CIGNA eServices

CIGNA for Health Care Professionals Website

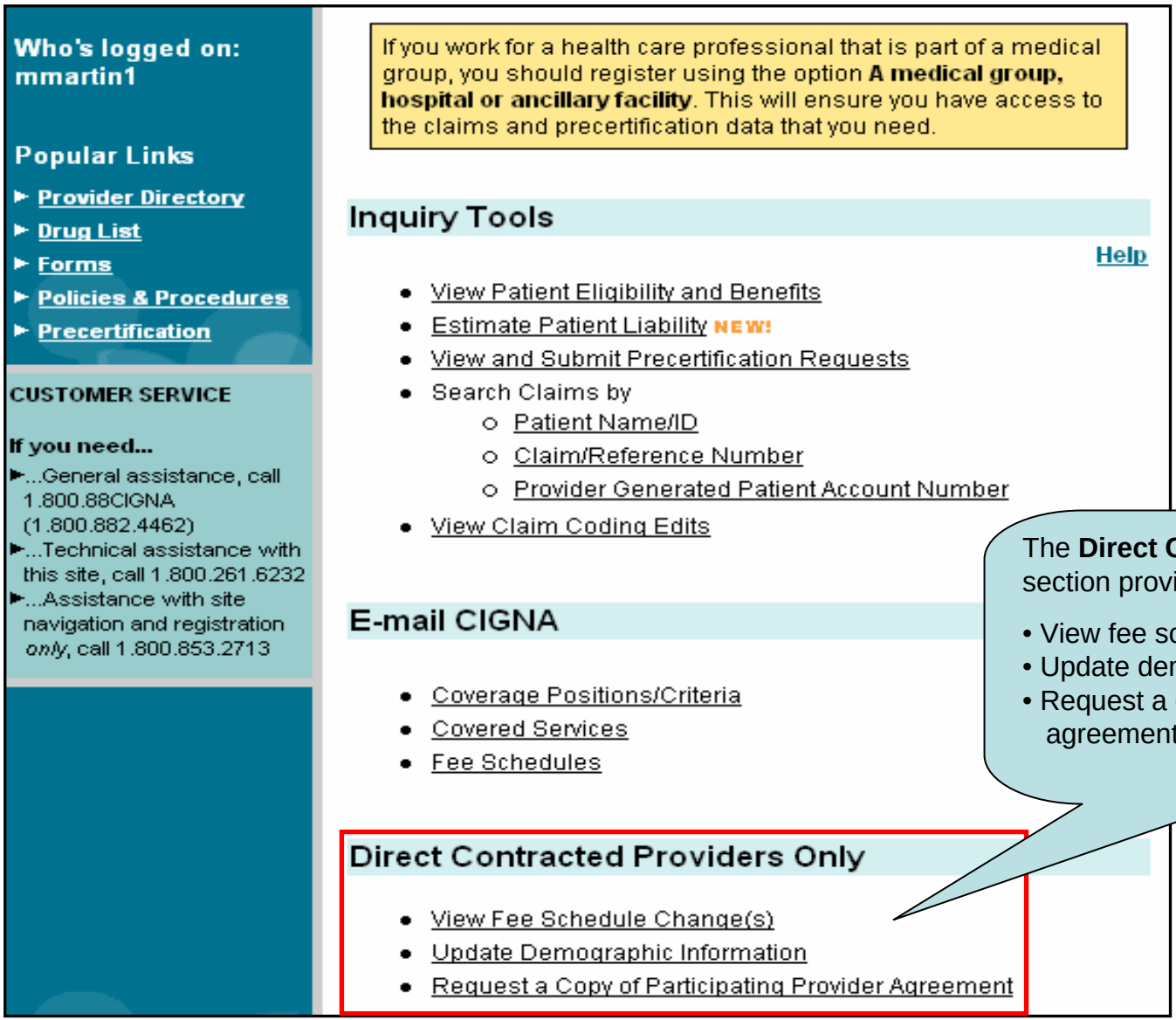
Direct Contracted Providers Only

Learning Objectives

After completing this eCourse, you will:

- ✓ Know how to view changes to CIGNA's standard fee schedules
- ✓ Understand how to request fee schedule information for one or more procedures
- ✓ Be familiar with how to request a copy of your participating provider agreement

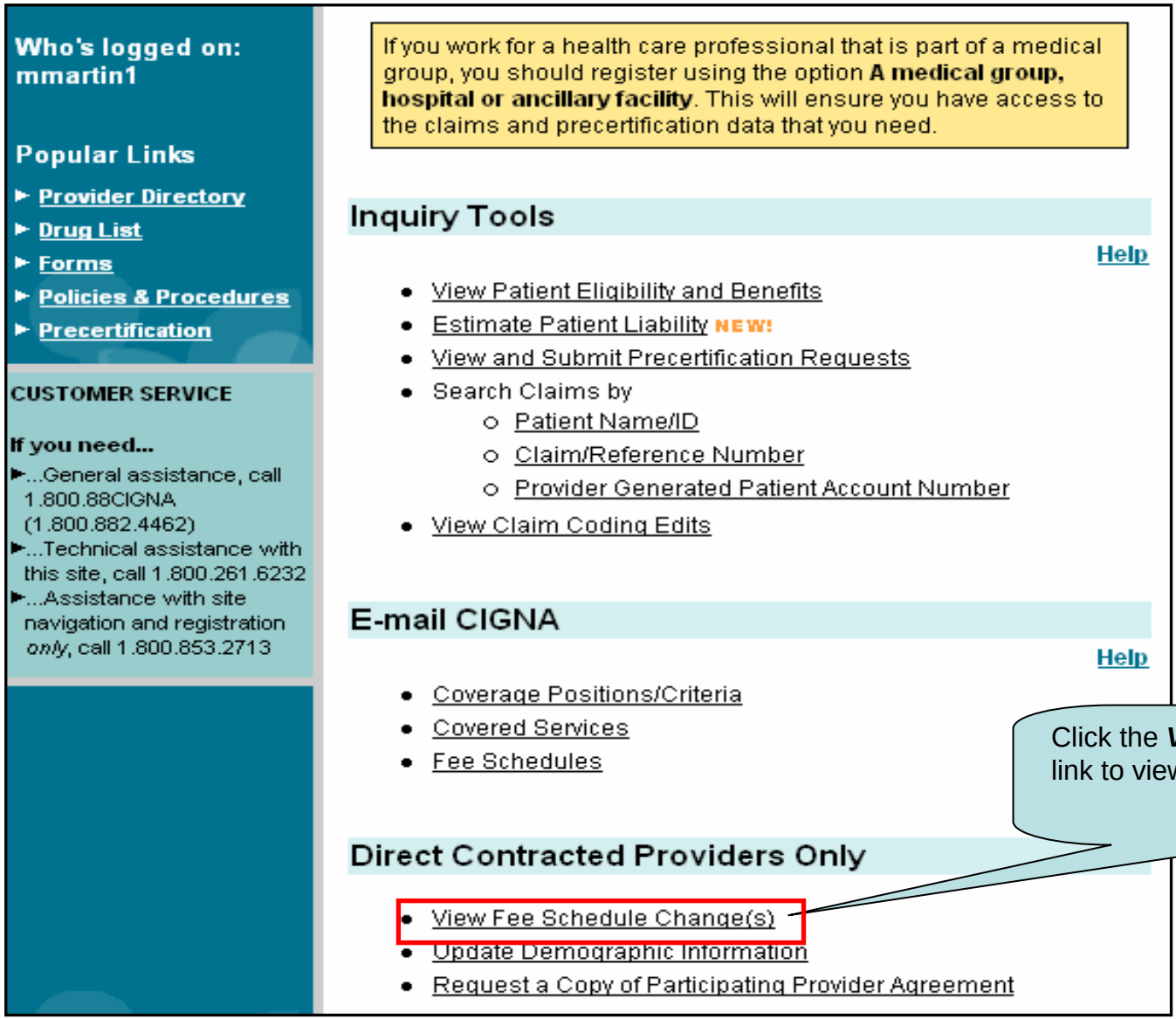
Direct Contracted Providers Only



The **Direct Contracted Providers Only** section provides users the ability to:

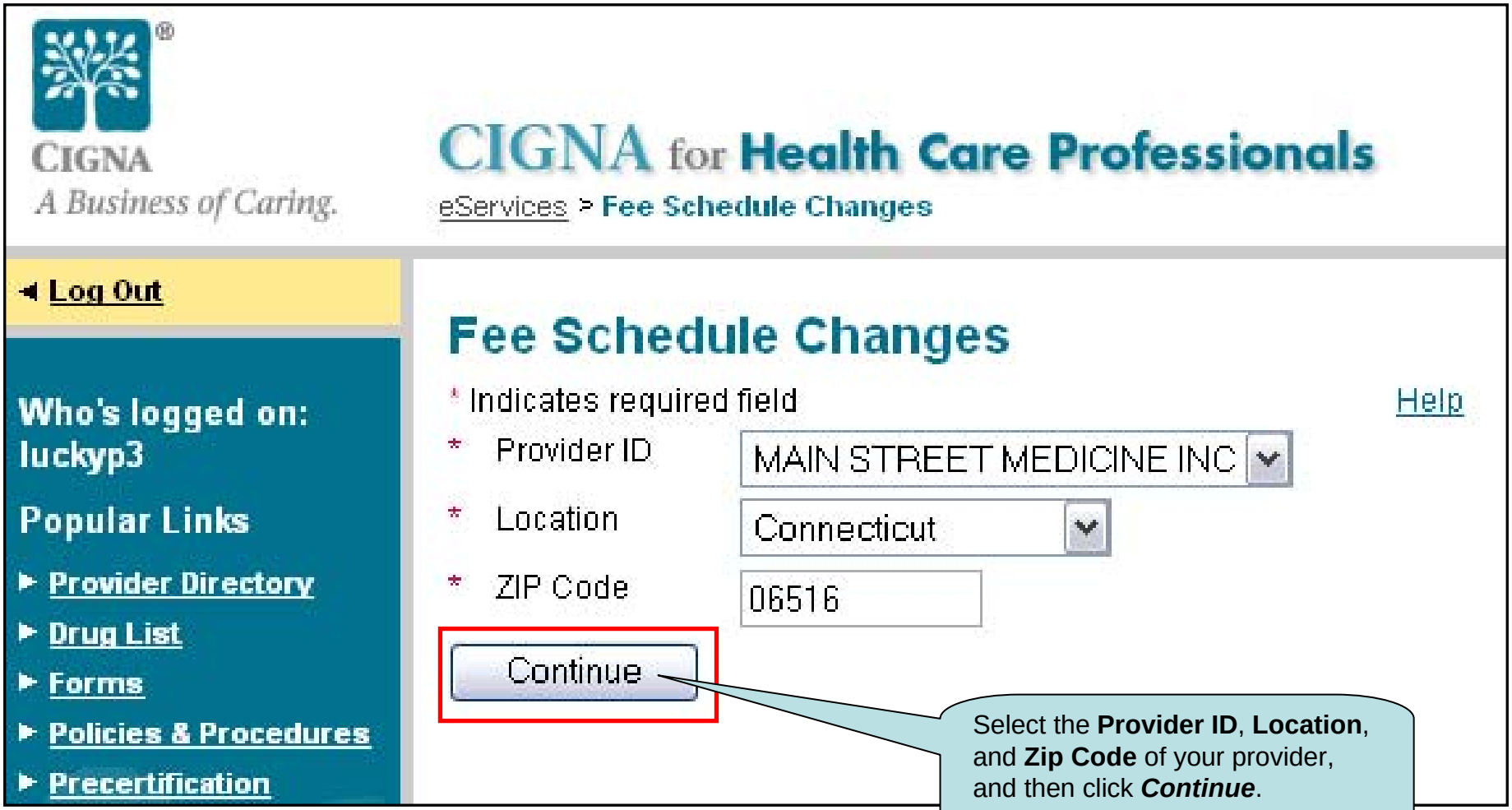
- View fee schedule changes
- Update demographic information
- Request a copy of participating provider agreement

Viewing Fee Schedule Changes

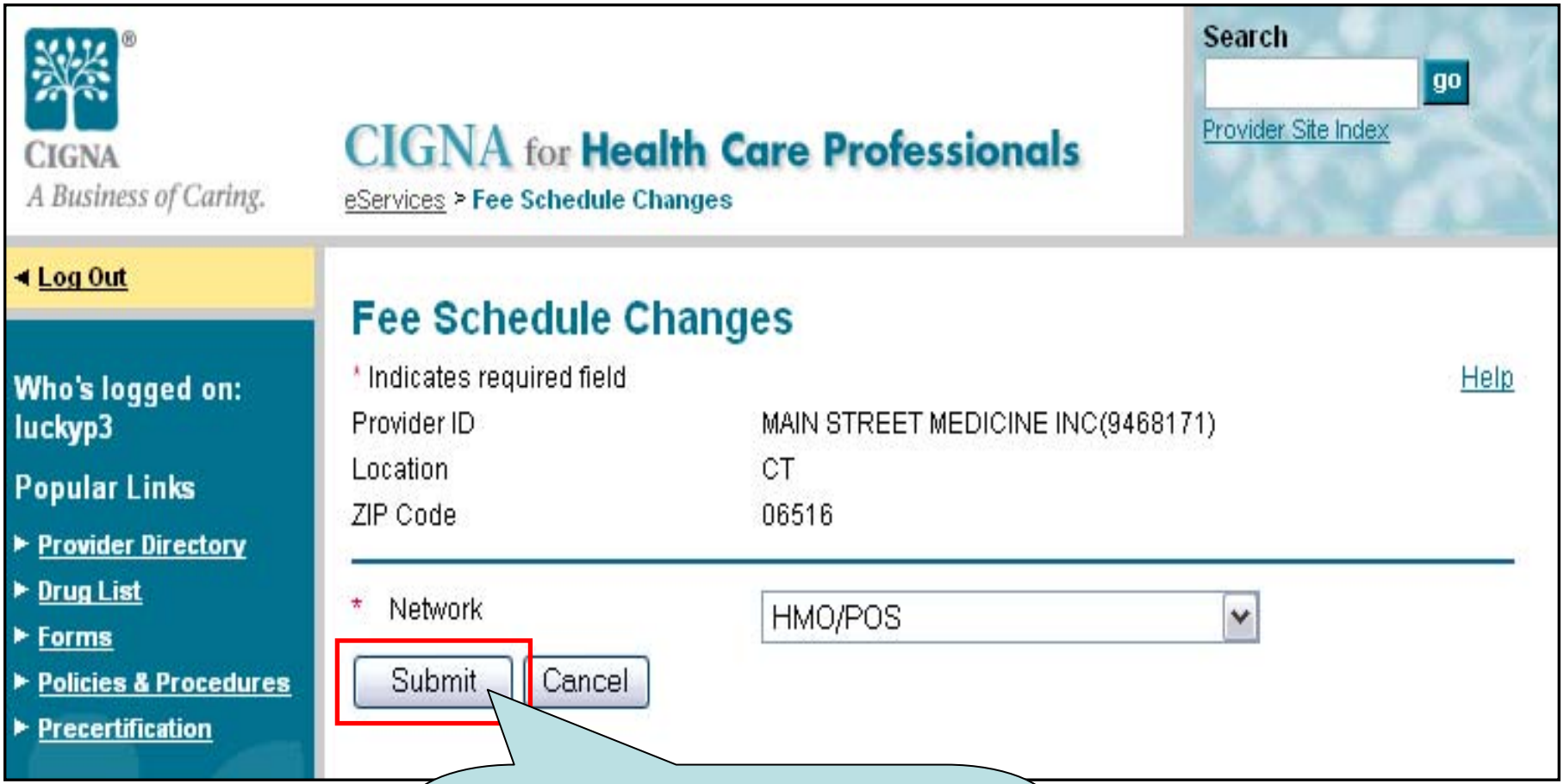


Click the ***View Fee Schedule Change(s)*** link to view fee schedule changes.

Viewing Fee Schedule Changes



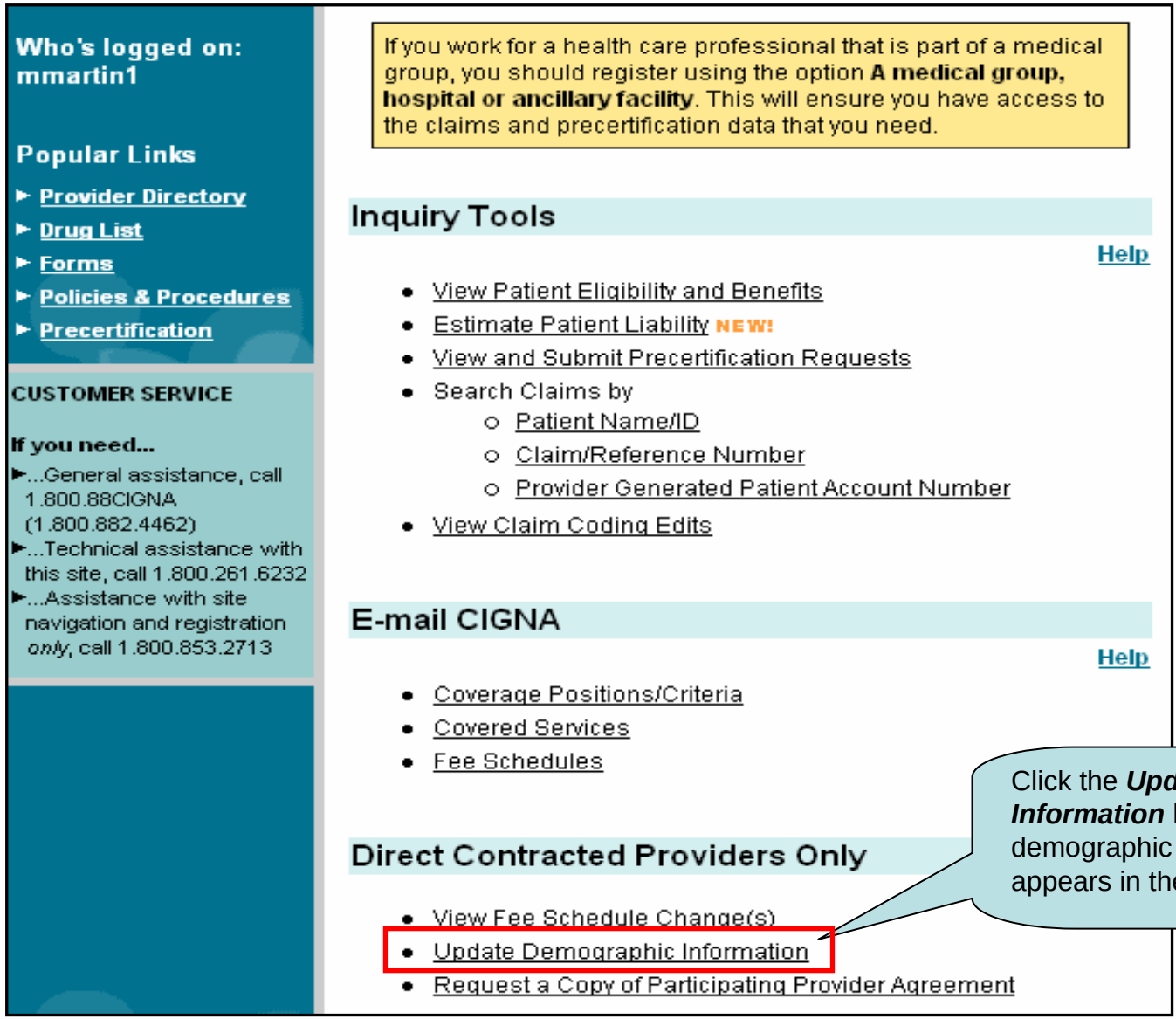
Viewing Fee Schedule Changes



Next, select the network for which you want to check fee schedule changes, and click ***Submit***. The fee schedule changes will then be displayed.

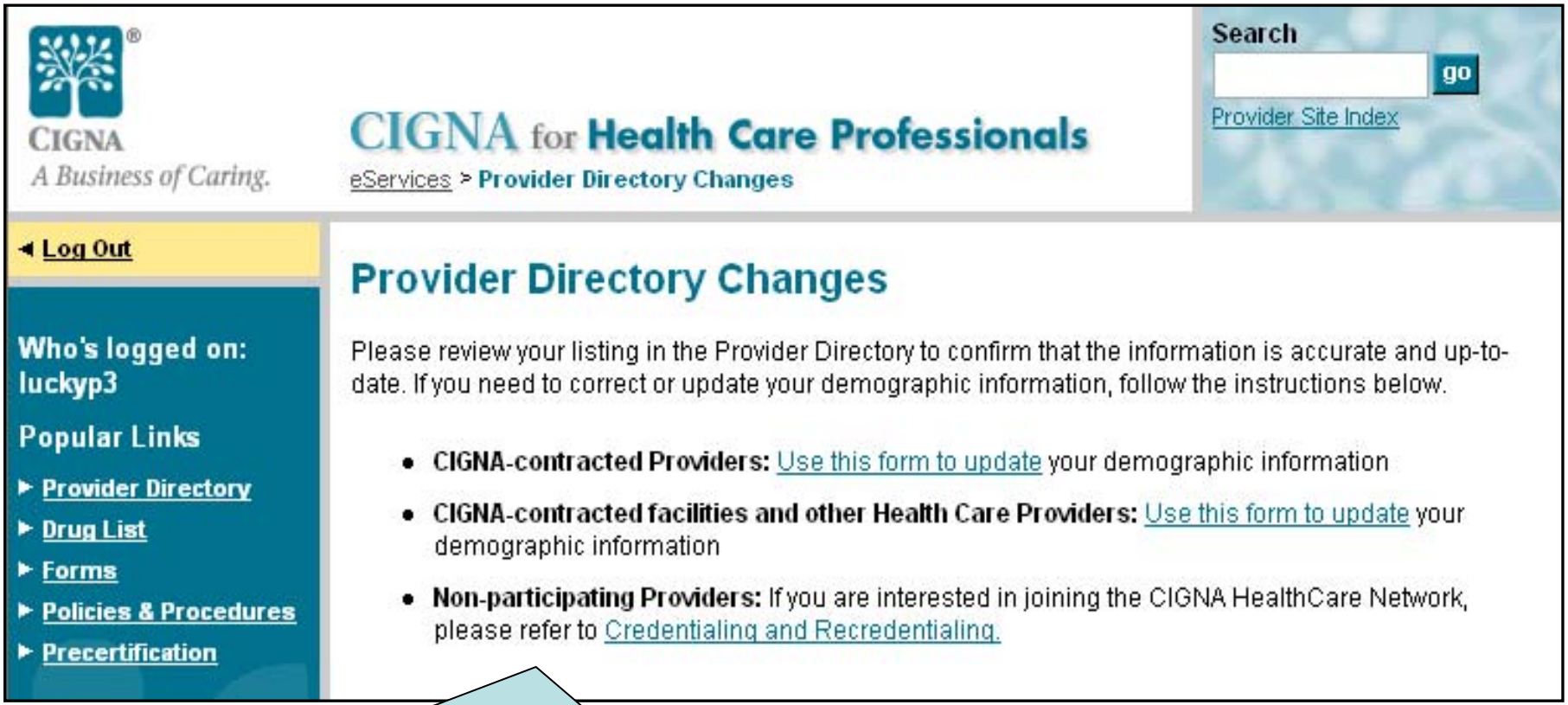
Note: If there are no changes to the standard fee schedule, you will receive a message.

Updating Demographic Information



Click the ***Update Demographic Information*** link to make changes to your demographic information, which is what appears in the Provider Directory.

Updating Demographic Information



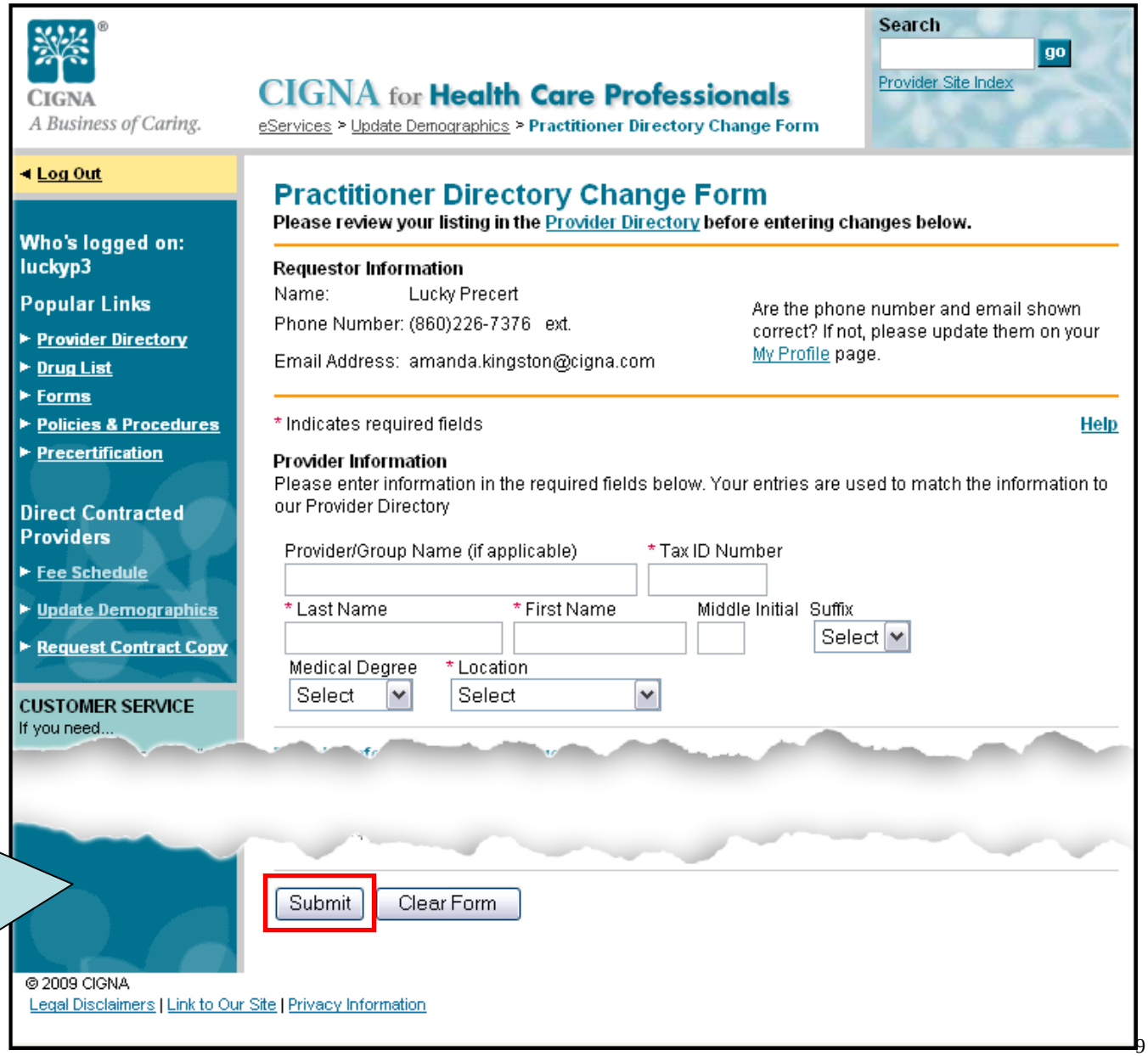
To update demographic information with CIGNA, select the appropriate form based on the provider's status with CIGNA.

Note: Please review your listing in the Provider Directory before submitting your changes.

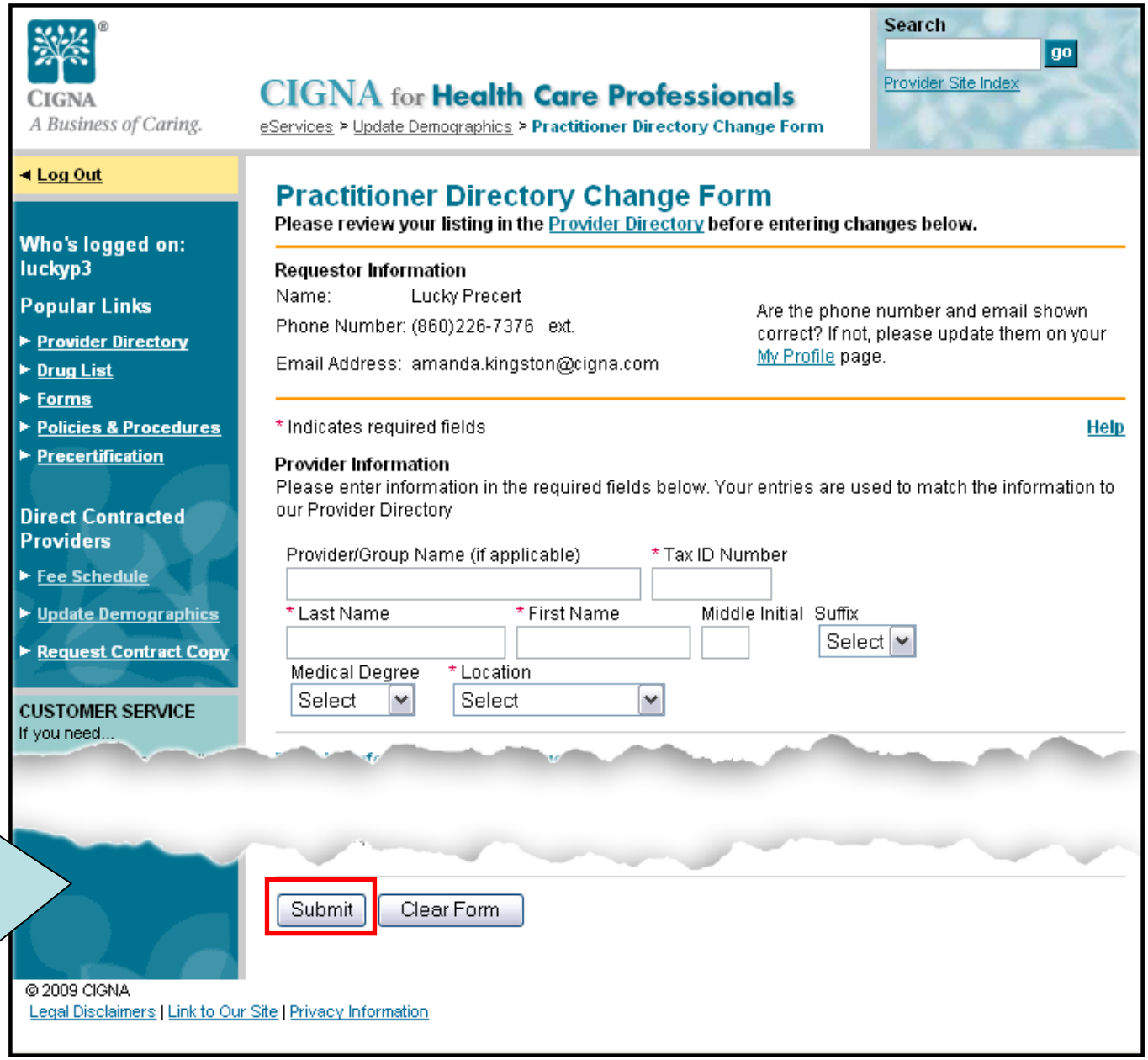
Practitioner Directory Change Form

For contracted practitioners, enter the appropriate updates and click ***Submit***.

Your updates will be processed within 14 business days.



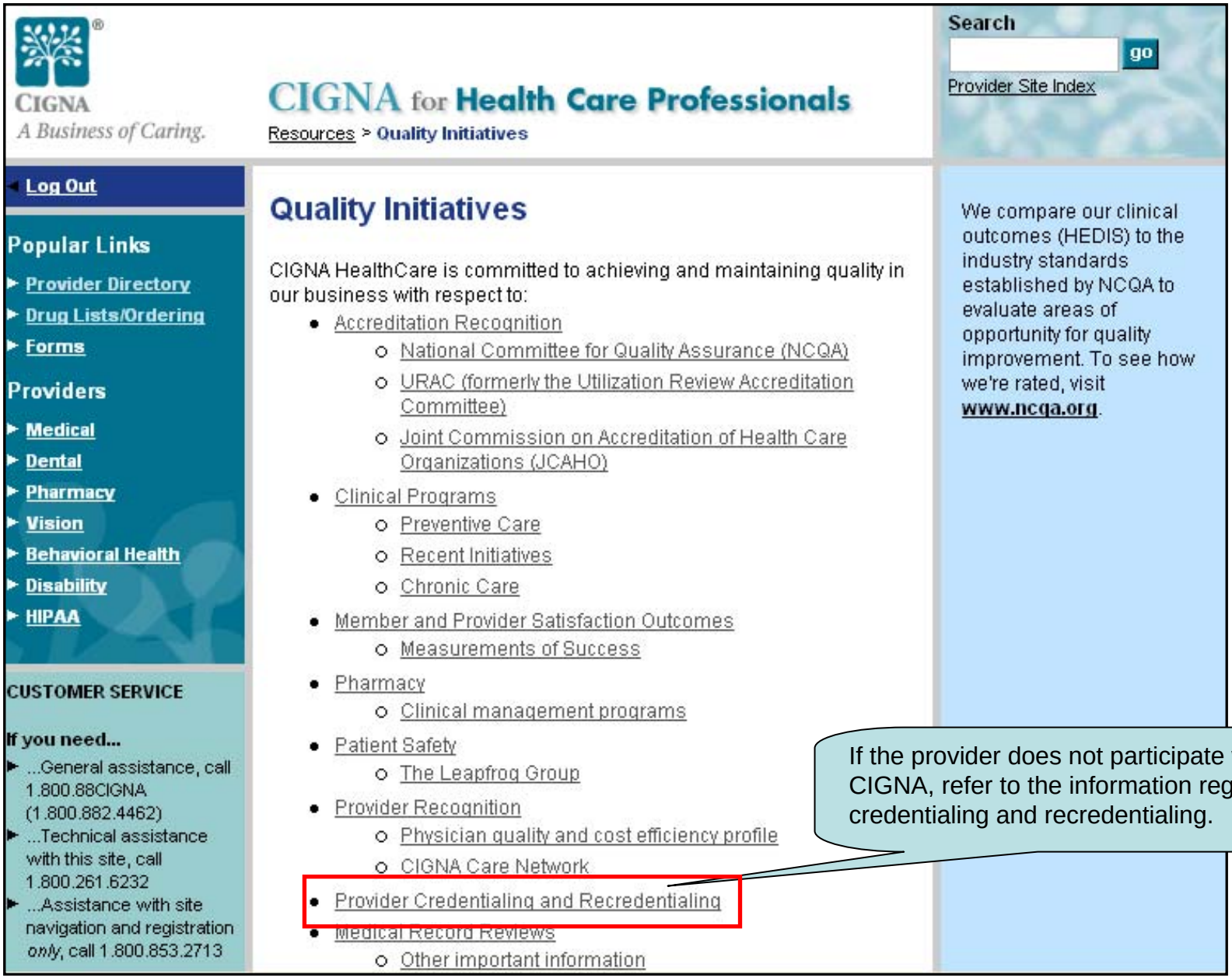
Facility/Other Health Care Provider Directory Change Form



For contracted facilities or other health care providers, enter the appropriate updates and click ***Submit***.

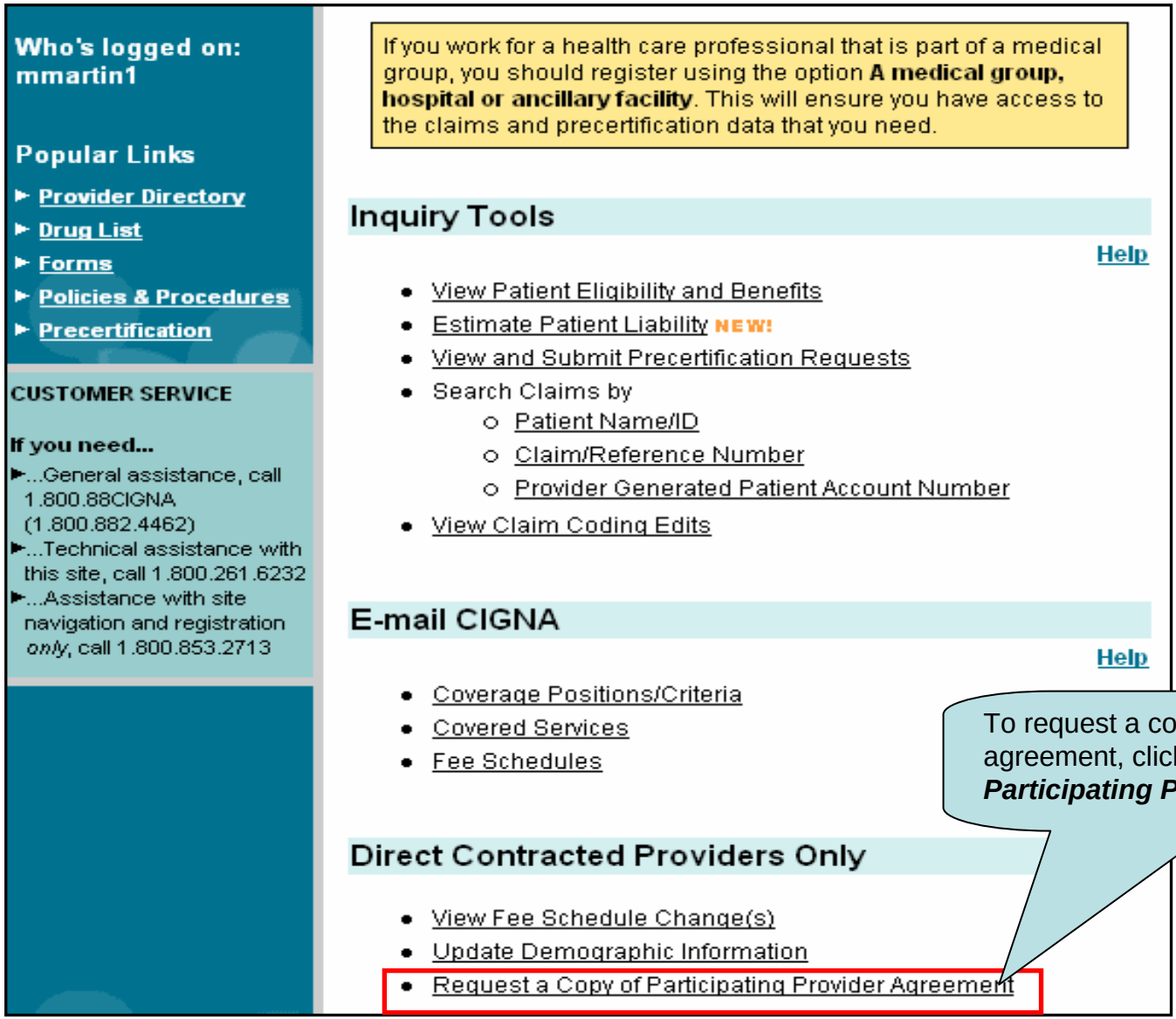
Your updates will be processed within 14 business days.

Non-Participating Providers



If the provider does not participate with CIGNA, refer to the information regarding credentialing and recredentialing.

Request a Copy of Participating Provider Agreement



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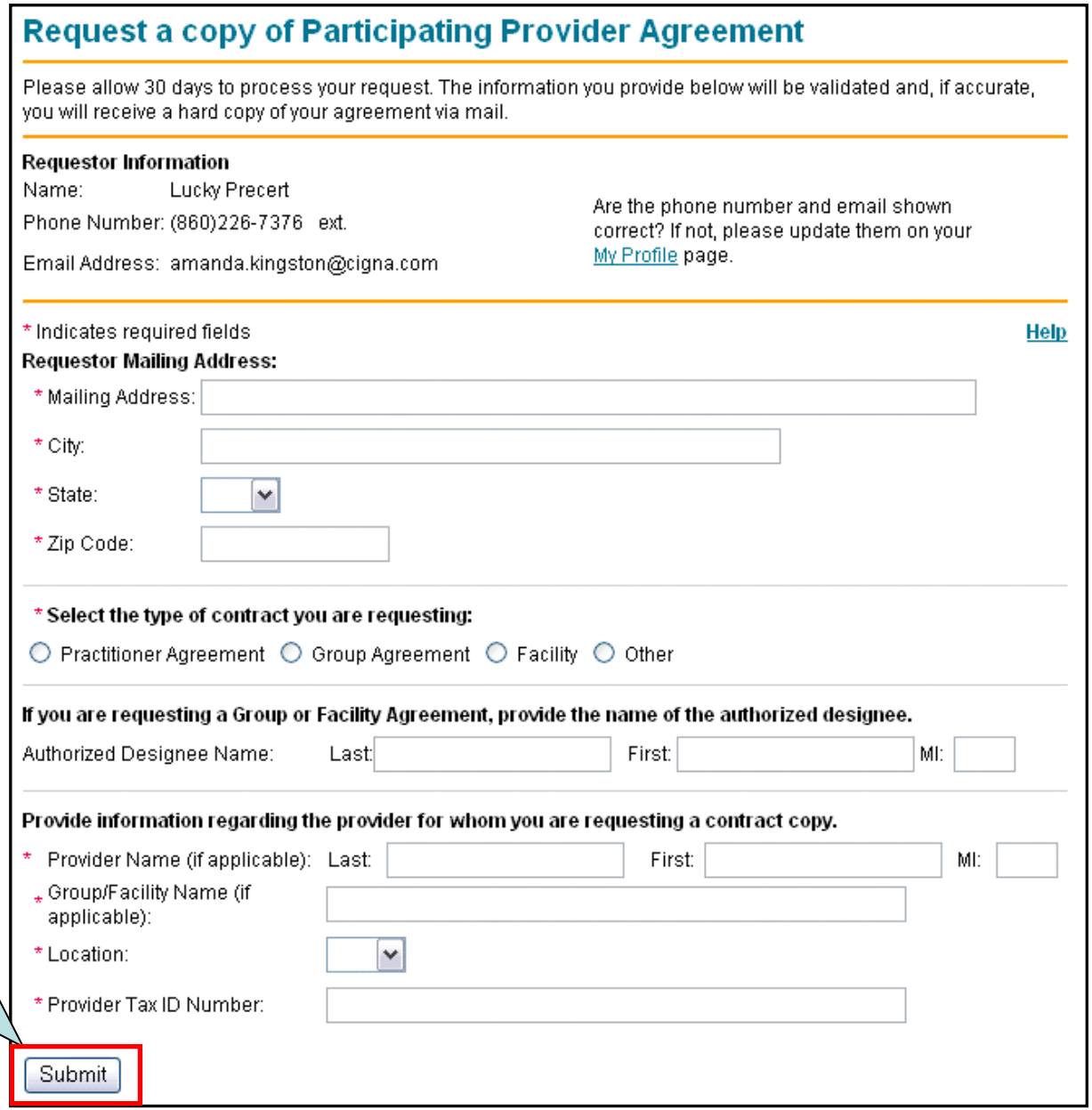

To request a copy of your participating provider agreement, enter the appropriate information and click ***Submit***.

Please allow 30 days to process your request. The information you provide will be validated and, if accurate, you will receive a hard copy of your agreement in the mail.

Conclusion

Congratulations!

You've completed the
CIGNA for Health Care Professionals Website
Direct Contracted Providers Only eCourse.

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