

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

## Online Precertification

This eCourse explains how to use the website to:

- Determine if precertification is required for your Cigna patients\*
- Submit an online precertification request
- View the status of a precertification request submitted by phone, fax, or online

\* Online precertification is currently available only for patients with a Cigna ID card and is not yet available for patients with GWH-Cigna ID cards.

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



## WHAT ARE THE ADVANTAGES OF ONLINE PRECERTIFICATION?

### GET ANSWERS FAST

- Determine if precertification is required for your Cigna patients.
- Get an immediate response to your precertification request.
- Print responses for your records.
- View the status of any precertification request – including those submitted by phone or fax.

### INFORMATION AT YOUR FINGERTIPS

Once you enter some basic information online, you'll receive one of three responses:

**Approved** – includes a tracking number for future inquiries.

**Service Does Not Require Precertification** – informs you that the service does not require precertification. Includes a tracking number for future inquiries.

**Pended\*** – includes the reason the request is pended and a tracking number for future inquiries.

\* Pended requests are reviewed within five business days or sooner if required by state or federal law.



# LOG IN TO THE WEBSITE

Log in to CignaforHCP.com

The screenshot shows the login page for Cigna 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 these is a navigation bar with three buttons: 'LOGIN / REGISTER' (highlighted in yellow), 'LEARN HOW TO REGISTER', and 'SITE BENEFITS'. The main heading is 'Cigna for Health Care Professionals'. Below the heading 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 this message is a horizontal line. Under 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. Underneath the login button are links for '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', 'TEMPORARY ID', and 'What is a temporary ID?'. A callout box on the left side of the page contains the text: 'Type your User ID and Password, then click LOGIN.'



# VIEW & SUBMIT PRECERTIFICATIONS

To begin, click Patients > View & Submit Precertifications

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

Search Patients (Verify Eligibility, Estimate Patient Liability)  
[View & Submit Precertifications](#)

FLAGGED PATIENTS | VIEW | All Coverage Statuses

Patient ID	Date Flagged	First Name	Coverage Status
U92973527	10/03/2012		Active
U92975185	10/03/2012		Active

USEFUL LINKS  
Provider Directory  
Drug List  
Policies & Procedures  
Precertification Policies

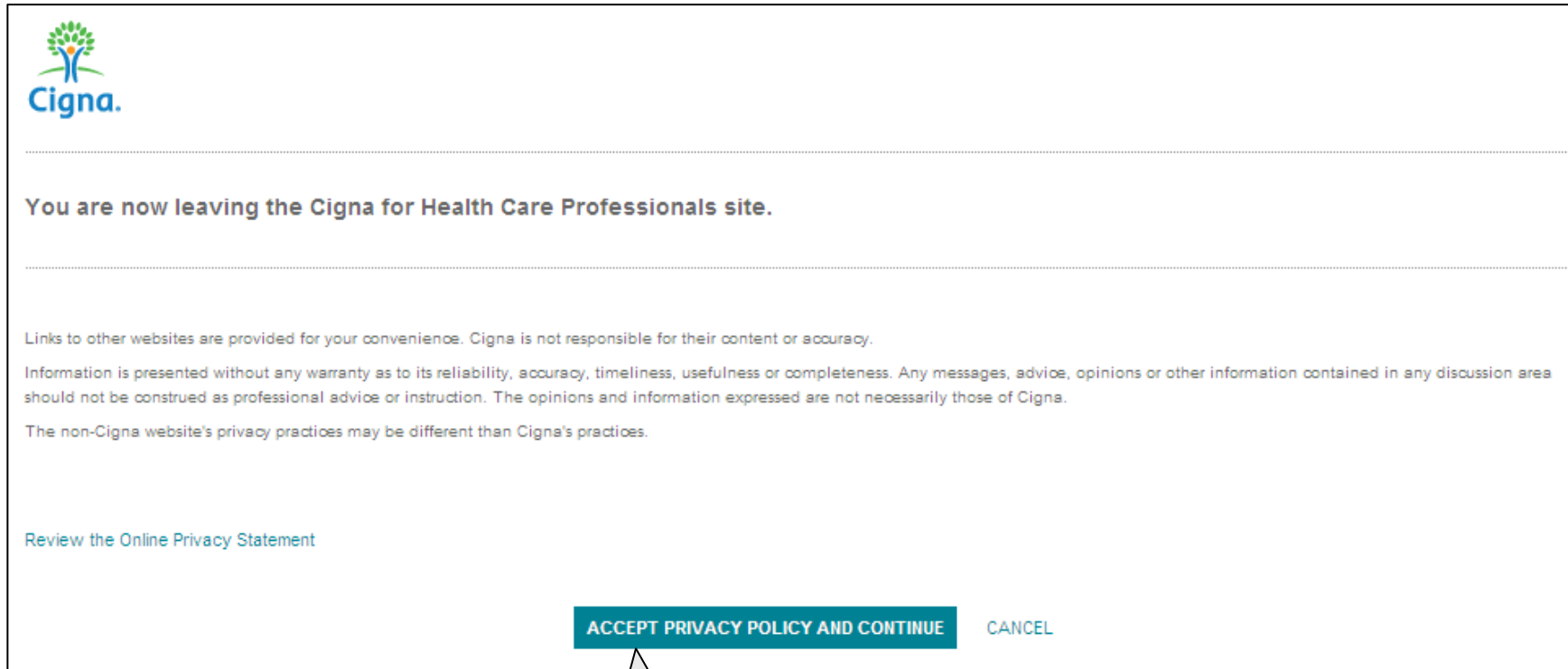
LATEST UPDATES  
CUSTOMER SUPPORT

If you do not see this link, talk to the Primary Administrator in your office about updating your access to include precertification.



# VIEW & SUBMIT PRECERTIFICATIONS

A new window will open indicating that you are entering the NaviNet website.



The screenshot shows a notification window with the Cigna logo in the top left corner. Below the logo, there is a horizontal dotted line. The main text reads: "You are now leaving the Cigna for Health Care Professionals site." Below this is another horizontal dotted line. Further down, there is a paragraph of disclaimer text: "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." Below the text is a link: "Review the Online Privacy Statement". At the bottom of the window, there are two buttons: "ACCEPT PRIVACY POLICY AND CONTINUE" (highlighted in teal) and "CANCEL".

Click ACCEPT PRIVACY POLICY AND CONTINUE.



# VIEW & SUBMIT PRECERTIFICATIONS

Click Precertifications to see the three available choices

The screenshot shows the NaviNet interface for Cigna HealthCare Plan Central. The top navigation bar includes 'Plan Central', 'Services', 'Office Central', and 'NaviNet Central'. The left sidebar menu has 'Cigna HealthCare' at the top, followed by 'Eligibility and Benefits Inquiry', 'Claim Status Inquiry', 'Precertifications', and 'Enable Precertifications'. The 'Precertifications' menu is expanded, showing three options: 'Precertification Inquiry', 'Precertification Submission', and 'Is Precertification Required?'. A mouse cursor is pointing at 'Is Precertification Required?'. The main content area displays a welcome message and information about precertification services, including a list of services and links for getting access.

Determine if precertification is needed by clicking **Is Precertification Required?**

Click **Precertification Inquiry** to see the status of all your requests, whether submitted online, by phone, or by fax.

If you already know precertification is required, click **Precertification Submission**.

Let's start with Is Precertification Required?



**IS PRECERTIFICATION REQUIRED - OUTPATIENT**

# IS PRECERTIFICATION REQUIRED - OUTPATIENT

Follow the steps to conduct a member search.

**Member Search**

Please choose one of the three search type options, enter the required data for that option, and click Search.

**Search tips:** **Subscriber Last Name**  
Enter the subscriber's full last name. (Optional)

**Search Type:**  Member ID and Member Date of Birth  
 Subscriber Last Name, Member First Name, and Member Date of Birth

**Member ID:**  **Member Date of Birth:**

**Subscriber Last Name:**  **Member First Name:**

**Service Start Date:**  **Service End Date:**

Member ID	Member First Name	Member Last Name	DOB	Subscriber Last Name	
U98765432101	Jane	NOT AVAILABLE	07/20/1950	Smith	Select
U98765432888	Jacinda	NOT AVAILABLE	07/20/1950	Smith	Select

1. Choose the type of search.

2. Complete the member information fields.

3. Complete Service Start and End dates.


4. Click Search. Scroll down to display the results.

5. Click Select to choose the member.






# IS PRECERTIFICATION REQUIRED - OUTPATIENT

 **New Admin Messages** | **New Action Items** [Log Off](#)

[Plan Central](#) [Services](#) [Office Central](#) [NaviNet Central](#) [Action Items](#) [Customer Support](#)

Cigna HealthCare | [Is Precertification Required](#) > [Member Search](#) > [Precertification Request](#) [Print page](#)



**Member Name:** Smith, Jane      **Member ID:** U98765432101  
**Service Start Date:** 10/13/2012      **Service End Date:** 10/14/2012

**Complete the following questions:**

Are the requested services covered by worker's compensation?

What is the Place of Service for this request?

Do the requested services involve Home Health Care?  Yes  No

Do the requested services involve Durable Medical Equipment (DME)?  Yes  No

If this request involves a Transplant, indicate the transplant status:

Do the requested services require an assistant surgeon?  Yes  No

**Note:** As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.

[Continue](#) [Save](#) [View Referral/Auth](#) [Review Notes](#)

1. Choose the answers to the questions.

2. Click Continue.



# IS PRECERTIFICATION REQUIRED - OUTPATIENT

Use one of the three options to search and select the ordering or admitting provider.

**Member Name:** Smith, Jane  
**Service Start Date:** 10/16/2012  
**Member ID:** U98765432101  
**Service End Date:** 10/17/2012

**Specify the Ordering or Admitting Provider using ONE of the following options:**

**Option 1 - Select a Provider from your Office:** Katrina Owens, MD 233 Chestnut St.

**Option 2 - Select a Preferred Provider:** Harrison Lee, MD 459 W 34th St.

**Option 3 - Search for a Provider:** Search

**Provider Details:**

Add to Preferred Provider List

Choose one of three options for selecting the Ordering or Admitting Provider.

Let's look at how to Search for a Provider (Option 3).



# IS PRECERTIFICATION REQUIRED - OUTPATIENT

Search for and select the ordering or admitting provider.

The screenshot shows the NaviNet web application interface. At the top, there is a navigation bar with links for Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. A header bar indicates the current path: Cigna HealthCare | Is Precertification Required > Search Results > Precertification Request > Provider Search. The main content area features the Cigna logo and the title "Provider Search". Below the title, there is a search form with several fields: Provider Type (a dropdown menu set to "Practitioner"), Facility/Association Name (a text box), Provider First Name (text box with "Lauren"), Provider Last Name (text box with "Smith"), Provider Tax ID (text box), State (dropdown menu), City (text box), and Zip Code (text box). A "Search" button and a "Clear" button are located below the form. Below the form is a table with three columns: Name, Specialty, and Address. The table contains one row with the following data: Name: Lauren Smith, MD; Specialty: NEUROLOGY; Address: 299 Cambridge St. Boston, MA 02114. A "Select" button is located to the right of the table row. Three callout boxes provide instructions: 1. Complete the fields to search for an ordering or admitting provider. (pointing to the search form fields); 2. Click Search. (pointing to the Search button); 3. Click Select to choose the desired ordering or admitting provider. (pointing to the Select button).

**1. Complete the fields to search for an ordering or admitting provider.**

**2. Click Search.**

**3. Click Select to choose the desired ordering or admitting provider.**



# IS PRECERTIFICATION REQUIRED – OUTPATIENT

Search for and select the Facility, Location or Rendering Provider.

**NaviNet** | [New Admin Messages](#) | [New Action Items](#) | [Log Off](#)

[Plan Central](#) | [Services](#) | [Office Central](#) | [NaviNet Central](#) | [Action Items](#) | [Customer Support](#)

**Cigna HealthCare** | [Precertification Submission](#) > [Search Results](#) > [Precertification Request](#) | [Print page](#)

## Cigna® Is Precertification Required - Outpatient

**Member Name:** Smith, Jane | **Member ID:** U98765432101  
**Service Start Date:** 10/16/2012 | **Service End Date:** 10/17/2012

**Specify the Ordering or Admitting Provider using ONE of the following options:**

- Option 1 - Select a Provider from your Office:
- Option 2 - Select a Preferred Provider:
- Option 3 - Search for a Provider:

**Provider Details:** Lauren Smith, MD

Once you select an Ordering or Admitting Provider, their name appears here.

**Specify the Facility, Location, or Rendering Provider using ONE of the following options:**

- Option 1 - Select a Provider from your Office:
- Option 2 - Select a Preferred Provider:
- Option 3 - Search for a Provider:

**Provider Details:** Healthcare Center West

Once you select a Facility, Location, or Rendering Provider, the name appears here.

Choose one of three options for selecting the Facility, Location, or Rendering Provider.

# IS PRECERTIFICATION REQUIRED – OUTPATIENT

Enter a diagnosis code. If you don't know the diagnosis code, you can search for one.

If you know it, enter the diagnosis code.  
Click Add Diagnosis Code(s) if you wish to  
add additional codes.

Enter the Diagnosis Code(s) :	
Code	Code Description
Primary <input type="text" value="722.73"/>	<input type="button" value="Search"/> INTERVERTEBRAL LUMBAR DISC DISORDER WITH MYELOPATHY, LUMBAR REGION
<input type="button" value="Add Diagnosis Code(s)"/>	

Click Search to find a diagnosis code.

# IS PRECERTIFICATION REQUIRED – OUTPATIENT

Search for and select a diagnosis code.

The screenshot shows the NaviNet interface for a diagnosis code search. At the top, there are navigation links for Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. The breadcrumb trail indicates the current path: Cigna HealthCare > Is Precertification Required > Search Results > Precertification Request > Diagnosis Code Search. A search tip box explains that the description field should use medical terminology. The search form has 'Diagnosis Code' set to '722' and 'Description' set to 'lumbar'. Below the form are 'Search' and 'Clear' buttons. A table of results is displayed, with a 'Select' button in the right column of each row. A hand cursor is shown clicking the 'Select' button for the code 722.73.

**1. Enter the diagnosis description.**

**2. Click Search.**

**3. Click Select next to the desired diagnosis code.**

Diagnosis Code	Description	
722.70	INTERVERTEBRAL DISC DISORDER WITH MYELOPATHY, UNSPECIFIED REGION	Select
722.71	INTERVERTEBRAL DISC DISORDER WITH MYELOPATHY, CERVICAL REGION	Select
722.72	INTERVERTEBRAL DISC DISORDER WITH MYELOPATHY, THORACIC REGION	Select
722.73	INTERVERTEBRAL LUMBAR DISC DISORDER WITH MYELOPATHY, LUMBAR REGION	Select
722.8	POSTLAMINECTOMY SYNDROME	Select



## IS PRECERTIFICATION REQUIRED – OUTPATIENT

Enter a procedure code. If you don't know the procedure code, you can search for one.

If you know it, enter the CPT or HCPCS procedure code. Click Add Service(s) if you wish to add additional procedure codes.

Add units and unit type.

Click Search to find a procedure code.

Specify the Services being requested:			
Procedure Code	Code Description	Units	Unit Type
1 <input type="text" value="63042"/>	LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; LUMBAR	<input type="text" value="1"/>	<input type="text" value="Procedure(s)"/>
<input type="button" value="Add Service(s)"/>			

# IS PRECERTIFICATION REQUIRED – OUTPATIENT

Search for and select a procedure code.

The screenshot shows the NaviNet Procedure Code Search interface. At the top, there are navigation links for Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. The breadcrumb trail indicates the current path: Cigna HealthCare | Is Precertification Required > Search Results > Precertification Request > Procedure Code Search. The Cigna logo is prominently displayed on the left. The main heading is "Procedure Code Search".

Below the heading, there is a "Search tips" section with a "Description" tip: "Enter any part of the procedure description. Use medical terminology for precision (e.g. 'cardiac' for heart related procedures).".

The search input fields are:
 

- Procedure Code: 6304
- Description: Laminectom

 Callout 1 points to the "Description" field with the text: "1. Enter the procedure description."

Below the input fields are "Search" and "Clear" buttons. Callout 2 points to the "Search" button with the text: "2. Click Search." Below these buttons, it says "Records 1-3 of 3, page: 1".

The search results are displayed in a table with the following columns: Procedure Code, Description, and a "Select" button for each row. Callout 3 points to the "Select" button for procedure code 63045 with the text: "3. Click Select next to the desired procedure code."

Procedure Code	Description	Select
63042	LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; LUMBAR	Select
63043	LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; EACH ADDITIONAL CERVICAL INTERSPACE SEPARATELY IN ADDITI	Select
63044	LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; EACH ADDITIONAL LUMBAR INTERSPACE (LIST SEPARATELY IN ADDITI	Select
63045	LAMINECTOMY, FACETECTOMY AND FORAMINOTOMY (UNILATERAL OR BILATERAL WITH DECOMPRESSION OF SPINAL CORD, CAUDA EQUINA AND/OR NERVE ROOT(S), (EG, SPINAL OR LATERAL RECESS STENOSIS)), SINGLE VERTEBRAL SEGMENT; LUMBAR	Select
63046	LAMINECTOMY, FACETECTOMY AND FORAMINOTOMY (UNILATERAL OR BILATERAL WITH DECOMPRESSION OF SPINAL CORD, CAUDA EQUINA AND/OR NERVE ROOT(S), (EG, SPINAL OR LATERAL RECESS STENOSIS)), SINGLE VERTEBRAL SEGMENT; CERVICAL, THORACIC, OR LU	Select
63047	LAMINECTOMY, FACETECTOMY AND FORAMINOTOMY (UNILATERAL OR BILATERAL WITH DECOMPRESSION OF SPINAL CORD, CAUDA EQUINA AND/OR NERVE ROOT(S), (EG, SPINAL OR LATERAL RECESS STENOSIS)), SINGLE VERTEBRAL SEGMENT; LUMBAR	Select
63048	LAMINECTOMY, FACETECTOMY AND FORAMINOTOMY (UNILATERAL OR BILATERAL WITH DECOMPRESSION OF SPINAL CORD, CAUDA EQUINA AND/OR NERVE ROOT(S), (EG, SPINAL OR LATERAL RECESS STENOSIS)), SINGLE VERTEBRAL SEGMENT; EACH ADDITIONAL SEGMENT, CERVICAL, THORACIC, OR LU	Select
76098	RADIOLOGICAL EXAMINATION, SURGICAL SPECIMEN	Select

At the bottom of the table, it says "Records 1-3 of 3, page: 1".





## IS PRECERTIFICATION REQUIRED – OUTPATIENT

Once you have added the four elements (Ordering or Admitting Provider, Facility, Location, or Rendering Provider, diagnosis code, procedure code), complete the last step to see whether an outpatient procedure requires precertification.

Click 'Is Precertification Required' below to determine whether an Precertification is required for the services you entered.


**Is Precertification Required**

Click Is Precertification Required.

# IS PRECERTIFICATION REQUIRED – OUTPATIENT

You will receive an immediate response to your question whether precertification is required.

[Print page](#)



## Is Precertification Required - Outpatient

**Member Name:** Smith, Jane      **Member ID:** U98765432101  
**Service Start Date:** 11/11/2012      **Service End Date:** 11/12/2012

Precertification is required for the services you indicated. If you would like to submit this precertification click the Continue button.

**Specify the Ordering or Admitting Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office:

Option 2 - Select a Preferred Provider:

Option 3 - Search for a Provider:

**Provider Details:** Lauren Smith, MD       Add to Preferred Provider List

**Specify the Facility, Location, or Rendering Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office:

Option 2 - Select a Preferred Provider:

Option 3 - Search for a Provider:

**Provider Details:** Healthcare Center West       Add to Preferred Provider List

**Enter the Diagnosis Code(s) :**

Primary	Code	Code Description
	<input type="text" value="722.73"/> <input type="button" value="Search"/>	INTERVERTEBRAL LUMBAR DISC DISORDER WITH MYELOPATHY, LUMBAR REGION

**Specify the Services that are being requested:**

Procedure Code	Code Description	Units	Unit Type
1 <input type="text" value="63042"/> <input type="button" value="Search"/>	LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; LUMBAR	<input type="text" value="1"/>	<input type="text" value="Procedure(s)"/>

Click 'Is Precertification Required' below to determine whether an Precertification is required.

Click Continue to submit the precertification request.

Tip: If you need to stop submitting a request that is in progress, click Save. This saves your progress, and allows you to return later using the Referral/Authorization Log.

[Go to top](#)

As a registered Cigna HealthCare and/or member, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.

# IS PRECERTIFICATION REQUIRED – OUTPATIENT

You will receive an immediate response to your precertification submission.

**Callout 1:** You receive a tracking number for future inquiries. You can print this page, or look up this precertification request at any time.

**Callout 2:** For a pended submission, you'll be contacted within 48 hours, or sooner if required by state or federal law.

**Page Content:**

**Navigation:** NaviNet | Plan Central | Services | Office Central | NaviNet Central | Action Items | Customer Support

**Breadcrumbs:** Cigna HealthCare | Is Precertification Required > Precertification Response

**Cigna Logo**

**Precertification Response**

**Message:** Precertification number 773890K2 has been approved, however, precertification is not a guarantee of coverage. Coverage and benefits are contingent upon the member's eligibility on the date(s) services are rendered and the member's benefit plans and policies. Coverage and benefits also may be dependent on your Cigna HealthCare network participation. If you are not a participating provider in the plan's network, out-of-network benefits may apply.

**Precertification Information**

Precertification Status: APPROVED  
 Service Start Date: 11/11/2012  
 Benefit Level: In-Network for Contracted Provider  
 Precertification Number: 773890K2  
 Service End Date: 11/12/2012  
 Transplant Zone:

**Member Information**

Member Name: Smith, Jane  
 Member ID: U98765432101

**Provider Information**

Ordering or Admitting Provider: Lauren Smith, MD  
 Facility, Location, or Rendering Provider: Healthcare Center West  
 Place of Service: Hospital: Outpatient  
 Assistant Surgeon: No

**Diagnosis Details**

	Diagnosis Code	Description
Primary	722.73	INTERVERTEBRAL LUMBAR DISC DISORDER WITH MYELOPATHY, LUMBAR REGION

**Services**  
 (+) Show Services Requested

	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	63042 - LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; LUMBAR	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Approved	

*Please contact Cigna directly with questions regarding the data presented.*

**IS PRECERTIFICATION REQUIRED - INPATIENT**

# IS PRECERTIFICATION REQUIRED - INPATIENT

The screenshot shows the NaviNet Member Search page. At the top, there is a navigation bar with 'Plan Central', 'Services', 'Office Central', 'NaviNet Central', 'Action Items', and 'Customer Support'. Below this is a breadcrumb trail: 'Cigna HealthCare | Is Precertification Required > Member Search'. The main heading is 'Member Search'. A search tip box is highlighted, containing the text: 'Subscriber Last Name' and 'Enter the subscriber's full last name. (Optional)'. Below this, the 'Search Type' section has two radio buttons: 'Member ID and Member Date of Birth' (unselected) and 'Subscriber Last Name, Member First Name, and Member Date of Birth' (selected). The form fields are: 'Member ID' (empty), 'Member Date of Birth' (07/20/1950), 'Subscriber Last Name' (Smith), 'Member First Name' (Ja), 'Service Start Date' (10/02/2012), and 'Service End Date' (10/03/2012). There are 'Search' and 'Clear' buttons. Below the form is a table with search results:

Member ID	Member First Name	Member Last Name	DOB	Subscriber Last Name	
U98765432101	Jane	NOT AVAILABLE	07/20/1950	Smith	Select
U98765432888	Jacinda	NOT AVAILABLE	07/20/1950	Smith	Select

1. Choose the type of search.

**Search Tip:** Search by Provider Type, Last Name and City for best results.

2. Complete the member information fields.

3. Complete Service Start and End dates.

4. Click Search. Scroll down to display the results.

5. Click Select to choose the provider.



# IS PRECERTIFICATION REQUIRED - INPATIENT

**NaviNet** | Plan Central | Services | Office Central | NaviNet Central | Action Items | Customer Support

**Cigna HealthCare** | Is Precertification Required > Member Search > Precertification Request

**Cigna**

Member Name: Smith, Jane  
Service Start Date: 11/11/2012

Member ID: U98765432101  
Service End Date: 11/12/2012

Print page

**Is Precertification Required**

Complete the following questions:

Are the requested services covered by worker's compensation? No

What is the Place of Service for this request? Hospital: Inpatient

Do the requested services involve Home Health Care? Yes No

Do the requested services involve Durable Medical Equipment (DME)? Yes No

If this request involves a Transplant, indicate the transplant status:

Do the requested services require an assistant surgeon? Yes No

Note: As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.


Continue Save View Referral/Auth Review Notes

1. Choose the answers to the questions.

2. Click Continue.



# IS PRECERTIFICATION REQUIRED - INPATIENT



### Is Precertification Required - Inpatient

**Member Name:** Smith, Jane  
**Service Start Date:** 11/11/2012  
**Member ID:** U98765432101  
**Service End Date:** 11/12/2012

**Complete the following questions:**

**Admit From:** Acute Care Hospital  
**Access Type:** Urgent

**Specify the Ordering or Admitting Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office:   
Option 2 - Select a Preferred Provider:   
Option 3 - Search for a Provider:    
**Provider Details:** Lauren Smith, MD  Add to Preferred Provider List

**Specify the Facility, Location, or Rendering Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office:   
Option 2 - Select a Preferred Provider:   
Option 3 - Search for a Provider:    
**Provider Details:** Healthcare Center West  Add to Preferred Provider List

**Enter the Diagnosis Code(s) :**

	Code	Description
Primary	<input type="text" value="233.0"/> <input type="button" value="Search"/>	CARCINOMA IN SITU BREAST

1. Choose Admit From and Access Types.

2. Choose or search for the Ordering or Admitting Provider.

3. Choose or search for the Facility, Location, or Rendering Provider.

4. Enter or search for a Diagnosis Code.



# IS PRECERTIFICATION REQUIRED - INPATIENT

**1. Enter or search for a Procedure Code.**

**2. Select a Bed Type.**

**3. Select or type a Service Description.**

**4. Click Is Precertification Required.**

**You can add additional procedure codes here.**

**Specify the Services that are being requested:**

If the procedure code is not applicable check here

Procedure Code	Code Description	Units	Unit Type	Bed Type
27427 <input type="button" value="Search"/>	RECONSTRUCTION	1	Day	<input type="text"/>

**1** Select or type a Service Description below. The Service Description will be provided to the member in the letter regarding this service. If you select 'Other', please describe the requested service below:

**Service Description:**

**Other:**

Code	Description
Procedure Code 2 <input type="text"/> <input type="button" value="Search"/>	
Procedure Code 3 <input type="text"/> <input type="button" value="Search"/>	
Procedure Code 4 <input type="text"/> <input type="button" value="Search"/>	
Procedure Code 5 <input type="text"/> <input type="button" value="Search"/>	

Click 'Is Precertification Required' below to determine whether a Precertification is required for the services you entered.



# IS PRECERTIFICATION REQUIRED - INPATIENT

You will receive an immediate response to your question whether precertification is required.

**Cigna** Is Precertification Required - Inpatient

Member Name: Smith, Jane      Member ID: U98765432101  
 Service Start Date: 11/27/2012      Service End Date: 11/28/2012

**Precertification is required for the services you indicated. If you would like to submit this precertification click the Continue button.**

**Complete the following questions:**

Admit From: Emergency Room  
 Access Type: Emergency

**Specify the Ordering or Admitting Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office: [Dropdown]  
 Option 2 - Select a Preferred Provider: [Dropdown]  
 Option 3 - Search for a Provider: Search  
 Provider Details: Lauren Smith, MD       Add to Preferred Provider List

**Specify the Facility, Location, or Rendering Provider using ONE of the following options:**

Option 1 - Select a Provider from your Office: [Dropdown]  
 Option 2 - Select a Preferred Provider: [Dropdown]  
 Option 3 - Search for a Provider: Search  
 Provider Details: Healthcare Center West       Add to Preferred Provider List

**Enter the Diagnosis Code(s) :**

Primary	Code	Description
	233.0	CARCINOMA IN SITU BREAST

Add Diagnosis Code(s)

**Specify the Services that are being requested:**

If the procedure code is not applicable check here

Procedure Code	Code Description	Units	Unit Type	Bed
1 19357	BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION	1	Day	<input type="checkbox"/>

Procedure Code 2: [Search]  
 Procedure Code 3: [Search]  
 Procedure Code 4: [Search]

Required' below to determine whether a Precertification is required for the services you entered.

Is Precertification Required

**Continue** Save View Referral/Auth Review Notes

Click Continue to submit the precertification request.

Tip: If you need to stop submitting a request that is in progress, click Save. This saves your progress, and allows you to return later using the Referral/Authorization Log.



# IS PRECERTIFICATION REQUIRED - INPATIENT

You may be asked to answer some additional medical necessity questions.

The screenshot shows a Cigna Precertification Request form. At the top left is the Cigna logo. To the right of the logo, the title "Precertification Request" is displayed. Below the logo, the member information is provided: "Member Name: Smith, Jane" and "Service Start Date: 11/27/2012" on the left, and "Member ID: U98765432101" and "Service End Date: 11/28/2012" on the right. A section titled "Medical Necessity Questions for: Breast Reconstruction Following Mastectomy or Lumpectomy" contains a question: "1. What type of procedure will be performed for breast reconstruction following mastectomy or lumpectomy?". Two radio button options are listed: "Reconstruction procedure performed on the diseased/effected breast (i.e., breast on which the mastectomy or lumpectomy was performed)" (selected) and "Reconstruction performed on the non-diseased/unaffected/contralateral breast, in order to produce a symmetrical appearance". A "Continue" button is located below the options. Below the question section, there are links to related Coverage Positions: "Breast Implant Removal", "Breast Reconstruction Following Mastectomy or Lumpectomy", "External Breast Prosthesis for Post Mastectomy Patients", "Prophylactic Mastectomy", "Reduction Mammoplasty for Macromastia", and "Surgical Treatment for Chest Wall Deformities (Pectus Excavatum/Carinatum) and Poland Syndrome". A disclaimer at the bottom states: "As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid." Two callout boxes provide instructions: "1. Answer each question that appears on the screen." points to the question and options, and "2. Click Continue." points to the Continue button.

**Cigna**

**Precertification Request**

Member Name: Smith, Jane  
Service Start Date: 11/27/2012

Member ID: U98765432101  
Service End Date: 11/28/2012

**Medical Necessity Questions for: Breast Reconstruction Following Mastectomy or Lumpectomy**

**1. What type of procedure will be performed for breast reconstruction following mastectomy or lumpectomy?**

Reconstruction procedure performed on the diseased/effected breast (i.e., breast on which the mastectomy or lumpectomy was performed)

Reconstruction performed on the non-diseased/unaffected/contralateral breast, in order to produce a symmetrical appearance

**Continue**


Links to related Coverage Positions (will open in a new browser window):

- [Breast Implant Removal](#)
- [Breast Reconstruction Following Mastectomy or Lumpectomy](#)
- [External Breast Prosthesis for Post Mastectomy Patients](#)
- [Prophylactic Mastectomy](#)
- [Reduction Mammoplasty for Macromastia](#)
- [Surgical Treatment for Chest Wall Deformities \(Pectus Excavatum/Carinatum\) and Poland Syndrome](#)

*As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.*



# IS PRECERTIFICATION REQUIRED - INPATIENT



## Precertification Request

Your request has been pended for review by our medical management unit. Please provide any additional supporting medical necessity information for this request that will assist us in rendering our decision.

Please enter any additional clinical information. You cannot enter any of the following characters: < > ! @ % ^ \* ( ) =

1. Type your contact information and any additional supporting information.

You may also fax or mail additional clinical information to Cigna HealthCare.

Cigna HealthCare:

Mailing Address

City, ST 00000

999-999-9999

Please indicate if you intend to send additional information by checking this box:

*Note: As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.*


2. Click Continue.

[Go](#)



# IS PRECERTIFICATION REQUIRED - INPATIENT

[Print page](#)



## Precertification Response

Request for precertification number 773890K2 is pended for additional review. You may be contacted by telephone for additional information.

---

**Precertification Information**

Precertification Status: PENDING Service Start Date: 11/27/2012 Benefit Level: In-Network for Contracted Provider	Precertification Number: 773890K2 Service End Date: 11/28/2012 Transplant Zone:
---	---

---

**Member Information**

Member Name: Smith, Jane	Member ID: U98765432101
--------------------------	-------------------------

---

**Provider Information**

Ordering or Admitting Provider: Lauren Smith, MD Facility, Location, or Rendering Provider: Healthcare Center West Place of Service: Hospital: Inpatient Access Type: Elective Assistant Surgeon: No	Admit From: Physician Referral Bed Type: Medical/Surgical
--	--

---

**Diagnosis Details**

	Diagnosis Code	Description
Primary	233.0	CARCINOMA IN SITU BREAST

---

**Services**  
(+) [Show Services Requested](#)

Decision	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	19357 - BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Pending	

Please contact Cigna directly with questions regarding the data presented.

[Go to top](#)

A precertification submission may be immediately approved or pended for further review.

You can print this page for your records.

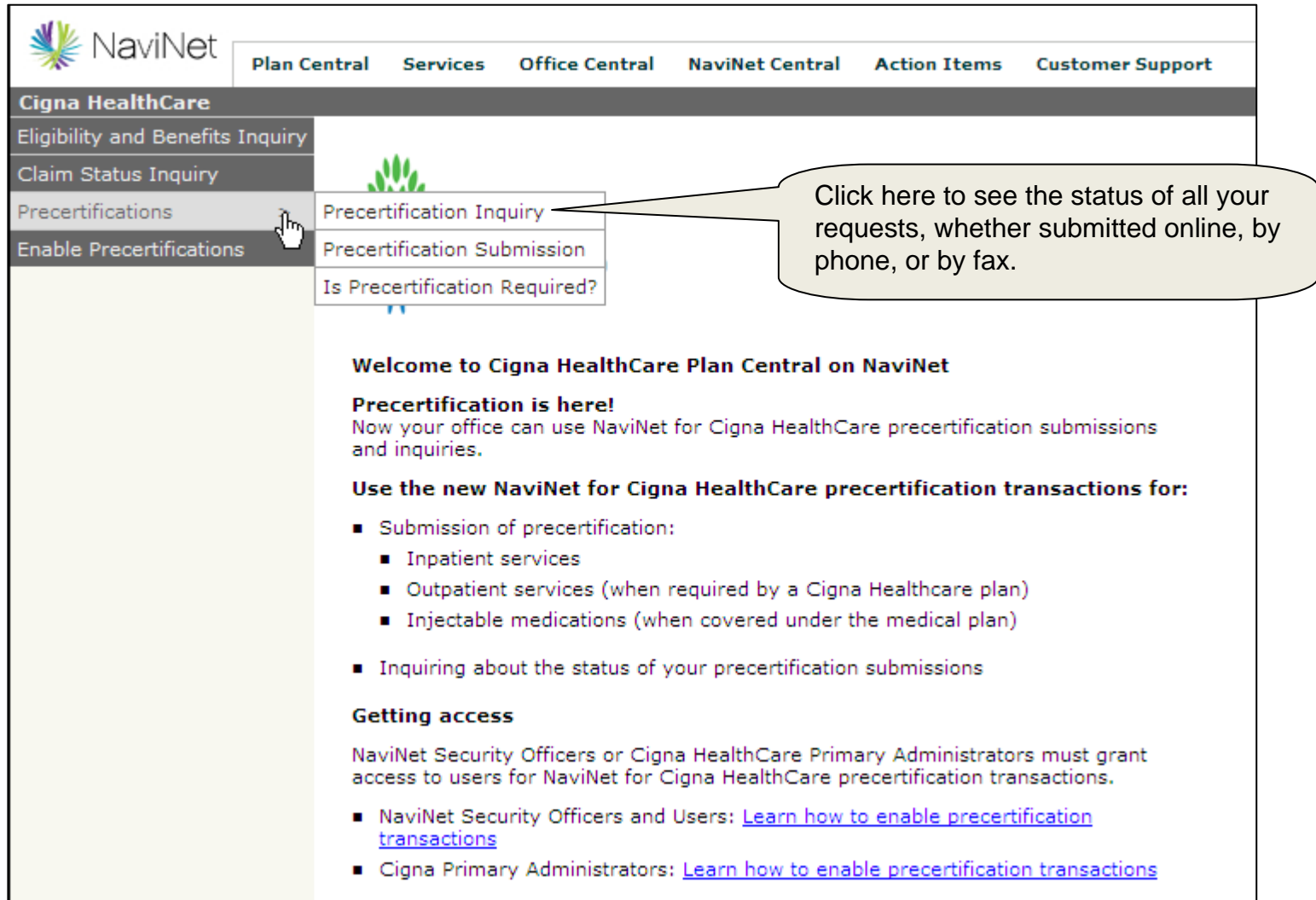
For a pended submission, you'll be contacted within 48 hours or sooner if required by state or federal law.



## PRECERTIFICATION INQUIRY

# PRECERTIFICATION INQUIRY

You can view the status of any precertification request submitted by phone, fax, or online for up to two years from its original submission date.



The screenshot shows the NaviNet website interface. At the top, there is a navigation bar with the NaviNet logo and several menu items: Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. Below this is a dark grey header for 'Cigna HealthCare'. A left-hand navigation menu lists several options: Eligibility and Benefits Inquiry, Claim Status Inquiry, Precertifications, and Enable Precertifications. The 'Precertifications' option is highlighted, and a mouse cursor is pointing at it. A dropdown menu is open, showing three options: 'Precertification Inquiry', 'Precertification Submission', and 'Is Precertification Required?'. A callout box with a speech bubble points to the 'Precertification Inquiry' option, containing the text: 'Click here to see the status of all your requests, whether submitted online, by phone, or by fax.' The main content area of the page has a light green background and contains the following text: 'Welcome to Cigna HealthCare Plan Central on NaviNet', 'Precertification is here!', 'Now your office can use NaviNet for Cigna HealthCare precertification submissions and inquiries.', 'Use the new NaviNet for Cigna HealthCare precertification transactions for:', a bulleted list of services and inquiries, 'Getting access', and instructions for users and administrators with links to learn more.



# PRECERTIFICATION INQUIRY

[Print page](#)

## Precertification Inquiry

Please choose one of the three search type options, enter the required data for that option, and click Search.

**Search tips:** 
 **Precertification Number**  
 Enter a Precertification Number. (Only required if searching by Precertification Number).

**Search Type:**
 Precertification Number  
 Member ID  
 Member Name and DOB

**Precertification Number:**

**Member ID:**  **Member DOB:**

**Member Last Name:**  **Member First Name:**

**Provider Name:**

**Service Start Date:**  **Service End Date:**

Service Start Date	PreCert #	Member ID	Member Name	Place of Service	Requesting Provider	Servicing Provider	Diagnosis Code	Status	
08/28/2012	773890K2	U98765432101	Smith, Jane	Hospital: Inpatient	Lauren Smith, MD	Healthcare Center West	233.0 - CARCINOMA IN SITU BREAST	APPROVED	<input type="button" value="Select"/>

[Go to top](#)

1. Select the Search Type.

2. Complete the search fields.

3. Click Search, then scroll down to display the precertification status details.

4. Click Select.



# PRECERTIFICATION INQUIRY

The Precertification Details page shows all the information for the inquiry.



[Print page](#)

## Precertification Details

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**Precertification Information**

<b>Precertification Status:</b> APPROVED <b>Service Start Date:</b> 08/28/2012 <b>Benefit Level:</b> In-Network for Contracted Provider	<b>Precertification Number:</b> 773890K2 <b>Service End Date:</b> 11/28/2012 <b>Transplant Zone:</b>
---	--

---

**Member Information**

<b>Member Name:</b> Smith, Jane	<b>Member ID:</b> U98765432101
---------------------------------	--------------------------------

---

**Provider Information**

<b>Ordering or Admitting Provider:</b> Lauren Smith, MD <b>Servicing Provider:</b> Healthcare Center West <b>Place of Service:</b> Hospital: Inpatient <b>Access Type:</b> Elective	<b>Admit From:</b> Physician Referral
--	---------------------------------------

**Diagnosis Details**

	Diagnosis Code	Description
Primary	233.0	CARCINOMA IN SITU BREAST

**Services**

**(+) Show Services Requested**

	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	19357 - BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Approved	

*A Precertification status indicating "Approved" is not a guarantee of payment. Payment is subject to eligibility on date of service, plan benefits limitations and exclusions, pre-existing condition limitations, and patient liability under the plan.*

*Please contact Cigna directly with questions regarding the data presented.*

You can print this page for your records.





## REFERRAL/AUTHORIZATION LOG

# REFERRAL/AUTHORIZATION LOG

Use this tool if you need to search for and/or complete a precertification submission.

The screenshot shows the NaviNet web application interface. At the top, there are navigation tabs: Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. A red box highlights the 'Office Central' menu, which contains the following items: Referral/Auth Log, Patient List, Office Providers, Additional Specialists/Facilities, Preferred Providers, and Reports. A callout box points to the 'Referral/Auth Log' item with the text: "From the Cigna Plan Central page, click Office Central > Referral/Auth Log." The main content area displays a welcome message for Cigna HealthCare Plan Central on NaviNet, including information about precertification submissions and a list of popular links such as General Information, Claims Information, Patient Information, and Provider Information.



# REFERRAL/AUTHORIZATION LOG

**Referral/Authorization Log**

*Quick Search* : Display referrals/authorizations where the

Patient's Name Begins With:

Request Date From:

Request Date To:

**Quick Search Results**

Records 1-1 of 1, page: 1

	Patient Plan	DOB Plan Member ID	Status Auth. Code	Referring Provider Specialist	Req Type Req Date	# Visits Exp Date
<b>Notes</b>	<a href="#">Smith, Jane</a>	07/20/1950	Incomplete	Lauren Smith, MD	Precertification Submission	12 req
<b>Delete</b>	Cigna HealthCare	U98765432101	N/A	N/A	11/27/2012	N/A
<b>Notes</b>	<a href="#">Smith, Jane</a>	07/20/1950	Approved	Lauren Smith, MD	Precertification Submission	1 app
	Cigna HealthCare	U98765432101	1504012001489	N/A	11/28/2012	02/26/2013

Records 1-3 of 3, page: 1

1. Select the search criteria.

2. Enter the search data.

3. Click Go to display the results.

4. Click the patient's name to view the precertification submission. If a submission is incomplete, the link will open to where you left off where you were last in the process of submitting the precertification request.



## NAVINET CUSTOMER SUPPORT



# NAVINET CUSTOMER SUPPORT

NaviNet Customer Support contains useful information that can answer many of your questions.

The screenshot shows the NaviNet website interface. At the top, there is a navigation bar with the NaviNet logo on the left and links for 'New Admin Messages', 'New Action Items', and 'Log Off' on the right. Below the navigation bar, there are tabs for 'Plan Central', 'Services', 'Office Central', 'NaviNet Central', and 'Action Items'. The 'Customer Support' tab is highlighted with a red box, and a mouse cursor is pointing at the link 'Click Here for NaviNet Customer Support' within this tab. On the left side, there is a sidebar menu for 'Cigna HealthCare' with options like 'Eligibility and Benefits Inquiry', 'Claim Status Inquiry', 'Precertifications', and 'Enable Precertifications'. The main content area features the Cigna logo and a welcome message: 'Welcome to Cigna HealthCare Plan Central on NaviNet'. Below this, there is a section titled 'Precertification is here!' with a sub-header 'Use the new NaviNet for Cigna HealthCare precertification transactions for:'. This section contains a bulleted list of services and inquiries. To the right of the main content, there is a 'Popular Links' section with categories: 'General Information', 'Claims Information' (with links for Forms, Policies and Procedures, Editing Procedures, and Reimbursement), 'Patient Information' (with links for ID Card Information and Referral Policy), and 'Provider Information' (with links for Provider Directory, Requesting Provider Directory Changes, Credentialing, and National Provider Identifier (NPI)).



Congratulations!  
You've completed the  
Cigna for Health Care Professionals Website  
Online Precertification eCourse

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

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

