ELECTRONIC DATA INTERCHANGE (EDI): CLAIM STATUS INQUIRIES

What's Inside?

- EDI transaction types

- Working with vendors to use EDI

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WELCOME

At Cigna, we want to help you make the most of your time and provide the tools to help lower your administrative costs.

EDI transactions can give you access to the information you need in seconds, allowing you to spend more time on the most important part of health care assisting your patients.

This course is designed to provide information on Cigna's EDI claim status inquiry and response for health care professionals. It should take less than 15 minutes to complete.
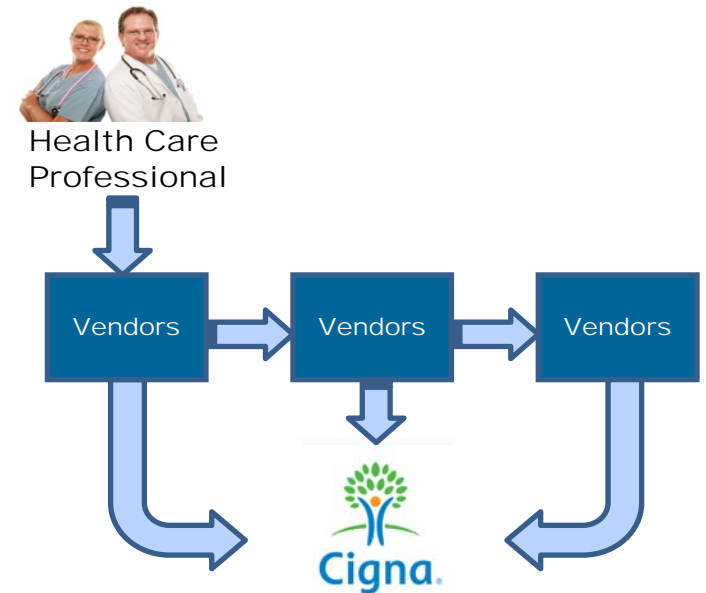
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WHAT IS EDI?

EDI is the electronic exchange of health care information between health care professionals and facilities, payers, and vendors.

Patient information is transferred between health care professionals and payers in a standardized, secure way.

Research has shown that health care professionals who use EDI transactions can save time and money through:

- Reduced time spent on the phone

- Real-time access to the status of claims, including pended, paid, or denied

- Accessing the check number and payment date for paid claims

- One user ID and password to access and interact with multiple health plans

Health Care Professional

Vendors → Vendors → Vendors

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EDI TRANSACTION TYPES

276 and 277 transactions

These transactions allow you to obtain information on the most current status of your claims.

You can submit claim status inquiries through your Clearinghouse, Practice Management System, or EDI vendor.

- **276**   Used to submit claim status *inquiries* to Cigna

- **277**   Your *response* from Cigna appears in seconds

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EDI TRANSACTION TYPES, CONT.

276 Inquiries

Information needed to submit a successful claim status inquiry:

- Patient's ID number
  - Can be submitted with or without the suffix,
    for example: U12345678 or U1234567801

- Patient's date of birth

- Identify if the patient is a subscriber or dependent

- Patient's first and last name

- Name and Tax ID or National Provider Identifier (NPI)
  of the billing provider from the original claim

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EDI TRANSACTION TYPES, CONT.

276 Inquiries, cont.

Supplying this information will enable Cigna to return only the status of a specific claim, or set of claims, for which you want to view:

• Date of service (a single date or range of dates)

• Cigna assigned claim number

• Total submitted charges

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EDI TRANSACTION TYPES, CONT.

277 Responses

You receive a response in seconds!

The claim status response can assist with claim research by providing:

- Status of each claim using the standard HIPAA claim status and claims status category codes

- Cigna claim number

- Total charge and paid amounts

- Claim processed date

- Payment date, method (check or electronic funds transfer) and check number

- Claim status history available for 2 years

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WORKING WITH VENDORS

EDI offers flexibility in working with vendors of your choice.

- You can use one user ID and password to work with multiple payers, including Cigna.

- You do not have to purchase additional software to work with Cigna.

- You can directly connect to Cigna systems using software from Post-N-Track, or through a clearinghouse.

  Post-N-Track software is free to health care professionals in the Cigna network. To enroll, contact Post-N-Track at 860.257.2030, or log on to Post-N-Track.com and click **Enroll.**

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WORKING WITH VENDORS TO SEND INQUIRIES

How does this work?

1. Cigna transmits claim status information in the
ANSI X12 format.

2. Your vendor reformats the information into a readable format.

3. How the information is displayed can vary by vendor.

Companion Guides can be obtained from Cigna's directly
contracted vendors. For the latest information on our
clearinghouse vendors and the transactions they support,
visit Cigna/EDIvendors.com.

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Congratulations!
You've completed the course.

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

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