

PLAN FOR YOUR SCAN

Learn how precertification works for high-tech imaging.

Precertification is a review process that determines whether a procedure, treatment or service is medically appropriate. High-tech imaging, such as computed tomography (CT), magnetic resonance imaging (MRI) and positron emission tomography (PET) scans, requires precertification. For certain plan types, precertification for high-tech imaging will direct you to a specific site of care in your area. We have this process in place to help protect you from unnecessary cost, unnecessary radiation exposure and surprise bills. Here's how it works.

**You and your provider decide you need a CT, MRI or PET scan.
Your health care provider must complete the needed information for review.**

Your precertification request is reviewed using established medical criteria for that procedure.

Now is a good time to go to myCigna.com to view in-network solutions and compare pricing to help you find the best site of care for you.

APPROVED You and your provider are notified



Once approved, schedule your appointment



Compare costs
Cigna may call you to discuss lower-cost settings

NOT APPROVED You and your provider are notified



Consider alternatives
Contact your provider for options



Discuss or appeal
Your provider may speak with Cigna's medical director

Who is in charge of precertification?

If your provider is in-network, he or she will send in your precertification request.* If you decide to use an out-of-network provider, you assume responsibility for the precertification process. Your health care provider can provide guidance on how to submit the request.

How long does it take?

Once your provider has completed and submitted your paperwork, a routine review takes about five business days.** You will receive a letter with the decision

(approved or denied) and the details of the decision. For more immediate notification, visit myCigna.com. Remember, for urgent care center and emergency room treatments, precertification is not required.

**At Cigna, we're with you every step of the way.
For more information, visit myCigna.com or call the number on the back of your Cigna ID card.**

Together, all the way.®



* In certain cases, your provider will give this information to an ancillary company we work with that helps manage these requests.

** Timing assumes all necessary clinical information has been submitted by the provider. If information is missing, approval may be delayed. This time period may be shortened according to applicable state law.

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