

THE RIGHT CARE. AT THE RIGHT TIME. IN THE RIGHT SETTING.

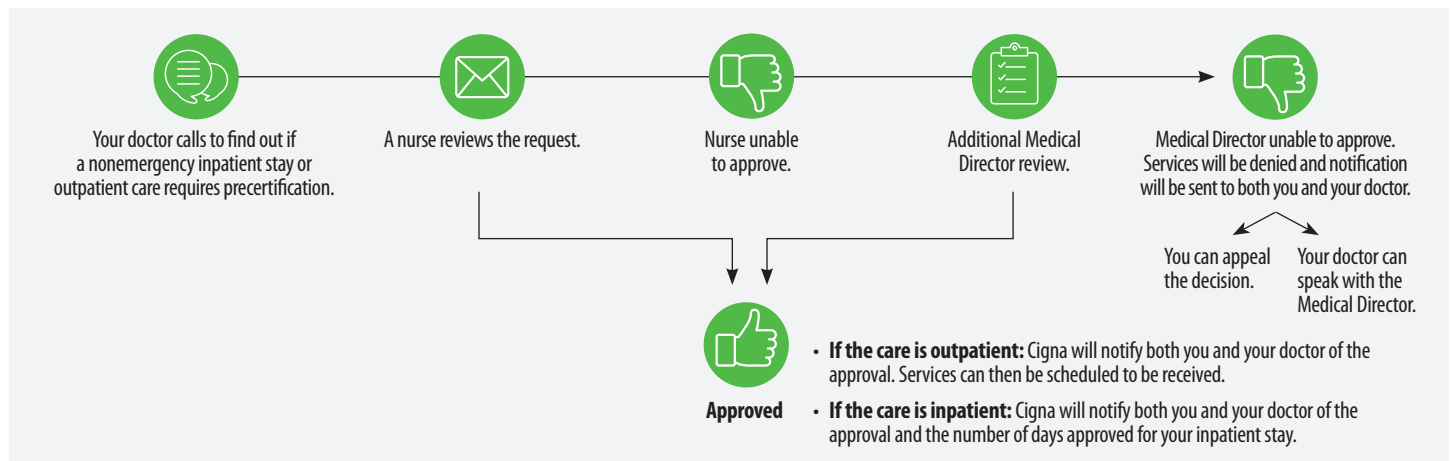
How the precertification process works for inpatient and outpatient services.

When your doctor recommends nonemergency care, your health plan may require “precertification” beforehand. Precertification means getting approval for coverage from the health plan before getting care. Your plan may require this for services such as routine hospital stays or certain outpatient procedures. In precertification, Cigna reviews medical criteria to determine if the service is covered under your plan.

Who is in charge of getting precertification?

- **If your doctor is in the Cigna network**, he or she starts the process by contacting Cigna and providing the needed information for review.
- **If your doctor is not in the Cigna network**, and your plan includes coverage for out-of-network care, you should start the process. First, call the number on the back of your Cigna ID card. Your doctor may be asked for more information.

Precertification: How it works



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.®



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