

# 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

# LOG IN TO THE WEBSITE

The screenshot shows the Cigna website's login page for health care professionals. At the top left is the Cigna logo. To its right is a 'RESOURCES' icon. Further right is a search bar with the placeholder text 'Enter Keyword' and a 'SEARCH RESOURCES' button. Below the search bar is a navigation menu with three items: 'LOGIN / REGISTER' (highlighted in green), 'LEARN HOW TO REGISTER', and 'SITE BENEFITS'. The main heading is 'Cigna for Health Care Professionals'. Below this is an information icon (i) followed by a message: 'Don't worry, you're in the right place. We are redesigning the site with YOU in mind to help you save time and make your work easier. We think you'll like what you see. Stay tuned for more information! Remember to add this new website to your Favorites.' Below the message is a horizontal line. Underneath the line are two input fields: 'User ID' with the value 'mmartin3' and 'Password' with masked characters. Below the password field is a 'LOGIN' button. Under the 'LOGIN' button are two links: 'Forgot User ID' and 'Forgot Password'. Below these links is the text 'Don't have a user ID?'. At the bottom are three buttons: 'REGISTER NOW' (highlighted in green), 'TEMPORARY ID' (highlighted in grey), and 'What is a temporary ID?' (a link).

Enter Keyword **SEARCH RESOURCES**

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

## Cigna for Health Care Professionals

**i** Don't worry, you're in the right place. We are redesigning the site with YOU in mind to help you save time and make your work easier. We think you'll like what you see. Stay tuned for more information! Remember to add this new website to your Favorites.

User ID **▶▶**

Password **▶▶**

**LOGIN**

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

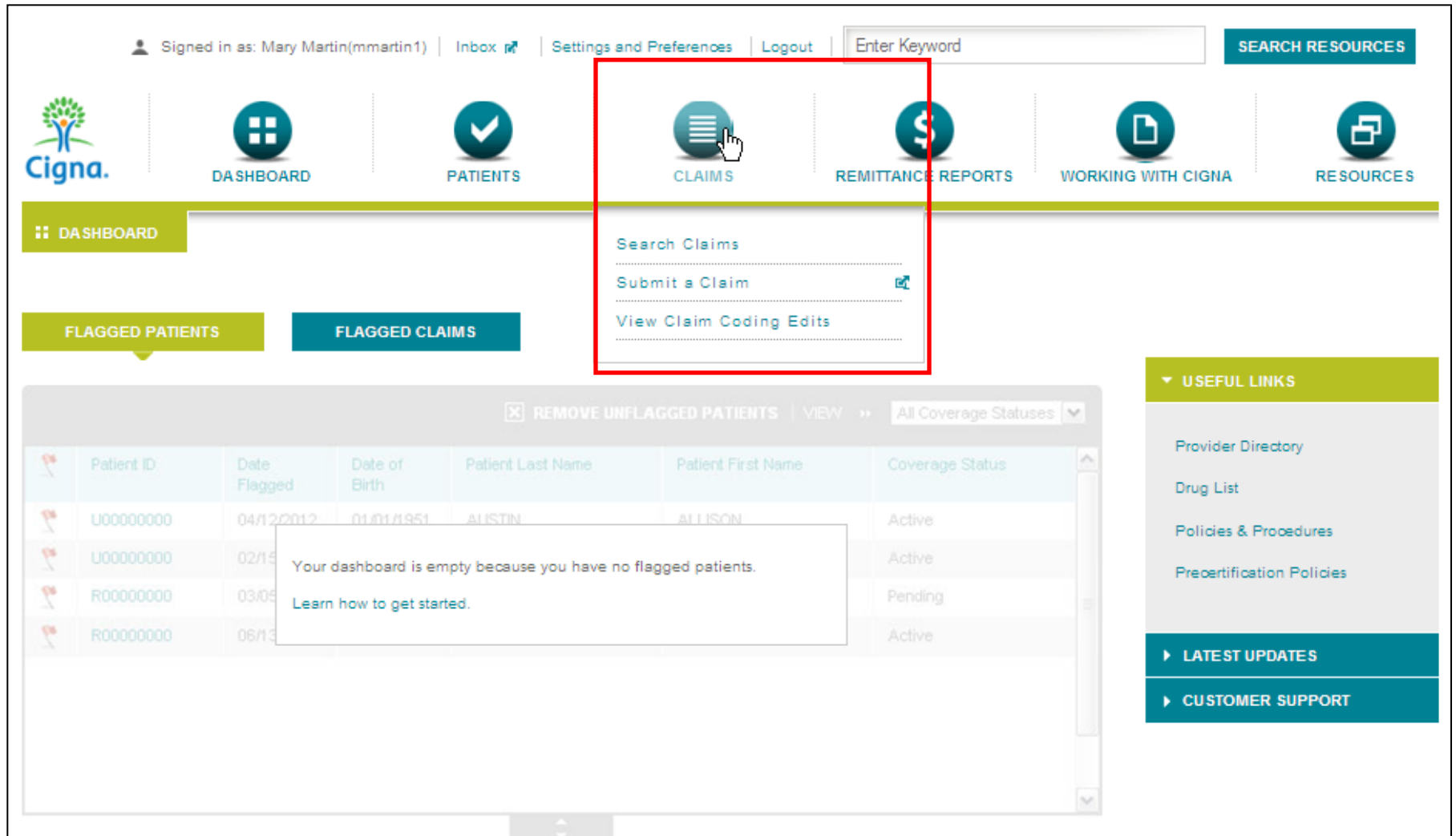
Don't have a user ID?

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

Type your User ID and Password, then click LOGIN.

# SEARCH FOR CLAIMS

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



Signed in as: Mary Martin(mmartin1) | Inbox | Settings and Preferences | Logout | Enter Keyword | SEARCH RESOURCES

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

DASHBOARD FLAGGED PATIENTS FLAGGED CLAIMS

Search Claims  
Submit a Claim  
View Claim Coding Edits

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  
Provider Directory  
Drug List  
Policies & Procedures  
Precertification Policies

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 ▼    11/26/2012    12/03/2012    *Enter or select the date of service for up to a 6-month range.*

Patient Date of Birth    Patient Last Name    Patient First Name

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

- All
- NEW ENGLAND MEDICAL CENTER
- MEDSOLUTIONS INC LOWTECH
- SAN ANTONIO COMMUNITY HOSPITAL

**SEARCH**

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

# SELECT A CLAIM

**DASHBOARD** | **CLAIM SEARCH** ✕

## Claims Search [ - ] HIDE RESULTS





You searched for:

Member ID: U910114777 | Date of Birth: 05/01/1960 | Date of Service ranges from: 10/26/2011 - 4/26/2012 | [View Coverage](#)

**MODIFY SEARCH** | **NEW SEARCH**

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

VIEW ☰ All Claims ▼

	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
	7431115290007	P_1000 a_10601	03/15/2012	04/01/2012	04/17/2012	\$499.98	\$779.00	\$102.00	/SAN ANTONIO COMM HSP	Paid	A2 ...
	74311153900	--	03/15/2011	06/01/2011	In-Process	\$0.00	\$595.00	\$0.00	--	Pending	P1 ...
	1709261100103	835108B_P0	12/31/2010	08/26/2011	08/28/2011	\$0.00	\$500.00	\$0.00	TECH MEDSOLUTIONS I	Denied	A2 ...
	17092611				07/22/2011	\$1,606.45	\$2,000.00	\$0.00	TECH MEDSOLUTIONS I	Processed	A2 ...

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 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.

Claim 7431115290007

[VIEW DETAILS IN NEW TAB](#)

DETACH | USEFUL LINKS | |

Claim/Reference Number: 7431115290007  
Claim Status: Paid

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**Claim Information**

Claim/Reference Number: 7431115290007  
Member Name: KELLY TRENT | [View Coverage](#)  
Provider Generated Patient Account Number: P\_1000 a\_I0601  
Service Providers: /SAN ANTONIO COMM HSP  
Date Received: 06/01/2011  
Date Processed: 06/19/2011  
HIPAA Status: A2: 19

**Payment Information**

Patient Responsibility: \$102  
Claim Amount Paid: \$499.98

**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	1112200900000004	Paid	04/14/2012	04/17/2012	EFT

# 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	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
<b>Totals</b>		\$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

**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	
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.



# CLAIM CODING EDITS



# 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.

Signed in as: Mary Martin(mmartin1) | Inbox | Settings and Preferences | Logout | Enter Keyword | **SEARCH RESOURCES**

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

**DASHBOARD** | **FLAGGED PATIENTS** | **FLAGGED CLAIMS**

**CLAIMS** dropdown menu:

- Search Claims
- Submit a Claim
- View Claim Coding Edits**

REMOVE UNFLAGGED PATIENTS | VIEW | All Coverage Statuses

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
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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**

- Provider Directory
- Drug List
- Policies & Procedures
- Precertification Policies

**LATEST UPDATES**

**CUSTOMER SUPPORT**

# CLAIM CODING EDITS

The screenshot shows the top navigation bar of the Cigna website. The navigation bar includes the Cigna logo and several menu items: DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS, WORKING WITH CIGNA, and RESOURCES. Below the navigation bar is a secondary bar with buttons for DASHBOARD, PATIENT SEARCH, CLAIMS SEARCH, and CLAIM CODING EDITS. The CLAIM CODING EDITS button is highlighted in green. Below the navigation bars is a section titled "Claim Coding Edits" with a warning message: "You are now leaving the Cigna for Health Care Professionals site." This is followed by a disclaimer: "Links to other websites are provided for your convenience. Cigna is not responsible for their content or accuracy. Information is presented without any warranty as to its reliability, accuracy, timeliness, usefulness or completeness. Any messages, advice, opinions or other information contained in any discussion area should not be construed as professional advice or instruction. The opinions and information expressed are not necessarily those of Cigna. The non-Cigna website's privacy practices may be different than Cigna's practices." At the bottom of the warning section, there is a link to "Review the Online Privacy Statement" and two buttons: "ACCEPT PRIVACY POLICY AND CONTINUE" and "CANCEL". A callout box points to the "ACCEPT PRIVACY POLICY AND CONTINUE" button.

**CLAIM CODING EDITS**

**Claim Coding Edits**

You are now leaving the Cigna for Health Care Professionals site.

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Information is presented without any warranty as to its reliability, accuracy, timeliness, usefulness or completeness. Any messages, advice, opinions or other information contained in any discussion area should not be construed as professional advice or instruction. The opinions and information expressed are not necessarily those of Cigna.

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[Review the Online Privacy Statement](#)

**ACCEPT PRIVACY POLICY AND CONTINUE** CANCEL

Click ACCEPT PRIVACY POLICY AND CONTINUE.

# 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.

**Cigna** Clear Claim Connection™

McKesson Edit Development Glossary About Help Logoff

**Claim Entry**

Gender:  Male  Female

Date of Birth: 01 / 01 / 1970 (mm/dd/yyyy)

ICD Code Set: ICD-9

Click grid to enter information.  
 \* For quick entry, use your Down Arrow key after you enter a Procedure Code. Date of Service will default to today's date, and Place of Service will default to 11 (Office).  
 Tabbing through Date of Service and Place of Service will give you the same defaults.

Line	Procedure	Mod 1	Mod 2	Mod 3	Mod 4	Qty.	Date of Service From	Date of Service Thru	Place of Service	Line Diag. 1	Line Diag. 2	Line Diag. 3	Line Diag. 4
1	10040					1	1/6/2014	1/6/2014	11 (Office)				
2	99212					1	1/6/2014	1/6/2014	11 (Office)				
3									-- select --				
4									-- select --				
5									-- select --				

Add More Procedures >

Review Claim Audit Results Clear

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.



4. Click Review Claim Audit Results.

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



# CLAIM CODING EDITS

Here is an example of claim coding edit request results.

McKesson Edit Development   Glossary   About   Help   Logoff

**Claim Audit Results**

Gender: Male  
 Date of Birth: 1/1/1970  
 ICD Code Set: ICD-9

Click on recommendation of "Disallow" or "Review" to obtain clinical edit clarification.

Line	Procedure	Description	Mod 1	Mod 2	Mod 3	Mod 4	Qty.	Date of Service From	Date of Service Thru	Place of Service	Line Diag. 1	Line Diag. 2	Line Diag. 3	Line Diag. 4	RVU	Pay %	Recommendation
1	10040	ACNE SURGERY					1	1/6/2014	01/06/2014	11 (Office)					n/a		Allow
2	99212	OFFICE/OUTPATIENT VISIT EST					1	1/6/2014	01/06/2014	11 (Office)					0		<b>Disallow</b>

*The results displayed do not guarantee how the claim will be processed.*

Click Disallow to see the clinical edit details.



# 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.** Clear Claim Connect

McKesson Edit Development Glossary About Help Logoff

**Clinical Edit Clarification**  
1 of 1 Clarifications Printable Version

**New Claim** **Current Claim** **Review Claim Audit Results**

**Inquiry:**  
Why is this procedure disallowed?

Procedure	Description
99212	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED PATIENT, WHICH REQUIRES AT LEAST TWO OF THESE THREE KEY COMPONENTS:- A PROBLEM FOCUSED HISTORY;- A PROBLEM FOCUSED EXAMINATION;- STRAIGHTFORWARD MEDICAL DECISION MAKING. COUNSELING AND/OR COORDINATION OF CARE WITH OTHER PHYSICIANS, OTHER QUALIFIED HEALTH CARE PROFESSIONALS, OR AGENCIES ARE PROVIDED CONSISTENT WITH THE NATURE OF THE PROBLEM (S) AND THE PATIENT'S AND/OR FAMILY'S NEEDS. USUALLY, THE PRESEN
10040	ACNE SURGERY (EG, MARSUPIALIZATION, OPENING OR REMOVAL OF MULTIPLE MILIA, COMEDONES, CYSTS, PUSTULES)

**Response:**

CMS often publishes coding instructions in its rules, manuals, and notices. Physicians must utilize these instructions when reporting services rendered to Medicare patients. The CPT Manual also includes coding instructions which may be found in the "Introduction", individual chapters, and appendices. In individual chapters the instructions may appear at the beginning of a chapter, at the beginning of a subsection of the chapter, or after specific CPT codes. Physicians should follow CPT Manual instructions unless CMS has provided different coding or reporting instructions. The American Medical Association publishes CPT Assistant which contains coding guidelines. CMS does not review nor approve the information in this publication. In the development of NCCI edits, CMS occasionally disagrees with the information in this publication. If a physician utilizes information from CPT Assistant to report services rendered to Medicare patients, it is possible that Medicare Carriers (A/B MACs processing practitioner service claims) and Fiscal Intermediaries may utilize different criteria to process claims.

Therefore, this procedure is not recommended for separate reimbursement.

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

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

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

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**GO YOU**<sup>SM</sup>

