CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

Claim Status Inquiry

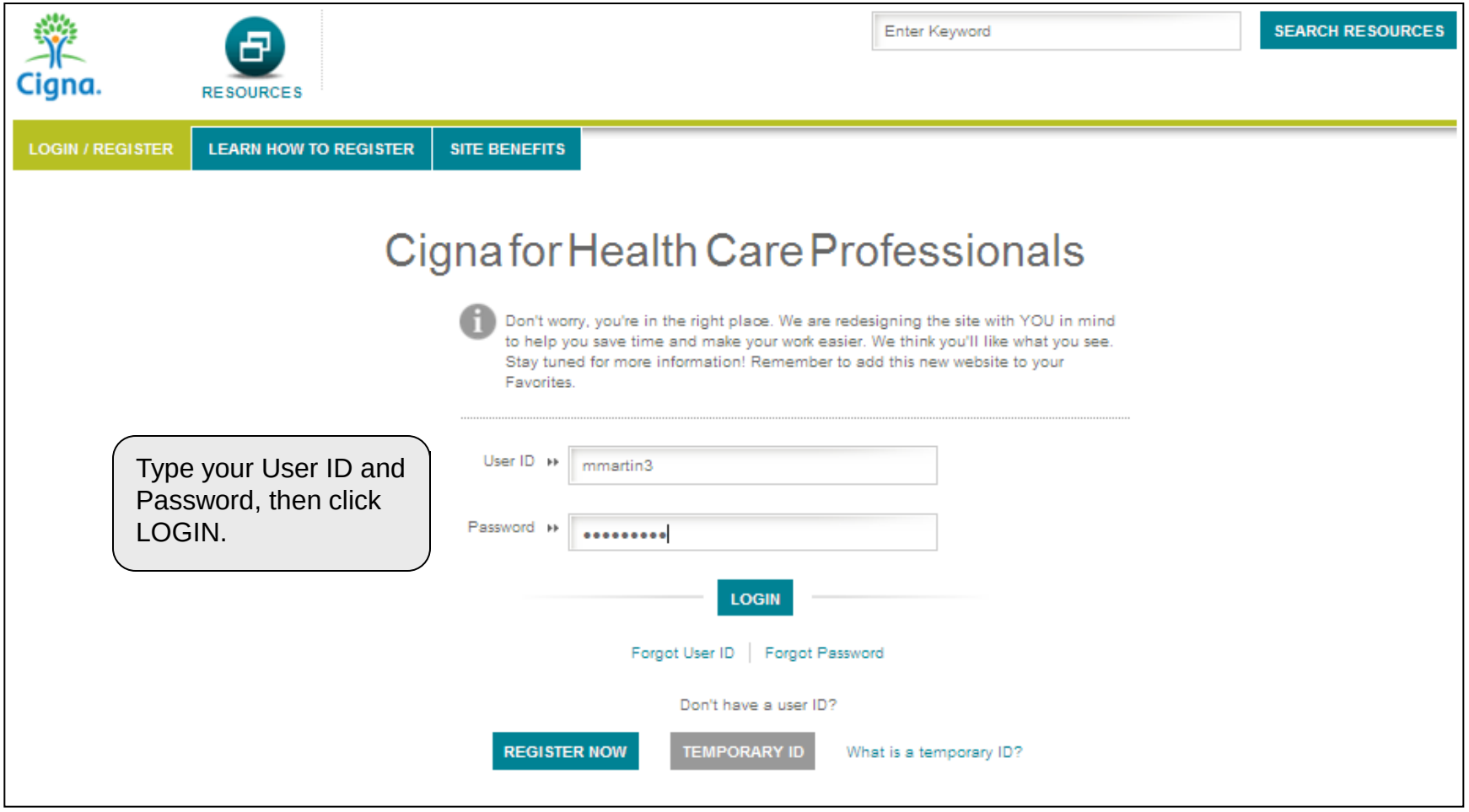
This eCourse explains how to view and access the:

- Status of your Cigna medical and behavioral 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 fund transfer was issued, payment method, date it cleared
- Remittance report associated with an electronic fund transfer
- Claim coding edits tool

GO YOU℠

Cigna®

LOG IN TO THE WEBSITE



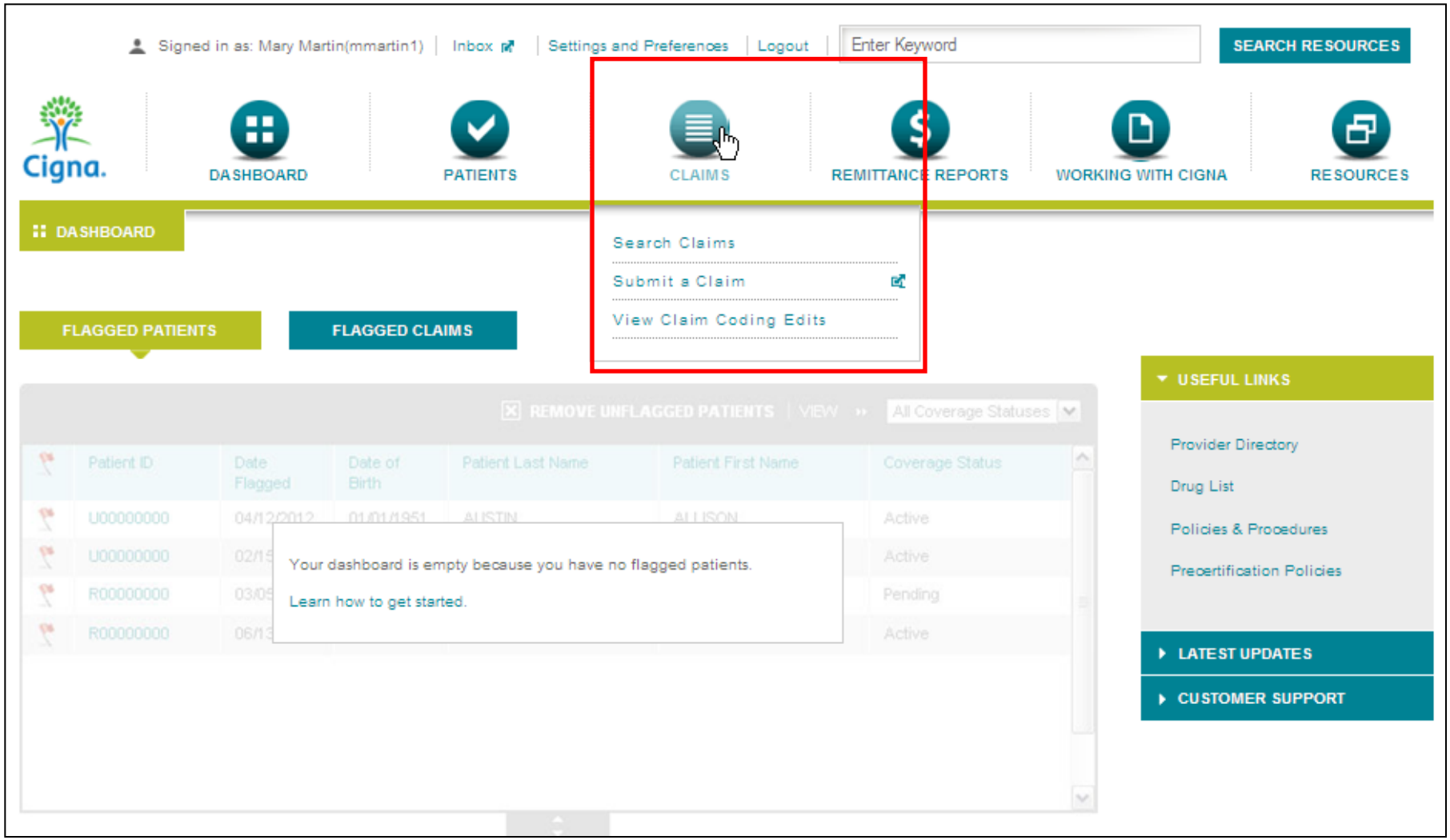
Type your User ID and Password, then click LOGIN.

Cigna.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

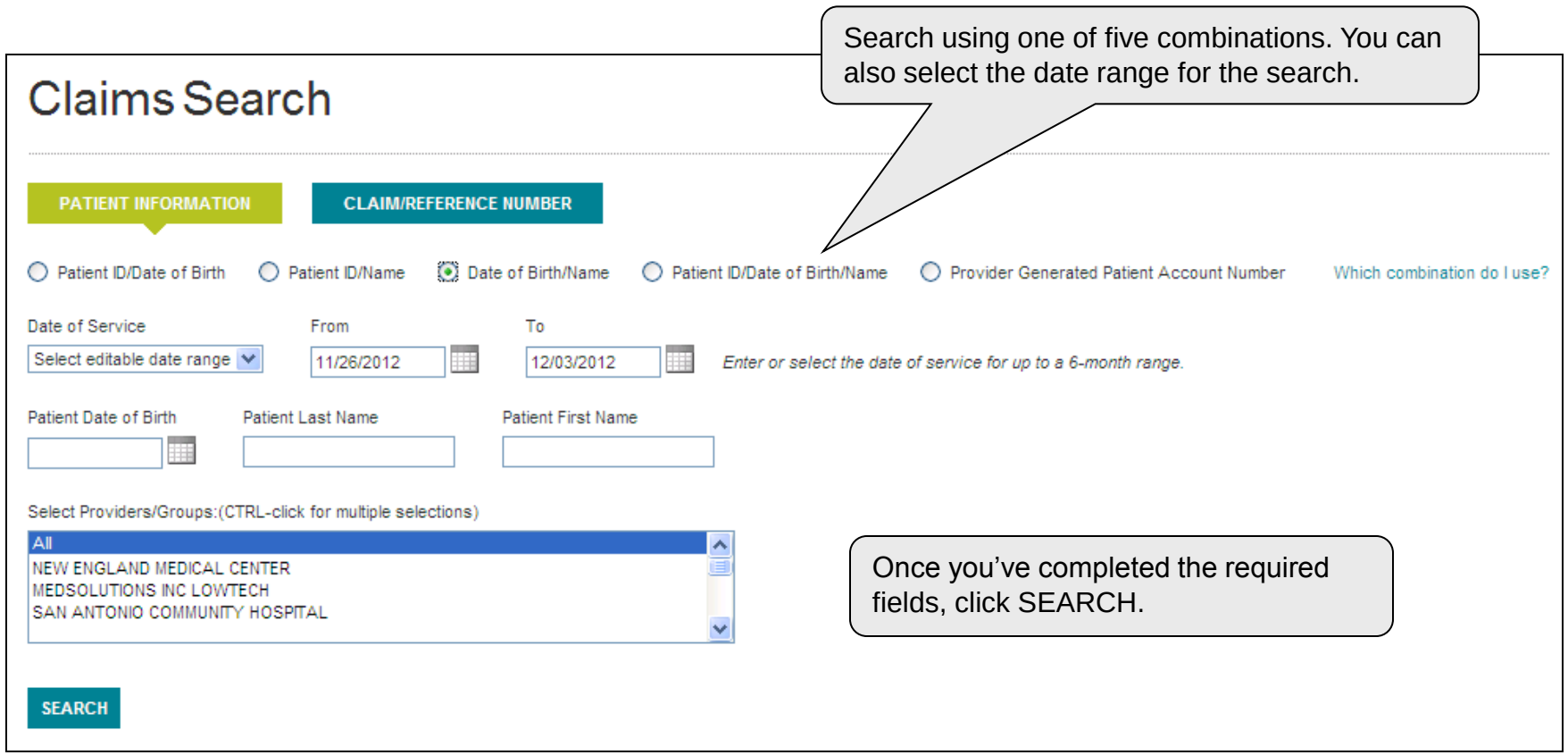
SEARCH FOR CLAIMS

Click CLAIMS > Search Claims to begin a medical or behavioral claims search



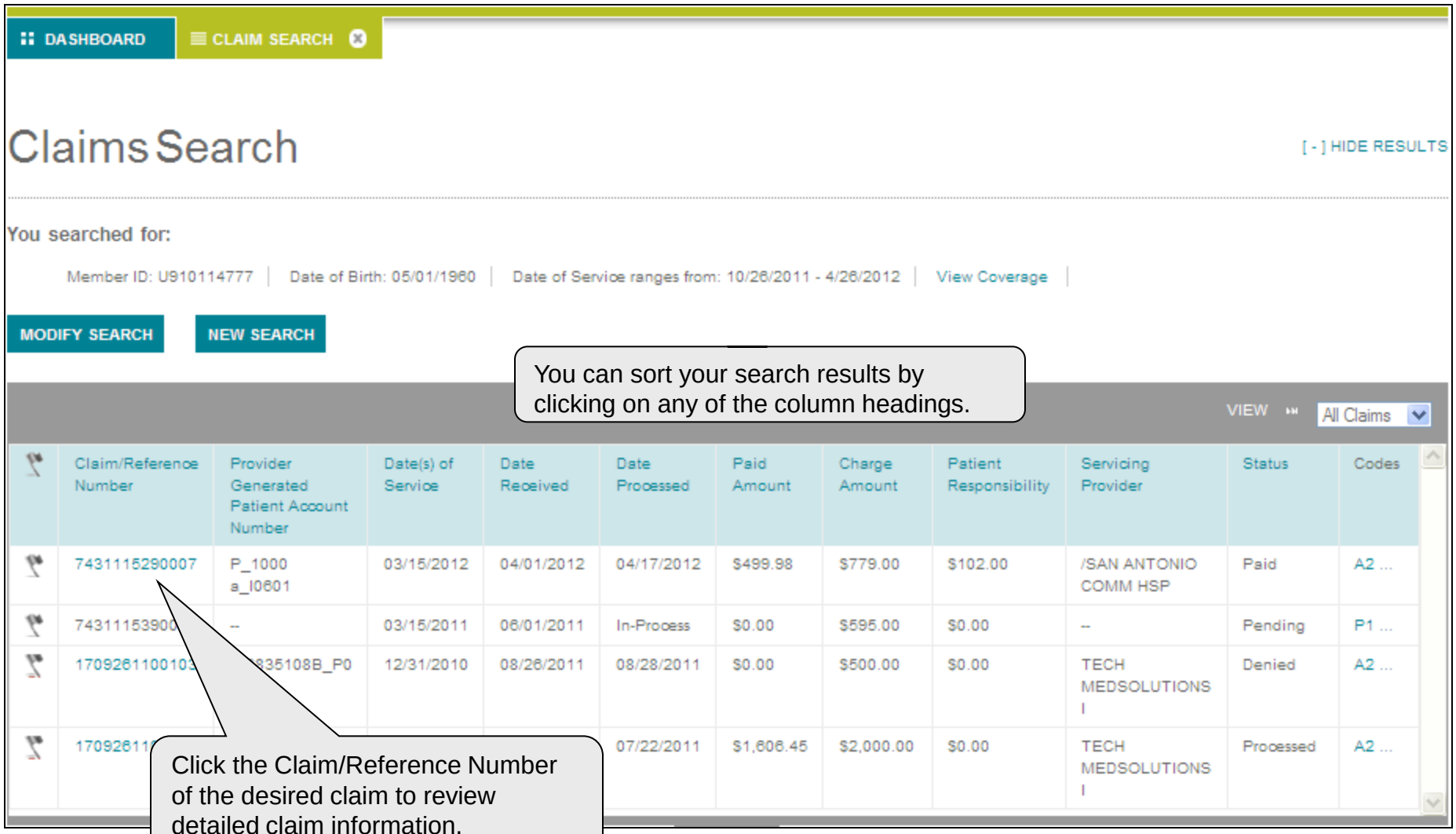
Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

SEARCH FOR CLAIMS



Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

SELECT A CLAIM



Cigna

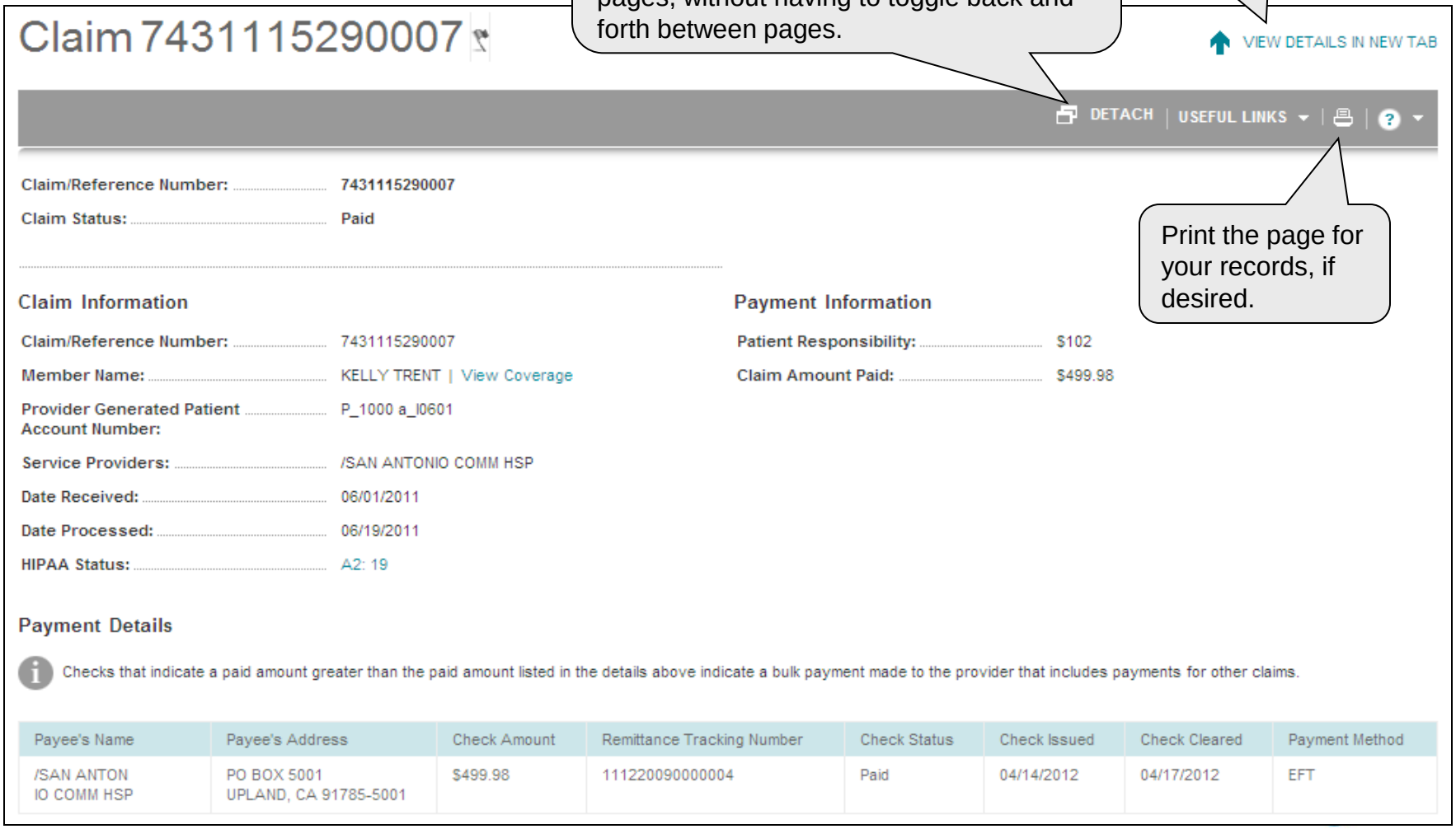
Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

VIEW CLAIM DETAILS

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

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

View details in a new tab, so the page is easy to open again later.



Print the page for your records, if desired.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

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

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	Remittance Tracking Number	Check Status	Check Issued	Check Cleared	Payment Method
/SAN ANTON IO COMM HSP	PO BOX 5001 UPLAND, CA 91785-5001	$499.98	111220090000004	Paid	04/14/2012	04/17/2012	EFT

Procedures

Procedure Code	Dates Of Service	Amount Charged	Allowed Amount	Amount Not Covered	Deductible/ Copay Applied	Covered Balance	Plan Coinsurance Paid	Patient Coinsurance	Remark Code	Paid from HRA
0301	03/15/2012	$398.00	$106.67	$99.00	$113.34	$66.67	70%= $46.67	30%= $20.00		$20.62
Additional Service	03/15/2012	$0.00	$192.33	$0.00	$400.00	$191.33	100%= $191.33	0%= $0.00		$0.00
0302	03/15/2012	$381.00	$286.00	$95.00	$0.00	$286.00	100%= $286.00	0%= $0.00		$0.00
Totals		$779.00	$585.00	$194.00	$100.00	$544.00	$499.98	$20.00		$20.62

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

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

VIEW ▸▸ All Report Types

Remittance Tracking Number	Tax Identification Number	Payment Date	Deposit Amount	Product Type	Report Type	Number of Pages	
111220090000004	275493148	04/17/2012	$499.98	Managed Care	Remittance Report	2	1-2 View PDF

Click View PDF to view the remittance report, then you can save it or email it.

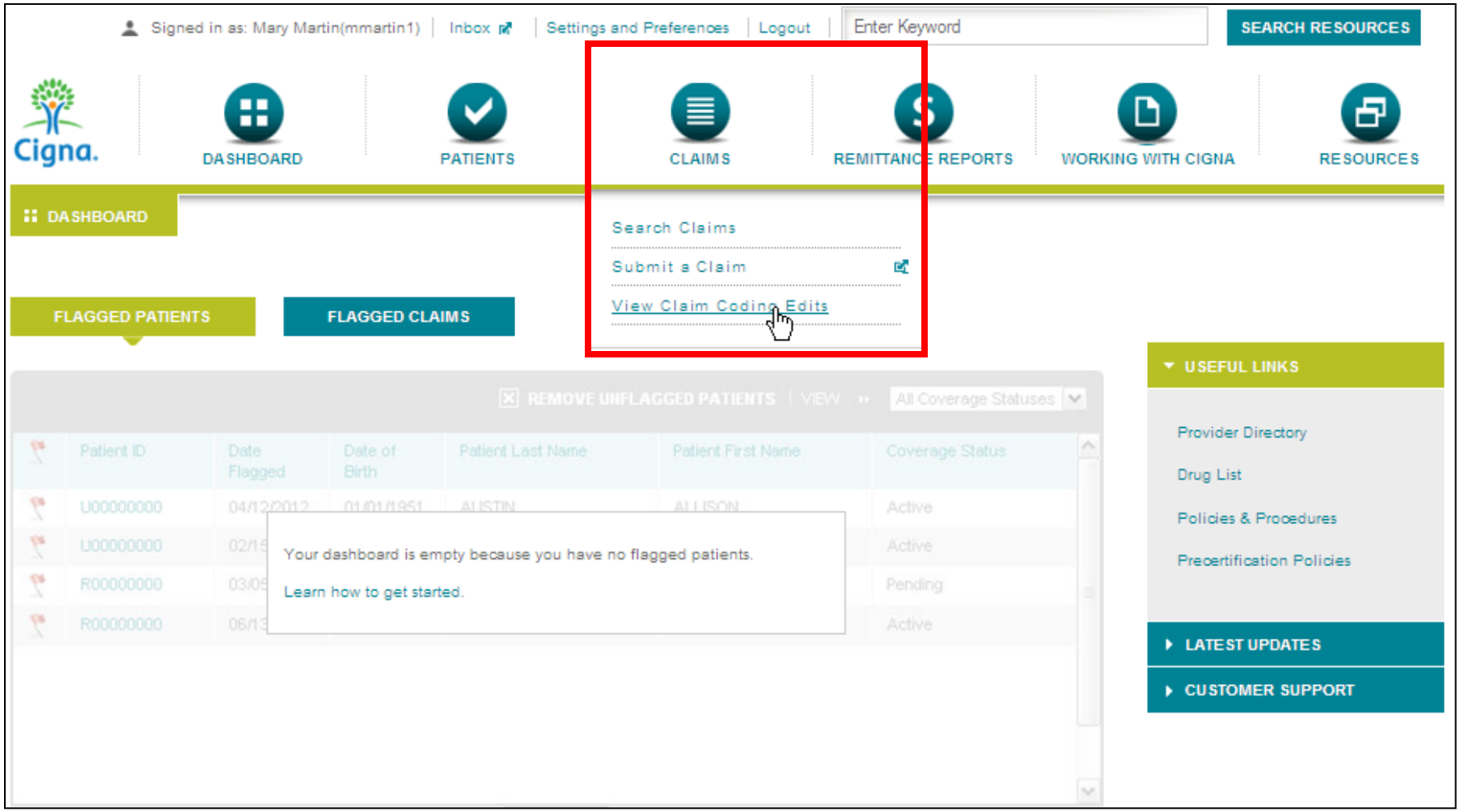
Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS

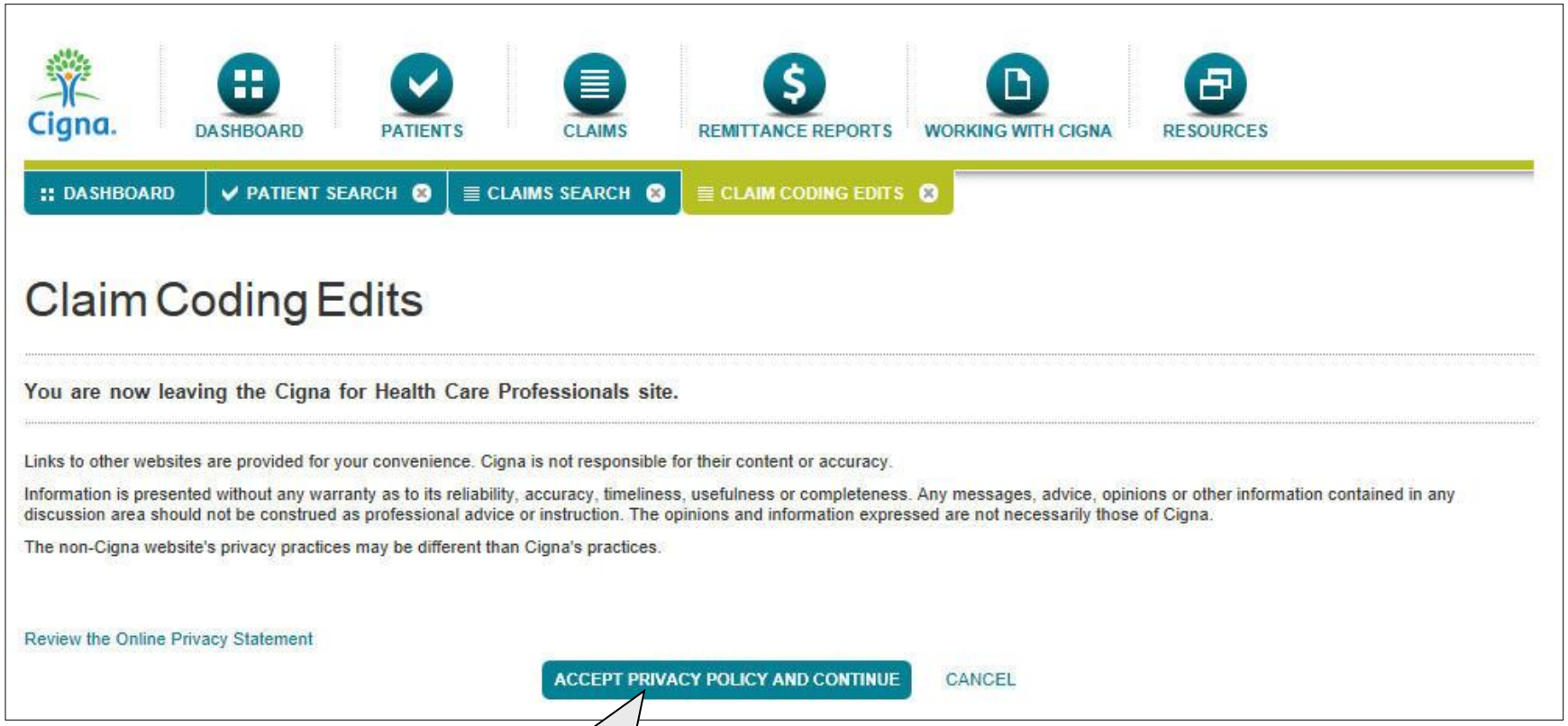
View Claim Coding Edits provides access to Clear Claim Connection, a tool that allows you to search for coding edits before or after submitting a medical claim.



Cigna.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS



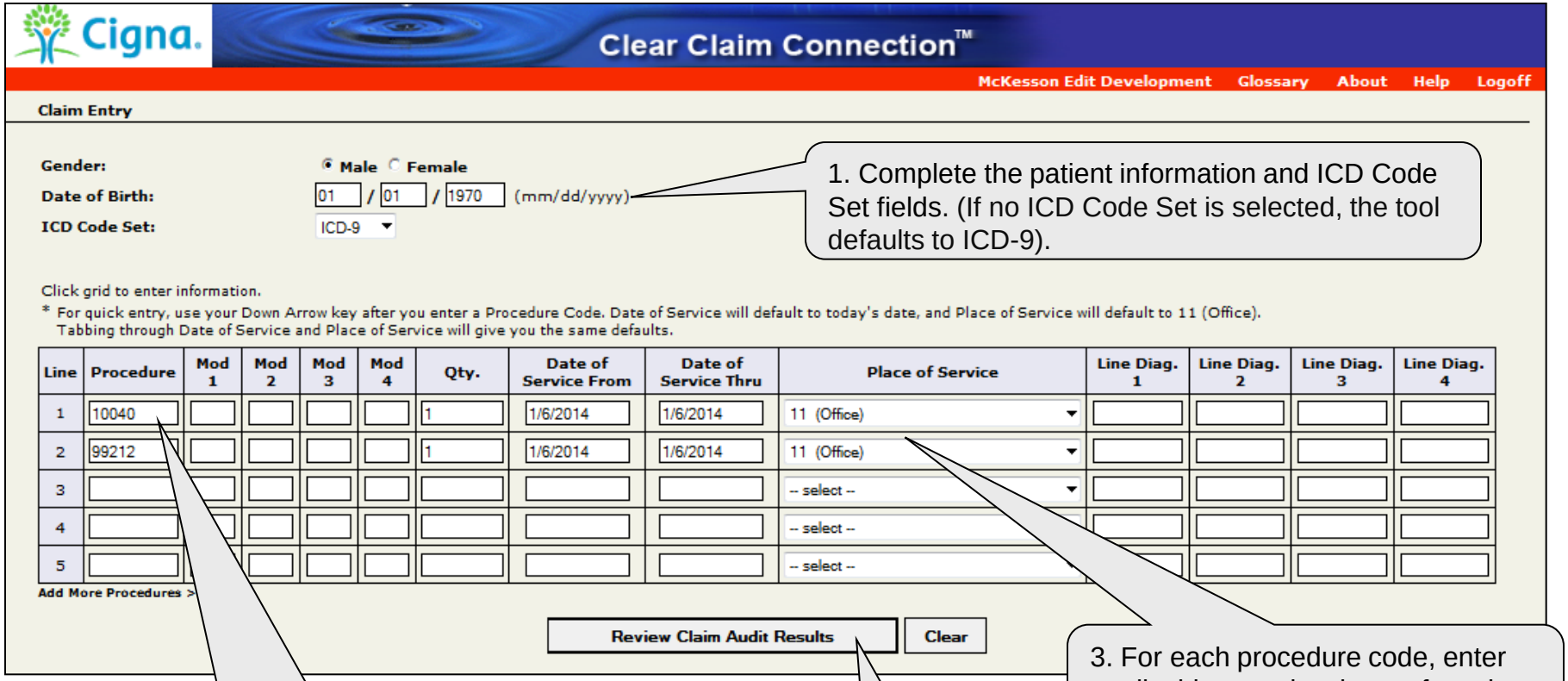
Click ACCEPT PRIVACY POLICY AND CONTINUE.

Cigna.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS

Here is an example of the steps to request claim coding edits. Note that while certain fields are optional (Modifier, Place of Service, Diagnosis), their use may affect the code editing outcome.



1. Complete the patient information and ICD Code Set fields. (If no ICD Code Set is selected, the tool defaults to ICD-9).

2. Enter up to 10 procedure codes and applicable modifiers for each code.

3. For each procedure code, enter applicable quantity, dates of service, place of service, and diagnoses.

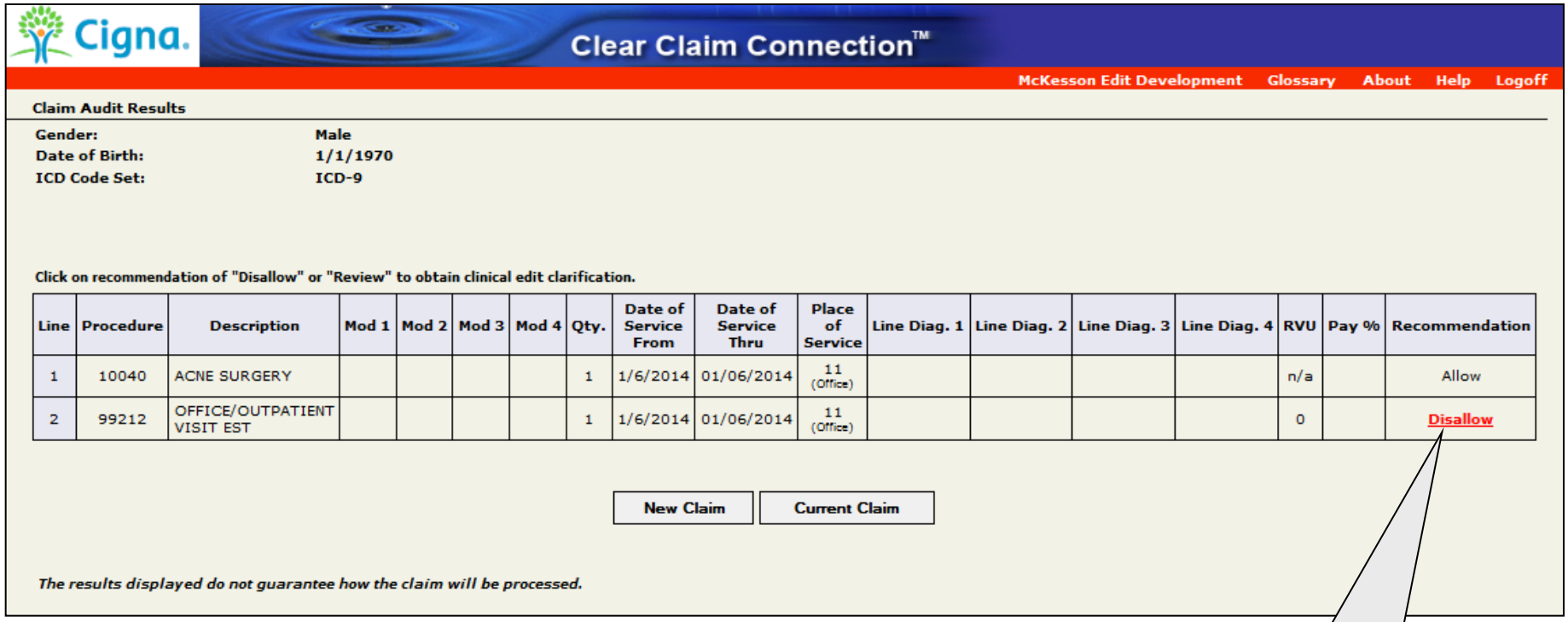
4. Click Review Claim Audit Results.

Cigna.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS

Here is an example of claim coding edit request results.



Click Disallow to see the clinical edit details.

Cigna.

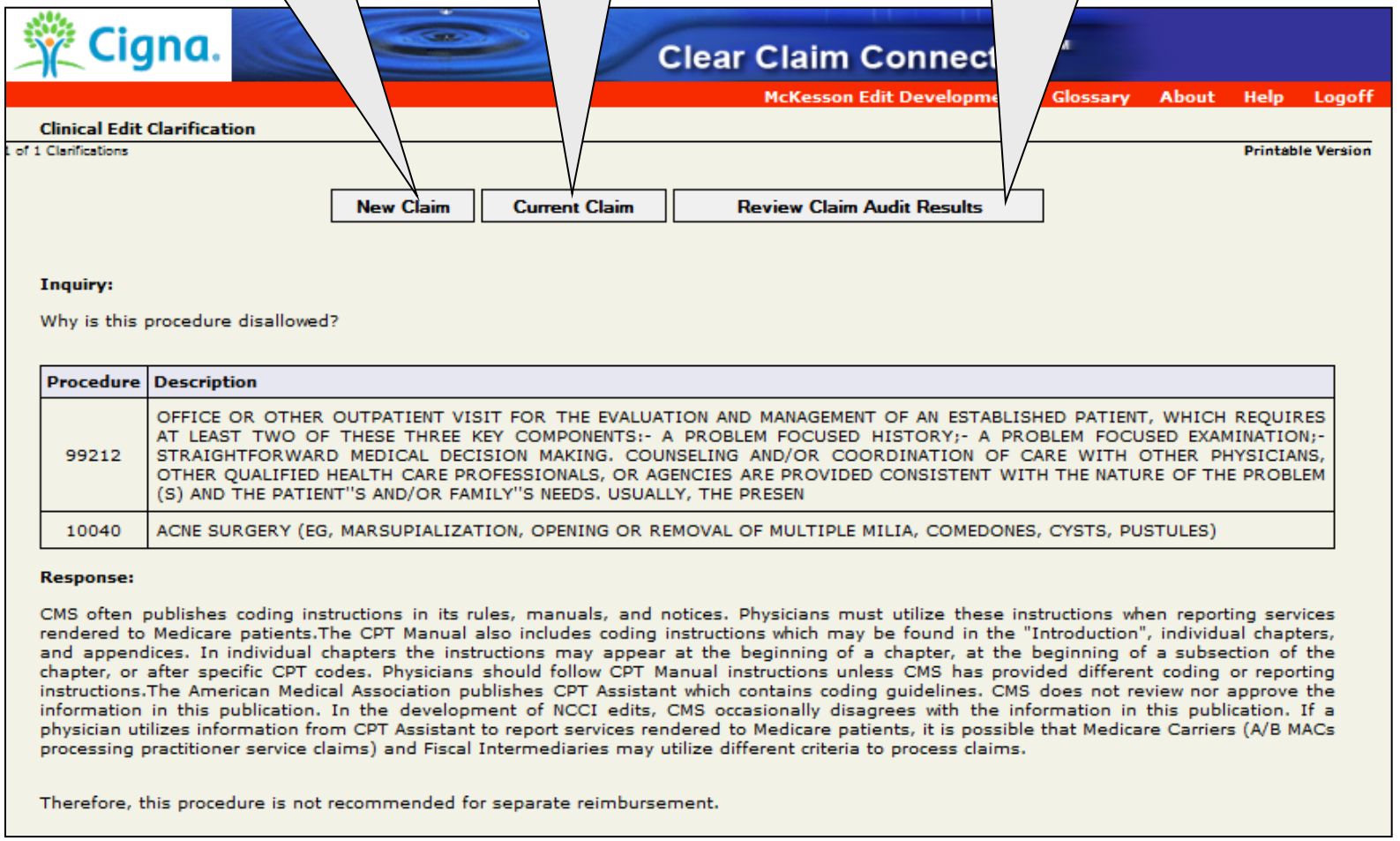
Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

CLAIM CODING EDITS

Click New Claim to begin a new claim code edit request.

Click Current Claim to review your original request for code edits.

Click Review Claim Audit Results to return to the results of the original request.



Cigna.

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2014 Cigna

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

Bookmark CignaforHCP.com today!

Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

"Cigna," the "Tree of Life" logo and "GO YOU" 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 by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. All models are used for illustrative purposes only.

000000 00/14 © 2014 Cigna. Some content provided under license.

GO YOU℠

Cigna®