

Prior Authorizations with Cigna Providers



Members utilizing providers from the Cigna PPO Network are subject to prior authorizations for the services listed below. Providers should verify eligibility and benefits and then contact Cigna for detailed requirements and to complete the prior authorization process.

Members who want to check on the status of a prior authorization request should contact Scott and White Health Plan Customer Service through the Member Portal or by calling 800-321-7947 to verify benefits and eligibility. The member will then be transferred to Cigna.

IMPORTANT – Prior Authorization is not a guarantee of benefits or payment at the time of service. Remember, benefits will vary between plans, so always verify benefits. This prior authorization list does not include non-covered services and items.

Medical Necessity Review

- Chiropractic Services (Medical Necessity Review after the initial five visits for Participating Vendor Providers for Chiropractic Services)
- Physical Therapy and Occupational Therapy (Medical Necessity Review after the initial five visits for Participating Vendor Providers for Physical Therapy and Occupational Therapy Services)

Precertification Requirements

Inpatient Precertification

- Acute Care – (Services rendered in the hospital setting not included in any other inpatient precertification category)
- Routine and high-risk maternity (routine only if inpatient stay exceeds federal requirements)
- Long-term acute care
- Skilled Nursing Facility
- Rehabilitation
- Detox
- IP Mental Health and Substance Abuse hospital
- IP Mental Health and Substance Abuse residential

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Outpatient Precertification

(Examples have been provided but are not inclusive of all services)

- Cochlear Implants
 - Osseointegrated, cochlear or auditory brain stem implant
- Diagnostic radiology
 - CT scans, MRI/MRA, myocardial perfusion imaging, PET scans, cardiac blood pool imaging and cardiac tests including diagnostic cardiac catheterizations and stress echocardiograms
- Durable medical equipment
 - Seat lifts, TENS, pumps, wheelchairs, power operated vehicles, speech generating devices, insulin infusion pump, osteogenesis stimulators, neuromuscular stimulators
- Gastric bypass
 - Gastrectomy, gastric restrictive procedures, lap sleeve, revision of stomach-bowel fusion
- Home Health Care (home nursing care)
 - Registered nurse, licensed practical nurse or aid in the home
- Home infusion therapy
 - Home infusion therapy for immunotherapy, continuous medications, hydration, total parenteral nutrition, pain management
- Injectable medications
 - Immune globulin, drugs for factor deficiencies, interferon, Rituxan, some chemotherapeutic agents, botox
- Oral pharynx procedures Uvulectomy, LAUP procedures, palatopharyngoplasty (PPP), uvulopalatopharyngoplasty (UPP)
- Orthotics and prosthetics
 - Helmets, extremity prosthetic additions, electric prosthetic joints, facial prosthesis provided by nonphysician, voice amplifiers, cranial remolding orthosis, lower extremity orthosis, knee brace
- Outpatient procedures (not otherwise categorized)
 - Facial reconstruction, varicose vein treatment, breast reconstruction or reduction, blepharoplasty, rhinoplasty

Prior Authorizations with Cigna Providers



- Potential experimental/investigational/unproven procedures Keratoplasty, total disc arthroplasty, molecular pathology and gene analysis, air ambulance, private duty nursing, arthrodesis, external defibrillator, biologic implant
- Spinal procedures
 - Allograft/osteopromotive material for spine surgery, osteotomy, percutaneous vertebroplasty, arthrodesis, laminectomy, vertebral corpectomy, destruction by neurolytic agent, laminotomy, facet joint nerve destruction, spinal cord decompression
- Therapeutic radiology
 - Brachytherapy, proton beam therapy, radiotherapy
- Transplants
 - Adult or pediatric, living or cadaveric donors for heart, heart/lung, intestinal, liver, pancreas, pancreatic islet cell, multivisceral solid organ transplants; preparation for and including allogeneic/autologous hematopoietic/bone marrow transplants; transplant-related travel and lodging
- Unlisted procedures
 - Vascular surgery, miscellaneous DME, unclassified drugs/biologics including antineoplastics, lower extremity prosthesis