



11/27/18

Cigna-HealthSpring (CHS) EVV Visit Maintenance (VM) Unlock Request

Beginning January 1, 2019, all requests received for visit maintenance unlock request will follow the guideline listed below:

Reasons CHS will approve VM unlock requests:

1. Retro authorizations or back dating authorizations
 - a. Will not proceed with recoupment
2. Retro eligibility of member
 - a. Could also impact retro eligibility (seen in #1)
 - b. Will not proceed with recoupment
3. Providers requesting payor change
 - a. Will not proceed with recoupment ***only if it's member retro eligibility***
 - b. Otherwise, will proceed with recoupment
4. Other reasons outside of provider control – will be reviewed on case by case basis

Reasons CHS will deny VM unlock requests:

1. Providers requesting to change pay hours and/or actual hours worked
2. Providers requesting to change date of service
3. Providers requesting to change actual time in or actual time out
4. Providers requesting change to HCPCS code and/or modifier that is not a result of retro authorization or retro eligibility.

Cigna-HealthSpring reserves the right to approve or deny Visit Maintenance unlock requests outside the reasons listed above.

For immediate concerns, call the Cigna-HealthSpring's Provider Services at **1-877-653-0331**, Monday to Friday from 8a.m. to 5p.m. CT.

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