

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

Claims Status Inquiry

This eCourse explains how to view and access:

- The status of your Cigna claims
- Service line details for each claim, including amount not covered, coinsurance, patient responsibility, and remark codes
- Payment information, including claim paid amount, check number, when a check or electronic funds transfer was issued, and payment method
- The remittance report associated with an electronic funds transfer

LOG IN TO THE WEBSITE

Enter your User ID and Password, then click LOGIN.

If you are not registered to use the website, click REGISTER NOW.

Enter Keyword **SEARCH RESOURCES**

LOGIN / REGISTER **LEARN HOW TO REGISTER** **SITE BENEFITS**

Cigna for Health Care Professionals

User ID » llewis1

Password » ●●●●●●

LOGIN

[Forgot User ID](#) | [Forgot Password](#)

Don't have a user ID?

REGISTER NOW **TEMPORARY ID** [What is a temporary ID?](#)

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informed on reform **Verizon Cybertrust Security** **CERTIFIED ENTERPRISE**

SEARCH FOR CLAIMS

Click CLAIMS > Search Claims to begin a claims search.

Signed in as: Lily Lewis(llewis1) | Settings and Preferences | Logout | Enter Keyword SEARCH RESOURCES

Cigna. DASHBOARD PATIENTS **CLAIMS** REMITTANCE REPORTS WORKING WITH CIGNA RESOURCES

DASHBOARD CLAIM SEARCH

FLAGGED PATIENTS FLAGGED CLAIMS

REMOVE UNFLAGGED PATIENTS | VIEW | All Coverage Statuses

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
U00000000	04/12/2012	01/01/1951	AUSTIN	ALLISON	Active
U00000000	02/15				Active
R00000000	03/05				Pending
R00000000	06/13				Active

Your dashboard is empty because you have no flagged patients.
[Learn how to get started.](#)

USEFUL LINKS

- Cigna Behavioral Health Care Professional Directory
- Medical Management
- Medical Necessity

LATEST UPDATES

CUSTOMER SUPPORT

SEARCH FOR CLAIMS

Search using one of five combinations. You can also select the date range for the search.

Claims Search

PATIENT INFORMATION **CLAIM/REFERENCE NUMBER**

Patient ID/Date of Birth Patient ID/Name Date of Birth/Name Patient ID/Date of Birth/Name Provider Generated Patient Account Number Which combination do I use?

Date of Service From To

Select editable date range ▼ 02/01/2013 08/01/2013 *Enter or select the date of service for up to a 6-month range.*

Patient ID Patient Date of Birth

455080349 09/04/1964

Select Providers/Groups:(CTRL-click for multiple selections)

- All
- LAVENDER JOAN E PSYD

SEARCH

Once you've completed the required fields, click SEARCH.

SELECT A CLAIM

Claims Search

[-] HIDE RESULTS

You searched for:

Patient ID: 911301101 | Date of Birth: 12/29/1977 | Patient First Name: Hannah | Patient Last Name: Harris | Date of Service ranges from: 02/01/2012 - 02/01/2012 | [VIEW COVERAGE](#)

[MODIFY SEARCH](#) [NEW SEARCH](#)

You can sort your search results by clicking on any of the column headings.

	Claim/Reference Number	Provider Generated Patient Account Number	Date(s) of Service	Date Received	Date Processed	Paid Amount	Charge Amount	Patient Responsibility	Servicing Provider	Status	Codes
	1303060082	2913681	11/01/2011	11/15/2011	12/02/2011	\$460.00	\$1,000.00	\$40.00	LAVENDER JOAN E PSYD	Paid	A2 ...
	1303060083	2913682	02/01/2012 - 02/02/2012	02/21/2012	02/21/2012	\$0.00	\$500.00	\$375.00	LAVENDER JOAN E PSYD	Processed	A2 ...
	1303060084	2913683	02/01/2012	02/01/2012	07/22/2011	\$0.00	\$2,000.00	\$0.00	LAVENDER JOAN E PSYD	Denied	A2 ...

VIEW [▶▶](#) All Claims [▼](#)

Click the Claim/Reference Number of the desired claim to review detailed claim information.

VIEW CLAIM DETAILS

On this page you can view all the details of a claim.

Click VIEW DETAILS IN NEW TAB, so the page is easy to open again later.

Click DETACH to open a new window with the claim details. Detach allows you compare the claim details to other web pages, without having to toggle back and forth between pages.

Claim 12012Z0032

[VIEW DETAILS IN NEW TAB](#)

DETAACH | USEFUL LINKS | Print | ?

Claim/Reference Number: 12012Z0032
 Claim Status: Paid

Claim Information

Claim/Reference Number: 12012Z0032
 Patient Name: Brian Brown | [View Coverage](#)
 Provider Generated Patient Account Number: 456852
 Service Providers: JOAN LAVENDER
 Date Received: --
 Date Processed: 09/19/2012
 HIPAA Status: F1: 65

Payment Information

Patient Responsibility: --
 Claim Amount Paid: \$85.00

Payment Details

i Checks that indicate a paid amount greater than the paid amount listed in the details above indicate a bulk payment made to the provider that includes payments for other claims.

Payee's Name	Payee's Address	Check Amount	Check Number	Check Status	Check Issued	Check Cleared	Payment Method
--	--	--	9000000451	--	09/19/2012	--	EFT

Procedures

Procedure Code	Dates of Service	Amount Charged	Allowed Amount	Amount Not Covered	Deductible/ Copay Applied	Covered Balance	Plan Coinsurance Paid	Patient Coinsurance	Patient Responsibility	Remark Code
90801	01/04/2012	\$125.00	--	--	--	--	\$85.00	--	--	--
Totals		\$125.00	--	--	--	--	\$85.00	--	--	--

Print the page for your records, if desired.



VIEW CLAIM DETAILS

Scroll down to view all the details of a chosen claim: payment details, procedure details involved in the claim, and the associated remittance report.

Payment Details

i Checks that indicate a paid amount greater than the paid amount listed in the details above indicate a bulk payment made to the provider that includes payments for other claims.

Payee's Name	Payee's Address	Check Amount	Check Number	Check Status	Check Issued	Check Cleared	Payment Method
--	--	--	9000000451	--	09/19/2012	--	Check

Procedures

Procedure Code	Dates of Service	Amount Charged	Allowed Amount	Amount Not Covered	Deductible/ Copay Applied	Covered Balance	Plan Coinsurance Paid	Patient Coinsurance	Patient Responsibility	Remark Code
90801	01/04/2012	\$125.00	--	--	--	--	\$85.00	--	--	--
Totals		\$125.00	--	--	--	--	\$85.00	--	--	--

This information reflects our data when the claim was processed. It may not reflect the final patient coinsurance due to other pending claims processing activities.

Remittance Reports

i **Instructions:** Reports that are more than 100 pages must be viewed in segments by selecting an option from the page range dropdown.

Remittance Tracking Number	Tax Identification Number	Payment Date	Deposit Amount	Product Type	Report Type	Number of Pages	
130717090000003	042374071	02/26/2012	\$85.00	PPO/OAP	Remittance Report	4	1-4 View PDF

Click View PDF to view the remittance report, then you can save it or email it. (Online remittance reports are not available for patients with GWH-Cigna ID cards.)



Congratulations!
You've completed the
Cigna for Health Care Professionals Website
Claim Status Inquiry eCourse

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