

# CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

## Eligibility and Benefits

This eCourse explains how to view and access:

- Eligibility and coverage information
- Coinsurance, deductibles, amounts applied to date, and benefit maximums
- Detailed coverage information
- Subscriber information, the patient's method of funding, and coordination of benefits details

# LOGGING IN

Begin by logging in to CignaforHCP.com

The screenshot shows the login page for Cigna for Health Care Professionals. At the top left is the Cigna logo and a 'RESOURCES' icon. A search bar with the placeholder 'Enter Keyword' and a 'SEARCH RESOURCES' button is at the top right. A navigation bar contains 'LOGIN / REGISTER', 'LEARN HOW TO REGISTER', and 'SITE BENEFITS'. The main heading is 'Cigna for Health Care Professionals'. The login form includes a 'User ID' field with 'llewis1' and a 'Password' field with masked characters. A 'LOGIN' button is below the fields. Links for 'Forgot User ID' and 'Forgot Password' are provided. Below these are links for 'Don't have a user ID?', 'REGISTER NOW', 'TEMPORARY ID', and 'What is a temporary ID?'. Two callout boxes provide instructions: one pointing to the login fields and another pointing to the 'REGISTER NOW' button. The footer contains the Cigna logo, site navigation links, copyright information, and logos for 'informed on reform', 'Verizon Cybertrust Security', and 'CERTIFIED ENTERPRISE'.

Enter your User ID and Password, then click LOGIN.

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



# SEARCH PATIENTS

Click PATIENTS > Search Patients to begin the eligibility and benefits 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

FLAGGED PATIENTS FLAGGED CLAIMS

Search Patients (Verify Eligibility, Estimate Patient Liability)

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	ALISTIN	ALLISON	Active
U00000000	02/15				Active
R00000000	03/05				Pending
R00000000	05/13				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 A PATIENT

**DASHBOARD** ✓ **PATIENT SEARCH** ✕

## Patient Search

**Instructions:** You may search past, present or future coverage details for up to 10 patients.

Search using the ID number found on the patient's ID card. You can search on all fields or with any combinations: Patient ID and Date of Birth OR Patient ID, Last Name and First Name OR Patient Date of Birth, Last Name and First Name.

ELIGIBILITY AS OF: ▶▶ 07/26/2013 📅

Patient ID	Patient Date of Birth	Patient Last Name	Patient First Name	
455080349		Brown	Brian	REMOVE
	12/29/1977	Harris	Hannah	REMOVE
625110506	05/03/1993	Anderson	Amy	REMOVE

**ADD NEW PATIENT**

**SEARCH**

1. Use any one of these search combinations.

You can change the date to view eligibility and benefits for up to two years in the past, or up to 30 days in the future.

2. Click SEARCH.

# SELECT A PATIENT

## Patient Search

MODIFY SEARCH

NEW SEARCH

[ - ] HIDE RESULTS | ?

Search results can be sorted by clicking any of the column headings.

PATIENT RESULTS AS OF ▶

VIEW ▶ All Coverage Statuses ▾

	Patient ID	Date of Birth	Patient Last	Patient First Name	Coverage From	Coverage To	Coverage Status	Account	Notes
🚩	455080349	09/04/1964	Brown	Brian	02/01/2008	12/31/9999	Active	4080424-123 Industries	
🚩	911301101	12/29/1977	Harris	Hannah	01/01/2011	12/31/9999	Active	2913681-ABC Transmission	
🚩	625110506	03/1993	Anderson	Amy	01/01/2006	05/03/2012	Termed		Change coverage Date 05/03/2012 📅

Click the Patient ID of the desired patient to review their detailed benefit information.

# VIEW ELIGIBILITY AND BENEFITS DETAILS

On this page you can view the patient's coverage details, begin an estimate of a patient's out of pocket costs for a procedure, or view the patient's claims.

Click DETACH to open a new window with the coverage details. Detach allows you compare the 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.

Scroll to a specific benefit

Print the page for your records, if desired

**Brian Brown**

MEDICAL MENTAL HEALTH VIEW CLAIMS

Coverage Details | Estimate Costs

SCROLL TO: [dropdown]

DETACH | USEFUL LINKS | [print] | [help]

ELIGIBILITY AS OF: 07/26/2013 [calendar] UPDATE

Patient ID: 455080349 Coverage From: 02/01/2008  
Account #: 4080424 Account Name: 123 Industries  
Coverage To: Present  
Plan: Preferred Provider Organization-Choice Fund HRA PPO

Additional coverage information for this patient can be found at <http://www.pmlink.com/>

This is not a guarantee of coverage or that the coverage amounts shown will remain unchanged until the date services are rendered. Any claim submitted is subject to all plan provisions including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.

Expand/Collapse All Categories

PATIENT AND PLAN DETAIL		
Patient Detail	Plan and Network Detail	Contacts
Name: Brian Brown ID#: 455080349	Plan Type: Preferred Provider Organization-Choice Fund HRA PPO Plan Funding Type: U Other Insurance: No	Provider Services: 800.88Cigna 800.882.4462 Member Services: CHC OF PHOENIX END STATE 800.244.6224

# VIEW ELIGIBILITY AND BENEFIT DETAILS

You can view detailed coverage information by category.

Click Expand/Collapse All Categories to open or close them all.

[Expand/Collapse All Categories](#)

- ▶ PATIENT AND PLAN DETAIL
- ▶ PLAN LEVEL COINSURANCE, DEDUCTIBLES AND MAXIMUMS
- ▶ CIGNA CHOICE FUND HEALTH REIMBURSEMENT ACCOUNT (HRA)
- ▶ NOTIFICATION, REFERRAL AND PRECERTIFICATION REQUIREMENTS
- ▶ ALCOHOLISM
- ▶ ANESTHESIA
- ▶ ANESTHESIOLOGIST
- ▶ COGNITIVE THERAPY
- ▶ DIAGNOSTIC LAB
- ▶ DIAGNOSTIC X-RAY
- ▶ DRUG ADDICTION
- ▶ HOSPITAL - EMERGENCY MEDICAL
- ▶ PATHOLOGY
- ▶ PRESCRIPTION COVERAGE
- ▶ PROFESSIONAL SERVICES
- ▶ PSYCHIATRIC - INPATIENT
- ▶ PSYCHIATRIC - OUTPATIENT
- ▶ PSYCHIATRIC - ROOM AND BOARD

# VIEW ELIGIBILITY AND BENEFIT DETAILS

Click the arrow next to a category to expand or close it.

[Expand/Collapse All Categories](#)

▶ PATIENT AND PLAN DETAIL						
▶ PLAN LEVEL COINSURANCE, DEDUCTIBLES AND MAXIMUMS						
	In-Network			Out-of-Network		
	Amount	Met	Remaining	Amount	Met	Remaining
Individual Deductible*	\$200.00	\$0.00	\$200.00	\$400.00	\$0.00	\$400.00
Individual Out-of-Pocket Maximum	\$1,000.00	\$0.00	\$1,000.00	\$2,000.00	\$0.00	\$2,000.00
Coinsurance	10%	--	--	30%	--	--

\*The Deductible does not apply to the Out-of-Pocket Maximum.  
Accumulators are shared between medical and mental health coverage.  
-- Utilization Data is not available for this benefit.

[Back to Top](#)

- ▶ CIGNA CHOICE FUND HEALTH REIMBURSEMENT ACCOUNT (HRA)
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- ▶ PATHOLOGY
- ▶ PRESCRIPTION COVERAGE





Congratulations!  
You've completed the  
Cigna for Health Care Professionals Website  
Eligibility and Benefits eCourse

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