What are the benefits of providing telehealth sessions?
By using telehealth, you can potentially:

- Broaden the scope of your practice
- Supplement your income with sessions to a wider patient population during “off” hours
- Reach Cigna customers in a larger geographical area within your state
- Expand access to mental health care, substance use disorder care, and EAP clinical care for those in need

Can I provide behavioral telehealth sessions to Cigna customers?
Contracted behavioral providers who meet the telehealth specialty requirements may deliver telehealth sessions with no additional credentialing. You will need to attest that you meet the designated specialty requirements before you can provide behavioral telehealth sessions to Cigna customers. Visit the Cigna for Health Care Professionals website at CignaforHCP.com > Resources > Forms Center > Behavioral Health Forms for the Specialty Attested Form.

Upon receipt of the completed form, “telehealth” will be added as a specialty to your Cigna profile.

How do I submit claims for behavioral telehealth sessions?
Submit the appropriate CPT code for the service(s) provided and include the modifier GT in Field 24-D as noted on the sample claim form (see below) to specify telehealth. Use your existing fee schedule to determine the correct charge.

How can I educate my patients about telehealth sessions?
Encourage more of your patients with Cigna-administered coverage to participate in telehealth services. Watch our new telehealth video at Cigna.com > Find a Doctor > Behavioral Telehealth Customer Journey and show your patients how telehealth services can be confidential, convenient, and comfortable.

Questions?
To learn more about providing behavioral telehealth sessions to Cigna customers, call Provider Services at 1.800.926.2273.

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