

CARE COORDINATION AND REFERRAL GUIDE FOR LOW BACK PAIN

For Health Care Providers
June 2021

| Provider or service | Referral triggers and general information | Contact |
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| <p>Physical therapy and occupational therapy</p> <p>Chiropractic care and acupuncture</p> | <p>A referral to a physical therapist, occupational therapist, or a chiropractor may be appropriate for low back or musculoskeletal pain during the acute or chronic phase, with a required reevaluation following a therapeutic trial of care (e.g., two to four weeks).</p> <p>Note: The primary care provider (PCP) or specialist should monitor patient outcomes during the therapeutic trial, and refer to the provider with the best results. If the patient fails to demonstrate significant functional gains, a referral for an alternative form of treatment should be considered.</p> | <p>Preferred provider partners:</p> |
| <p>Pain specialist</p> | <p>For any one of the following scenarios, a referral to a pain specialist may be appropriate when the patient:</p> <ul style="list-style-type: none"> • Requires opioids beyond one month • Requires morphine milligram equivalent (MME) 30 mg, such as Percocet 7.5 three times a day, hydrocodone 10 mg three times a day, or more, daily • Has musculoskeletal pain or radicular pain, and inadequate response to treatment: <ul style="list-style-type: none"> ○ After four to six physical therapy visits ○ After 30 days of treatment <p>When in doubt, consult and refer.</p> <p>Note: Refer or consult within 60 days of the onset of symptoms.</p> | <p>Preferred provider partners:</p> |

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| <p>Surgical spine specialist (orthopedic surgeon, neurosurgeon, etc.)</p> | <p>Rule out any clinical “red flags:”</p> <ul style="list-style-type: none"> • Spinal trauma, infection, cauda equina, etc. • Unresolved postoperative pain (within six weeks of surgery to address acute perioperative issues – e.g., epidural hematoma, hardware failure requiring surgical evaluation); taking opioids • Ongoing neurological symptoms (gross motor, marked urinary retention, etc.) with functional deficit or unresolved pain | <p>Refer to your preferred local market network- participating specialists.</p> |
| <p>Other specialists (neurologists, orthopedists, rheumatologists, etc.)</p> | <p>Refer when ruling out:</p> <ul style="list-style-type: none"> • Inflammatory arthropathy, fibrositis, fibromyalgia, lupus, and metabolic bone disease (e.g., osteoporosis) | <p>Refer to your preferred local market network- participating specialists.</p> |
| <p>Behavioral health:</p> <ul style="list-style-type: none"> • Cognitive behavioral counseling • General outpatient counseling • Substance use disorder evaluation and counseling • Outpatient medication-assisted treatment Centers of Excellence • Inpatient behavioral health services, including detoxification and other levels of care <p>Gain release of information, if possible.</p> | <p>Patient with:</p> <ul style="list-style-type: none"> • Higher opioid doses or longer-term opioid use requiring intervention • Active addiction, history of addiction, or substance use disorder requiring intervention • Positive behavioral health assessment screening • Limited improvement, continued pain, fear avoidance affecting recovery, and no behavioral health treatment • Disabled or pending disability <p>Depression, anxiety, or other behavioral health diagnosis</p> | <p>Preferred provider partners:</p> <p>Behavioral condition management: Use existing referral partner network when needed.</p> <p>Outpatient services and Cigna Behavioral Health: Refer to your preferred local market network- participating providers</p> |
| <p>Cigna programs, services, and discounts</p> | | <p>Contact</p> |
| <p>Health and wellness programs</p> <ul style="list-style-type: none"> • Treatment decision support • Case management • Chronic condition coaching • Health and wellness coaching • Lifestyle management (stress, smoking, and weight) • Mindfulness group (no cost, via telephone, and confidential) Mondays and Thursdays: 5:00 to 5:30* p.m. (CT) Wednesdays: 7:30 to 8:00* p.m. (CT) * The coach will be available for 15 minutes at the end of the session should anyone have any questions or comments. | | <p>Cigna Customer Service and Provider Services: 800.Cigna24 (244.6224) to inquire about what programs are available.</p> <p>Mindfulness group: Call-in number – 888.244.6260 An automated voice will ask for a passcode. Enter 388032, and press the # key.</p> |
| <p>Disability, stay-at-work, and vocational services To determine disability vendor and support, or for referral needs</p> | | <p>Cigna Customer Service 800.88Cigna (882.4462) to inquire about available programs.</p> |

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| <p>Cigna Pharmacy Management® support</p> <ul style="list-style-type: none"> • Questions about prescription benefits, claims, prior authorizations, formularies, and generic substitutes • Customer-specific support for medication-adherence barriers, mail-order, and savings opportunities | <p>Cigna Pharmacy Service Center 800.622.5579</p> <p>Cigna CoachRx program 800.835.8981</p> |
| <p>Healthy Rewards® discount program and services</p> <ul style="list-style-type: none"> • Acupuncture, chiropractic care, massage, physical therapy, occupational therapy, and podiatry services • Fitness club and equipment discounts, Just Walk 10,000 Steps-a-Day™, and weight management • Vision and hearing exams, eyewear, LASIK vision correction, hearing aids, and other audiologist-approved products • Mind and body, vitamins, health, and nutrition | <p>Your patients can learn more about Healthy Rewards discounts and network-participating providers by:</p> <ul style="list-style-type: none"> • Calling 800.870.3470, or • Logging in to myCigna.com > Discount Programs – Healthy Rewards (under Stay Healthy) |
| <p>Mobile apps and devices</p> <p>Your patients can connect with the best Cigna-approved apps and devices to help them manage their overall health:</p> <ul style="list-style-type: none"> • Healthy eating and physical activity • Stress management • Medication and appointment reminders | <p>Your patients can learn more about mobile apps and devices to help improve their health by logging in to myCigna.com> MyHealth.</p> |

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