standards. They use your public data available on the Internet. But, to fill in the blanks, the director will send you a short survey. It is essential for your continued inclusion in the network that you complete and return that recredentialling survey.

If a CIGNA HealthCare participant travels from far away for a transplant at my facility, will CIGNA HealthCare help pay for travel expenses?

In many cases, yes. If a CIGNA HealthCare member travels 60 miles or farther for a transplant at a CIGNA LIFESOURCE facility, they may be eligible for up to $10,000 in reimbursable travel benefits. If the recipient is an adult, expenses for one caregiver are included. If the recipient is a child, two caregivers are covered. Members must check with their case managers to see if they are eligible.

What if my facility is not a CIGNA LIFESOURCE Center of Excellence, but we would like to be considered for inclusion in the network?

Please send a request via email to the director of quality, Linda Snow, at linda.snow@cigna.com.