



Single Case Agreements for Behavioral Health Services

What is a Single Case Agreement?

On occasion, CIGNA grants exceptions, called Single Case Agreement, that allow individuals whose benefit plans do not include out-of-network benefits to see a non-contracted professional utilizing their in-network benefit.

What conditions must exist for a Single Case Agreement to be made?

- An area is geographically remote for any in-network CIGNA professional (**no clinical review is needed.**)
- A clinical specialty is not available within CIGNA's network (**clinical review is needed.**) *(CIGNA does not grant exceptions based only on a non-contracted professional's treatment approach or the modality in which s/he practices. Instead, CIGNA reviews whether there is an available in-network professional who can offer appropriate treatment for the identified symptoms/diagnosis.)*
- Risk of harm - if there is evidence that the individual might be a danger to him/herself or others if required to transition to an in-network professional (**clinical review is needed**)

What must a non-contracted professional do to obtain a Single Case Agreement?

- Review all of the information on this sheet.
- If you would like to proceed with requesting a single case agreement, please contact [CIGNA's National Scheduling Team at 1-800-241-4057 x2452](#) to set up a clinical review.
- You will be scheduled for a 30 minute appointment with a licensed care manager.
- You will be asked to provide information about the individual's diagnosis, current symptoms, functional impairments, and specifics regarding the treatment plan, including measurable and evidence-based treatment goals and discharge criteria.
- Additionally, you will be asked to explain your rationale as to why the individual's treatment needs **cannot** be adequately met by one of CIGNA's in-network professionals.

Single Case Agreements are authorized on a case-by-case basis.
Completing a review does not guarantee authorization!!

If a Single Case Agreement is authorized, what are the terms and conditions of working with CIGNA?

Non-contracted professionals must agree to the following:

- Arrangement is for a Single Case Agreement for only the individual for whom it was authorized and for only those services authorized, and there are no in-network providers whose qualifications or specialties match those required to adequately treat the individual.
- To abide by CIGNA's utilization management process (outlined in <http://apps.cignabehavioral.com/web/basic/site/provider/newsAndLearning/providerguide.jsp>)
- To accept agreed upon rate & copayments, coinsurance and deductibles as payment in full.
- Individual cannot be billed for services that CIGNA declines to authorize unless the individual has agreed to pay for any such services in advance and in writing.

If you are not willing to agree to these terms, our Care Management staff will *not* authorize services.