

# CIGNA for Health Care Professionals Website My Practice

After completing this course, you will understand:

- ✓ How to access the My Practice feature on the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com))
- ✓ What functions are available using the My Practice feature
- ✓ How a Primary Administrator can delegate access to the My Practice feature to others

Once you log in to the website, if you are registered as a Primary Administrator (or have been delegated access to **My Practice**), you will see the **My Practice** link.

**CIGNA**  
CIGNA<sup>®</sup> for Health Care Professionals

[eServices](#) [Resources](#) [My Profile](#) **[My Practice](#)** [Education and Help](#) [Inbox](#) [Assign Access](#)

◀ [Log Out](#)

Welcome Scott

**Who's logged on:**  
johnson2

**Popular Links**

- ▶ [Provider Directory](#)
- ▶ [Drug List](#)
- ▶ [Forms](#)
- ▶ [Policies & Procedures](#)
- ▶ [Precertification](#)

**CUSTOMER SERVICE**

- ▶ General assistance, call 1.800.88CIGNA (1.800.882.4462)
- ▶ Technical assistance with this site, call 1.800.261.6232
- ▶ Assistance with site navigation and registration only, call 1.800.853.2713

[Website Availability](#)

**Inquiry Tools** [Help](#)

- [View Member Eligibility and Benefits](#)
- [Estimate Patient Liability](#) **NEW!**
- [View and Submit Precertification Requests](#)
- Search Claims By
  - [Member Name or ID](#)
  - [Claim/Reference Number](#)
  - [Provider Generated Patient Account Number](#)
- Search for Remittance Reports By:
  - [Member Name or ID](#)
  - [Claim/Reference Number](#)
  - [Remittance Tracking Number](#)
  - [Deposit Amount](#)
- [View Claim Coding Edits](#)

**E-mail CIGNA** [Help](#)

- [Coverage Positions/Criteria](#)
- [Covered Services](#)
- [Fee Schedules](#)

**CERTIFIED CORE Phase 1 HEALTH PLAN**  
A CAQH Initiative

**News You Can Use**

NCCI Edits for Facilities  
[Click here](#) for more information.

Currently, some claims may not be visible on this site. [Click here](#) for more information.

Precertification Updates  
CIGNA will require precertification for six additional injectable drugs, effective May 1, 2011. [Click here](#) for more information.

Important information [about 2011 Immunization Administration Codes](#)

New CIGNA

By visiting the **My Practice** tab on the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)), Primary Administrator users can perform four functions:

**Search**  
 **go**  
[Provider Site Index](#)

**CIGNA**for  
Health Care Professionals

[eServices](#) [Resources](#) [My Profile](#) **[My Practice](#)** [Education and Help](#) [Inbox](#) [Assign Access](#)

**My Practice** [Help](#)

**Enroll in Electronic Fund Transfer (EFT) Options**

**Enroll** a New EFT Account.

**Change Current EFT Settings**

Update or terminate your current EFT settings.

Provider ID	Tax ID	Enrollment / Update Status	Your Options	Remittance Report Delivery Preferences
1234567	223344556		<a href="#">Change</a> <a href="#">Terminate</a>	Online Only ( <a href="#">change</a> )
9876543	778899001	Pending		Online Only ( <a href="#">change</a> )

1. Enroll a new electronic funds transfer (EFT) account.

2. Change an existing EFT account.

3. Terminate an existing EFT account.

4. Change your remittance report delivery preferences

Now, let's show you how to use each feature.

## **Enroll a New EFT Account**

What are the benefits of enrolling in EFT?

- Payments are deposited directly into your checking or savings account, avoiding mail delays.
- Funds are available on the day of the deposit.
- Helps increase efficiency and improve cash flow
- Provides immediate access to reimbursement payments
- View and share remittance reports the same day you receive your deposit

The next page will show you how easy it is to enroll in EFT.

The screenshot shows the CIGNA for Health Care Professionals website interface. At the top left is the logo. To the right is a search bar with a 'go' button and a link to 'Provider Site Index'. Below the logo is a navigation menu with links for 'eServices', 'Resources', 'My Profile', 'My Practice' (highlighted in yellow), 'Education and Help', 'Inbox', and 'Assign Access'. The main content area is titled 'My Practice Help' and features a section for 'Enroll in Electronic Fund Transfer (EFT) Options'. This section contains an 'Enroll' button followed by the text 'a New EFT Account.'. Below this is a section for 'Change Current EFT Settings' with a paragraph of text and a dropdown menu labeled 'Select TIN Provider Name'.

Click **Enroll** to begin.

**Enroll a New EFT Account** [Help](#)

Complete enrollment by confirming your information and agreeing to the Terms of Service.

\* Indicates a required field

**Step One: Select a Tax Identification Number (TIN) and Providers/Groups**

\* TIN:

\* Provider/Groups:   
SMITH CHARLES T JR MD  
GOODHEALTH HOSPITAL  
(Please select one or more provider/groups. CTRL-click for multiple selections)

**Step Two: Review and Update Contact Information**

\* Contact Name:

\* Contact Phone:  Extension:

**Step Three: Provide Bank Account Information**

\* Account Type:

\* Routing Number:

\* Account Number:

**Check Image:**

PAY TO THE ORDER OF \_\_\_\_\_ DATE \_\_\_\_\_ 1001  
\$ \_\_\_\_\_  
DOLLARS

YOUR FINANCIAL INSTITUTION  
BANK ADDRESS  
BANK CITY, STATE, ZIP  
BANK PHONE

FOR  
⑆123456789⑆ 0123456789012 1001

Bank Routing Number      Bank Account Number

1. Choose the TIN you wish to enroll in EFT.

2. Choose the Provider/Groups you wish to enroll in EFT.\*

3. Type the name and phone number of the person who will act as the contact for EFT.

4. Choose the account type to which funds will be deposited.

5. Type the routing and account numbers. Use the picture at right to identify the correct numbers.

6. Click **Next**.

7. Check the box to agree to the terms of service.

**Terms of Service**

I understand that, by checking this box:

I grant authorization to CIGNA HealthCare, Inc. to credit said account at the financial institution named above for the purpose of transferring CIGNA HealthCare, Inc. payments. CIGNA HealthCare, Inc. is also granted authorization to correct inadvertent duplicate payment information. This authorization is to remain in effect until notification is given to CIGNA HealthCare advising of a change, allowing reasonable time to implement such change.

I agree that I have legal authority to establish Electronic Funds Transfer (EFT) on behalf of the organization I am representing.

I agree that this authorization acts as my electronic signature.

8. Click **Complete Enrollment**.

What happens next in the EFT enrollment process?

- **CIGNA will send a “pre-note transaction” to your bank to verify all the banking-related information is correct.**
  - If the pre-note is not returned, you will begin receiving EFT on the next payment cycle
  - If the pre-note is returned with errors, CIGNA will contact you to obtain corrected information
- **This process can take up to 6 weeks**
  - You can check the status of your EFT enrollment by logging in to the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)) > My Practice > Change Current EFT Settings > Enrollment/Update Status

The screenshot shows the CIGNA for Health Care Professionals website interface. At the top left is the CIGNA logo. The main header reads "CIGNA for Health Care Professionals" with a breadcrumb trail: "My Practice > View and Modify Existing EFT Settings". On the right, there is a search bar with a "go" button and a link to "Provider Site Index". Below the header is a navigation bar with a "Log Out" button and customer service contact information: "Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232".

The main content area is titled "Change Current EFT Settings" and includes the instruction: "Update or terminate your current EFT settings." Below this is a table with the following data:

Provider Name	Tax ID	Enrollment / Update Status	Your Options	Remittance Report Delivery Preferences
ABC Medical	123456789	Pending		Online Only (change)

At the bottom of the page, there is a dropdown menu labeled "Select TIN Provider Name".

# **Change an Existing EFT Account**

The screenshot shows the CIGNA for Health Care Professionals website. At the top left is the logo. At the top right is a search bar with a 'go' button and a link to 'Provider Site Index'. Below the logo is a navigation menu with links for 'eServices', 'Resources', 'My Profile', 'My Practice' (highlighted in yellow), 'Education and Help', 'Inbox', and 'Assign Access'. The main content area is titled 'My Practice' with a 'Help' link. Underneath, there are two sections: 'Enroll in Electronic Fund Transfer (EFT) Options' with an 'Enroll' button and the text 'a New EFT Account.', and 'Change Current EFT Settings' with a paragraph explaining that users can select a Tax ID to view and modify existing EFT account settings. Below this paragraph is a dropdown menu labeled 'Select TIN Provider Name'.

Select the TIN Provider Name for which you want to change the current EFT settings.

**CIGNA** for Health Care Professionals  
My Practice > View and Modify Existing EFT Settings

Search  go  
[Provider Site Index](#)

◀ [Log Out](#) Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232

### Change Current EFT Settings

Update or terminate your current EFT settings.

Provider Name	Tax ID	Enrollment / Update Status	Your Options	Remittance Report Delivery Preferences
SMITH GIGI MD	223344556		<a href="#">Change</a> <a href="#">Terminate</a>	Online Only ( <a href="#">change</a> )

Select TIN Provider Name ▼

Click **Change**.

**CIGNA** for Health Care Professionals  
My Practice > View and Modify Existing EFT Settings

Search  go  
[Provider Site Index](#)

◀ [Log Out](#) Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232

### Change EFT

---

#### TIN and Providers Associated with Bank Account

TIN: 223344556  
Provider/Groups: 7654321

---

#### Contact Information

Contact Name: Miriam McKay [Edit Contact Information](#)  
Contact Phone: 860.123.7654

---

#### Bank Account Information

Account Type: Checking [Edit Bank Account Information](#)  
Routing Number: 123456789  
Account Number: 9999999

PAY TO THE ORDER OF \_\_\_\_\_ DATE \_\_\_\_\_ 1001 \$ \_\_\_\_\_ DOLLARS

FOR \_\_\_\_\_

⑆123456789⑆ 0123456789012 1001

Bank Routing Number      Bank Account Number

Click **Edit Contact Information** to edit the EFT contact name and/or phone number.

Click **Edit Bank Account Information** to edit the bank account information associated with the EFT enrollment.

Note that if you change your bank account information, it will go through the same process as an initial EFT enrollment, which could take up to the 6 weeks.

## **Terminate an Existing EFT Account**

The screenshot shows the CIGNA for Health Care Professionals website interface. At the top left is the logo. To the right is a search bar with a 'go' button and a link to 'Provider Site Index'. Below the logo is a navigation menu with links for 'eServices', 'Resources', 'My Profile', 'My Practice' (highlighted in yellow), 'Education and Help', 'Inbox', and 'Assign Access'. The main content area is titled 'My Practice' with a 'Help' link. It contains two sections: 'Enroll in Electronic Fund Transfer (EFT) Options' with an 'Enroll' button and the text 'a New EFT Account.', and 'Change Current EFT Settings' with a paragraph explaining that users can select a Tax ID to view and modify settings. Below this is a dropdown menu labeled 'Select TIN Provider Name'.

Select the TIN Provider Name for which you want to terminate the EFT account.

**CIGNA** for Health Care Professionals  
My Practice > View and Modify Existing EFT Settings

Search    
[Provider Site Index](#)

◀ [Log Out](#) Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232

### Change Current EFT Settings

Update or terminate your current EFT settings.

Provider Name	Tax ID	Enrollment / Update Status	Your Options	Remittance Report Delivery Preferences
SMITH GIGI MD	223344556		<a href="#">Change</a> <a href="#">Terminate</a>	Online Only ( <a href="#">change</a> )

Select TIN Provider Name

Click **Terminate**.

**Log Out** | Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232

### Terminate an EFT [Help](#)

To terminate this EFT, review your information and select "Next" to be taken to the confirmation screen.

---

#### TIN and Providers Associated with Bank Account

**TIN:** 223344556  
**Provider/Groups:** 7654321

---

#### Contact Information

**Contact Name:** Miriam McKay  
**Contact Phone:** 860.123.7654

---

#### Bank Account Information

**Account Type:** Checking  
**Routing Number:** 123456789  
**Account Number:** 9999999

---

#### Termination details

**Reason for termination:**

1. Select the reason for terminating the EFT enrollment.

2. Click **Next**.

Terminating an existing EFT account takes effect immediately. All future reimbursements will be sent by paper check to your billing address.

# **Change Remittance Report Delivery Preferences**

The screenshot shows the CIGNA for Health Care Professionals website interface. At the top left is the logo. To the right is a search bar with a 'go' button and a link to 'Provider Site Index'. Below the logo is a navigation menu with links for 'eServices', 'Resources', 'My Profile', 'My Practice' (highlighted in yellow), 'Education and Help', 'Inbox', and 'Assign Access'. The main content area is titled 'My Practice' with a 'Help' link. It contains two sections: 'Enroll in Electronic Fund Transfer (EFT) Options' with an 'Enroll' button and the text 'a New EFT Account.', and 'Change Current EFT Settings' with a paragraph explaining that users can select a Tax ID to view and modify settings. Below this is a dropdown menu labeled 'Select TIN Provider Name'.

Select the TIN Provider Name for which you want to change remittance report delivery preferences.

**CIGNA** for Health Care Professionals  
My Practice > View and Modify Existing EFT Settings

Search    
[Provider Site Index](#)

◀ [Log Out](#) Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462), Technical Assistance: 1.800.261.6232

### Change Current EFT Settings

Update or terminate your current EFT settings.

Provider Name	Tax ID	Enrollment / Update Status	Your Options		Remittance Report Delivery Preferences
SMITH GIGI MD	223344556		<a href="#">Change</a>	<a href="#">Terminate</a>	Online Only ( <a href="#">change</a> )

Select TIN Provider Name

Click **change**.

  
CIGNA®

CIGNA for Health Care Professionals  
My Practice > View and Modify Existing EFT Settings

◀ [Log Out](#) Customer Service: General Assistance: 1.800.88CIGNA (1.800.882.4462)

### Remittance Report Delivery Preferences [Help](#)

Preferences for Tax ID 987654321

\* Indicates required field.

TIN: 987654321  
Provider/Groups: 1234567

\* I Prefer:  Online Delivery Only  
 Paper and Online Delivery

\* Reason for Change:

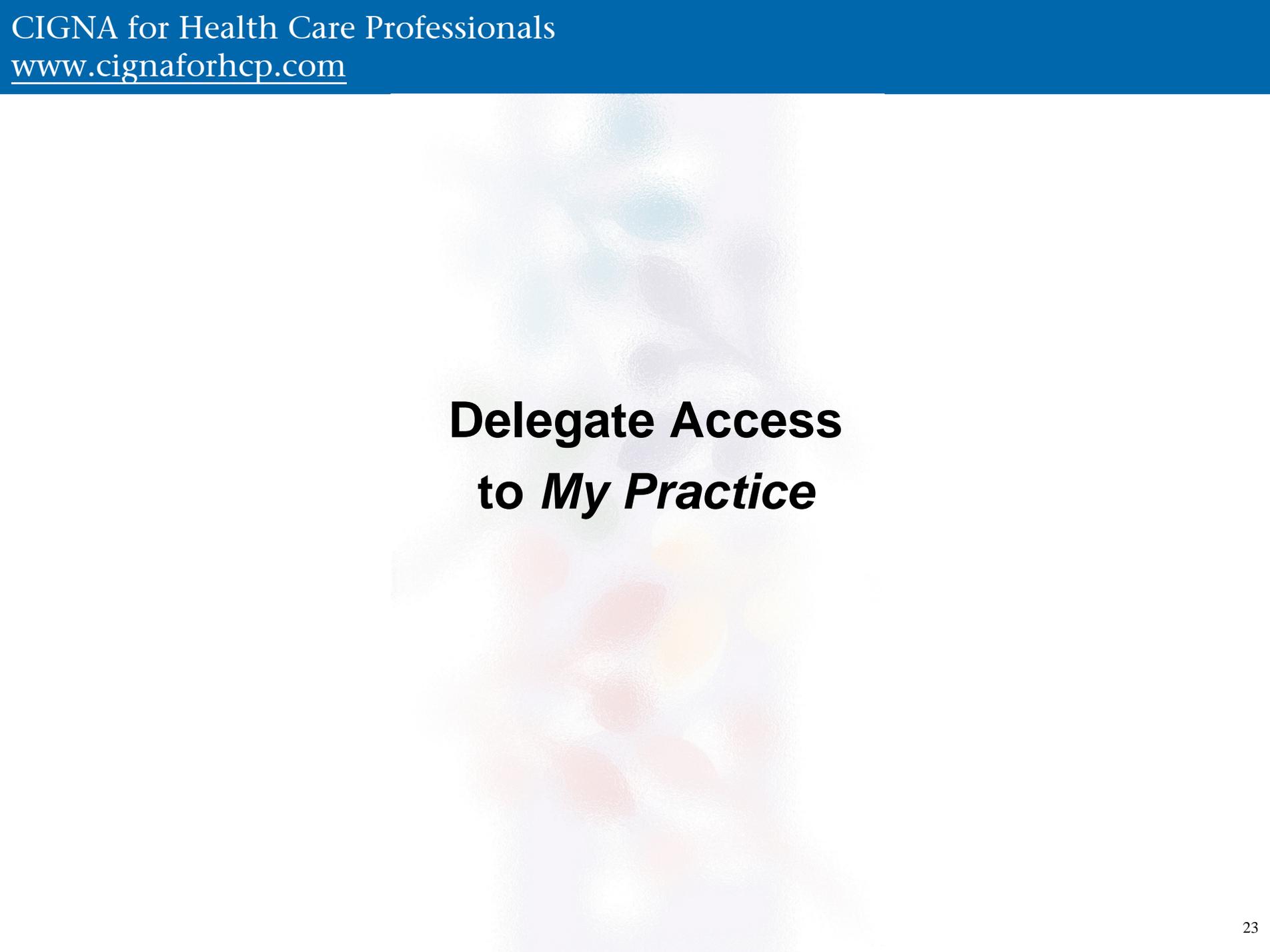
\* Duration:

\* Effective Date:   mm/dd/yyyy

1. If you wish to receive your reports online, choose **Online Delivery Only**.

2. If you wish to receive both paper and online reports, you must choose the reason for, the duration of, and the effective date of the change.

3. Click **Next**.



**Delegate Access  
to *My Practice***

Primary Administrators can delegate access to the four functions available on **My Practice** (New EFT Enrollment, EFT Change or Termination, Remittance Report Delivery Preferences) for a user by logging on to the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)) > Assign Access > Modify/Delete User Information.

## Provider Delegation - Add New User

Who's logged on: Johnnie Q Thomas - jthomas31  
Date & Time: May 16, 2011 02:25 PM EST

(\*) Indicates required field.

\*Last Name  \*First Name  MI   
E-mail Address  Phone Number    Ext.

**Option 1.** Delegate access to **all** practices/facilities.

- Precertification - Submit and View requests
- Precertification - View requests
- Manage Remittance Report Preferences**
- Eligibility, Benefits & Inquiry Forms
- Claim Status & Remittance Reports

Check this box to allow a user access to **My Practice** functions.

Select Option 1.

**Congratulations!**

You've completed the  
*CIGNA for Health Care Professionals Website*  
*My Practice Course.*

You can review this Course at any time or print a copy.

Bookmark [www.cignaforhcp.com](http://www.cignaforhcp.com) today!

"CIGNA" and the "Tree of Life" logo are registered service marks of CIGNA Intellectual Property, Inc., licensed for use by CIGNA Corporation and its operating subsidiaries. All products and services are provided exclusively by such operating subsidiaries and not by CIGNA Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company (CGLIC), CIGNA Health and Life Insurance Company (CHLIC), and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc. CGLIC may also administer insurance policies and self-insured plans on behalf of Great-West Life & Annuity Insurance Company and its affiliates, First Great-West Life & Annuity Insurance Company, White Plains, N.Y., and Canada Life Assurance Company, as well as The New England Life Insurance Company and Metropolitan Life Insurance Company.