

[Read the online version](#)

FOR AGENT/BROKER USE ONLY. DO NOT DISTRIBUTE.



Upcoming Medical Management Program Updates

Transition from CareCentrix to eviCore and Accredo

Hello,

This communication pertains to self-funded/administrative services only (ASO) Cigna medical clients.

With an intention to provide deeper value to our clients and customers, Cigna is implementing medical management program changes by strengthening our relationship with eviCore healthcare (eviCore), a Cigna affiliate, and with Accredo, our Cigna specialty pharmacy.

Effective **February 1, 2021**, eviCore will provide in-network home health, durable medical equipment, home infusion therapy and Cigna Sleep Program services for Cigna commercial customers. Accredo will provide specialty home infusion drugs and services for customers receiving specialty home infusions.

These changes should afford an opportunity for Cigna to drive improvements in affordability, operational efficiencies, quality and service.

Effective **January 1, 2021**, some medical management programs will experience a fee change to a per-member-per-month charge. We expect lower overall costs over time for your clients and their covered employees as we integrate and continue to collaborate among our organizations. Cigna's continued focus will be on providing customers with access to quality services coupled with an exceptional customer experience.

With these transitions, we expect your clients to experience cost transparency, a reduction in claims charges and little to no disruption to their covered employees in terms of access to care.

Please read the letters linked below detailing changes to the following programs: home health, durable medical equipment, home infusion therapy, Cigna Sleep Program, integrated medical oncology, musculoskeletal, radiology and diagnostic cardiology. Note: The letter variation is based on clinical models for high-tech radiology and nuclear cardiology. Clients will receive the appropriate letter on August 6, 2020.

- [Medical management program change letter to clients, v. 1](#)
- [Medical management program change letter to clients, v. 2](#)

An exceptional customer experience will continue to be a critical priority for Cigna, both during and after these transitions.

Please do not reply to this email. It is an unattended mailbox. If you have any questions regarding this communication, please contact your Cigna client manager.

Together, all the way.®

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., Life Insurance Company of North America, Cigna Life Insurance Company of New York (New York, NY), and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

948746 07/2020

[Legal Disclaimer](#) | [Privacy](#) | [Product Disclosures](#) | [Cigna Company Names](#)

© 2020 Cigna. All rights reserved