

CONTINUITY OF CARE (COC)

Reference guide for the Sales and Clinical Review Services COC process.

What is the purpose of the COC process?

- ▮ Clinical Review Services (CRS) created the COC process to allow for a consistent, efficient way to address customer transition of care needs. It enables better coordination between Sales and Clinical Review Services.
- ▮ COC is an essential part of a customer's smooth transition into a Cigna Medicare Advantage plan. This process allows a new customer to continue to receive medically necessary services during their first 90 days of transition to Cigna Medicare Advantage, even if their provider is out of network.
- ▮ CRS will make transitions to our internal provider network when appropriate. Potentially covered services include:
 - Referrals, inpatient /outpatient procedures, radiology, transportation, home healthcare, and durable medical equipment (i.e. oxygen, hospital bed, CPAP)

Who is eligible?

- ▮ New customers within the first 90 days of their coverage or existing customers.
- ▮ The customer must be in an active course of treatment. Some case examples of active courses of treatment include:
 - Is recovering from surgery performed 30 days ago and is being followed by an out of network (OON) provider, requiring follow-up visits / additional services in conjunction with post-surgical needs.
 - Plans to move and needs to change oxygen provider. CRS can authorize a new provider or continue authorization for a specified number of days to assist with coverage during the 90-day transition period.
 - Prior authorization for surgery prior to transitioning to Cigna Healthcare. If provider is in the Cigna network, Cigna will honor the approval, or evaluate decision for medical needs to see how the requested procedure can be covered.



Note: Services must be medically necessary and covered by Medicare.

What is the process for starting the COC?

- 1 Complete the COC intake form and email it to COC@cigna.com when the customer tells you they need to continue medically necessary services covered by Medicare. Only applicable parts of the form need to be completed.



Note: Customers can also call Customer Service to request COC coverage

- 2 Once you complete the COC intake form on behalf of the customer and email it to the mailbox, you will receive a confirmation email that it was received. Your part is now complete.

COC Intake Form location

Please reach out to CRS at COC@cigna.com if you need a copy of the COC intake form.

What are next steps?

Once the form is received, CRS will track the COC request until the customer information is loaded into the clinical care management system. Applicable prior authorization requests for COC will then be created in the clinical care management system for the customer.



Note: To facilitate a seamless experience for the customer, CRS will outreach to the customer if additional information is needed for the COC request.

Who can I contact with questions?

- ▮ Please send all questions to COC@cigna.com.