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℠

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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.

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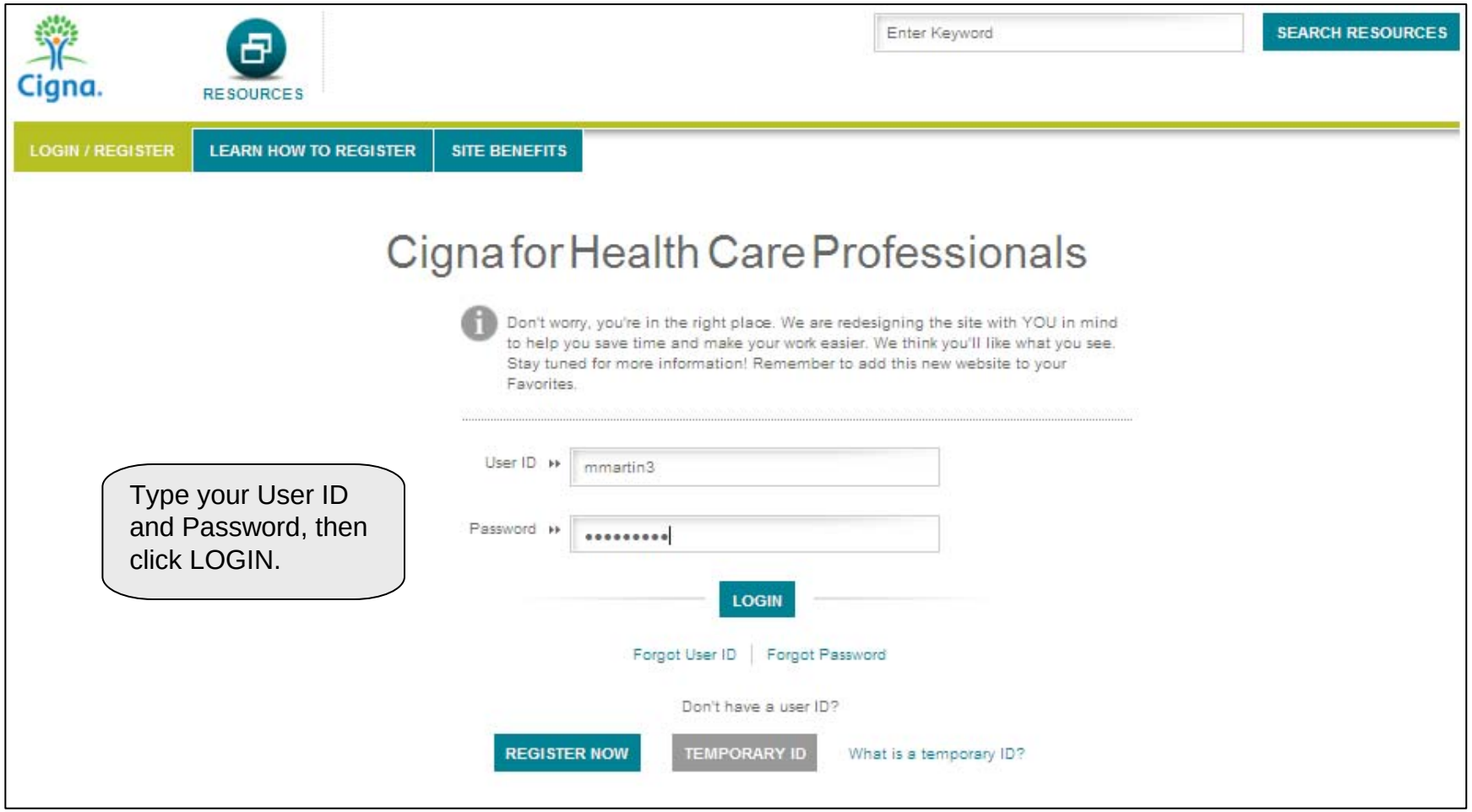
LOG IN TO THE WEBSITE

Log in to CignaforHCP.com



Type your User ID and Password, then click LOGIN.

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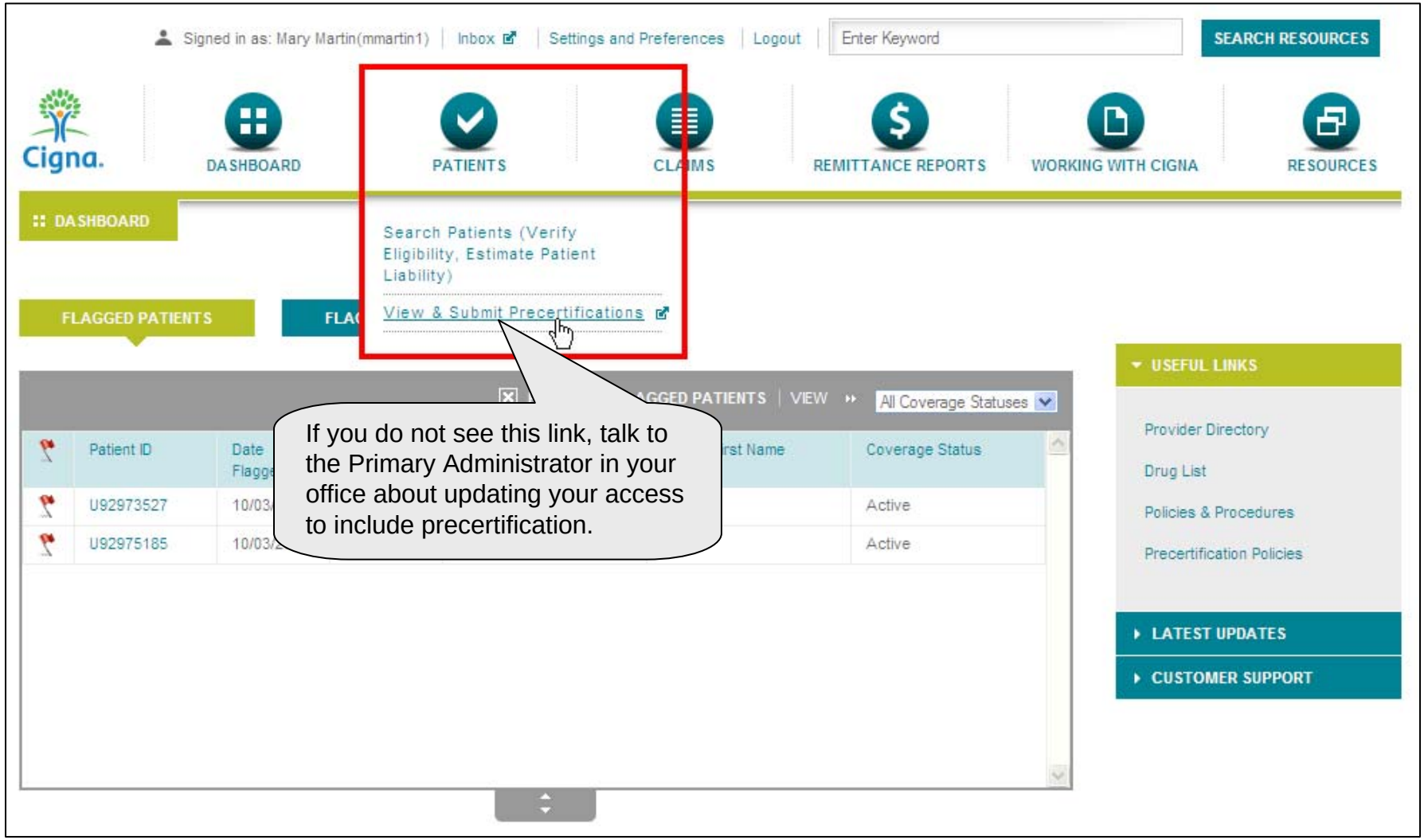
VIEW & SUBMIT PRECERTIFICATIONS

To begin, click Patients > View & Submit Precertifications



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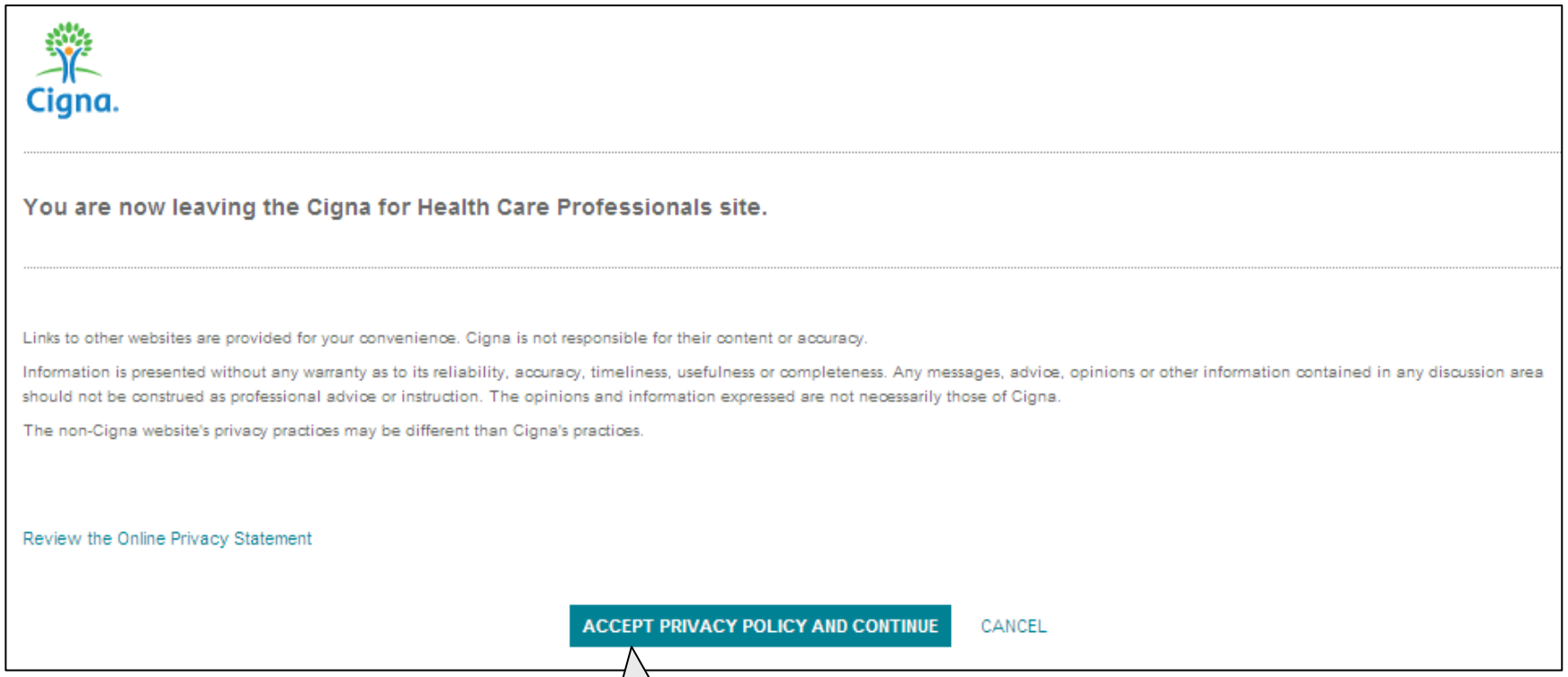
VIEW & SUBMIT PRECERTIFICATIONS

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



Click ACCEPT PRIVACY POLICY AND CONTINUE.

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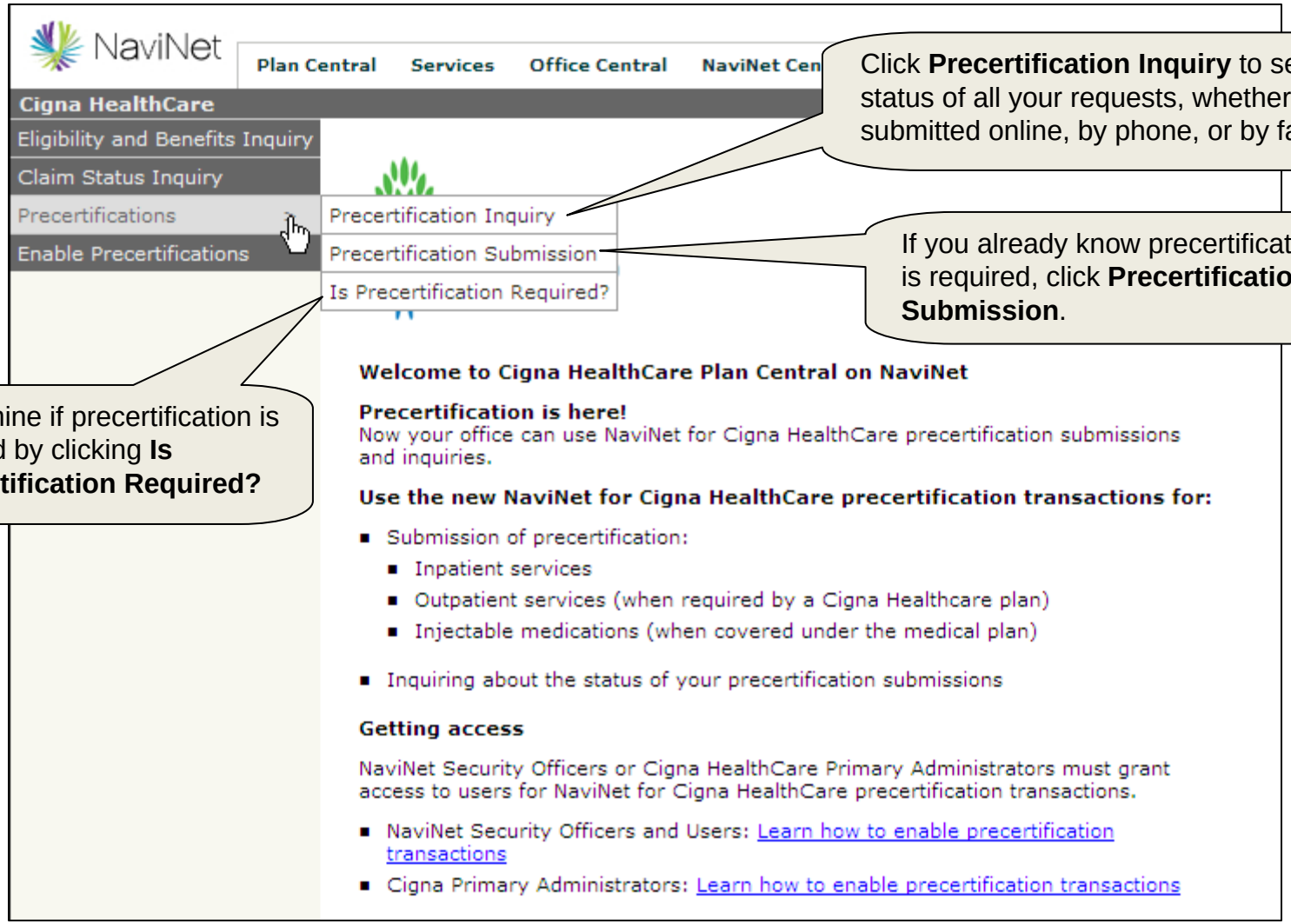
VIEW & SUBMIT PRECERTIFICATIONS

Click Precertifications to see the three available choices



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**.

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

Let's start with Is Precertification Required?

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IS PRECERTIFICATION REQUIRED - OUTPATIENT

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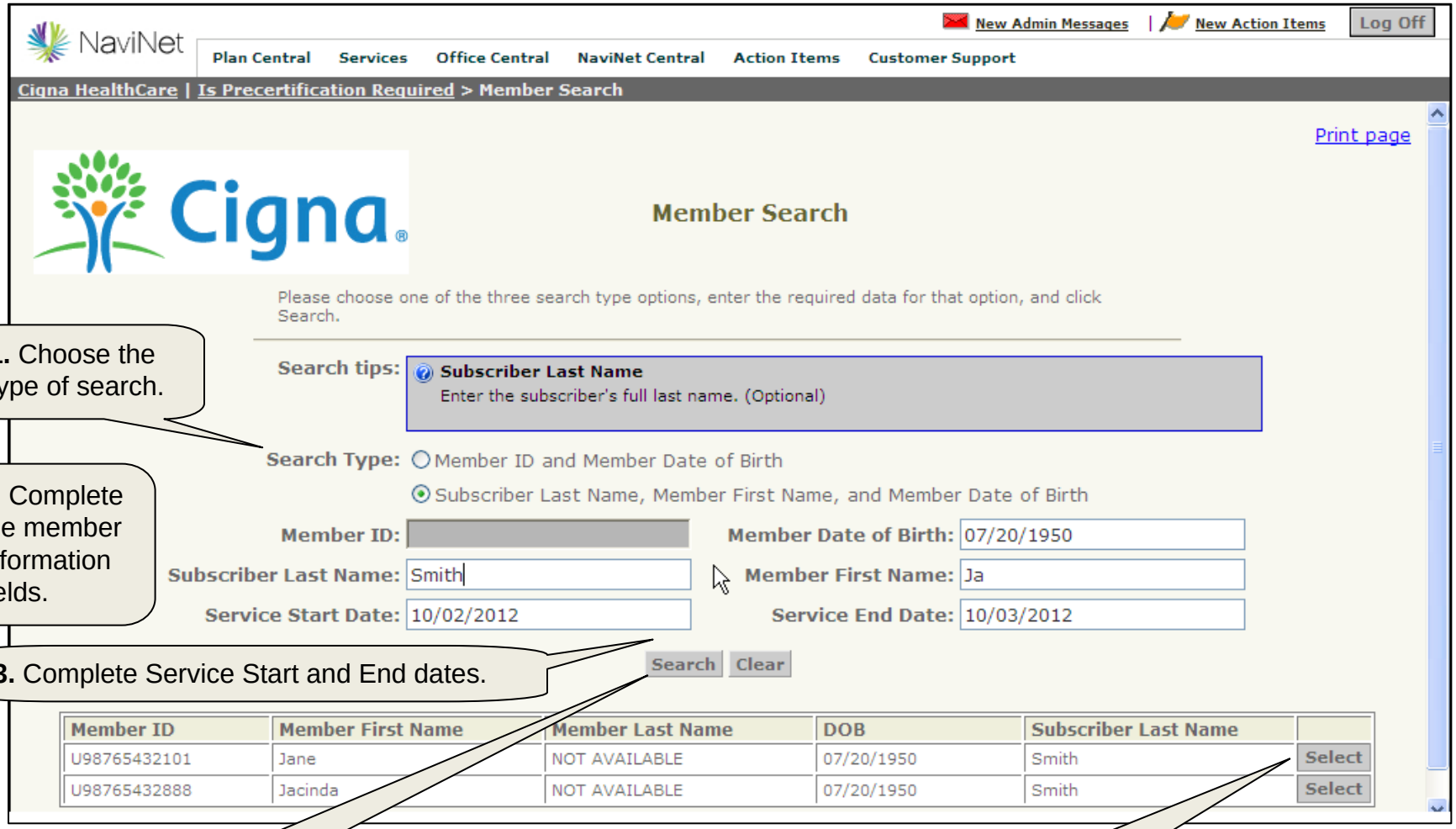
IS PRECERTIFICATION REQUIRED - OUTPATIENT

Follow the steps to conduct a member search.



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.

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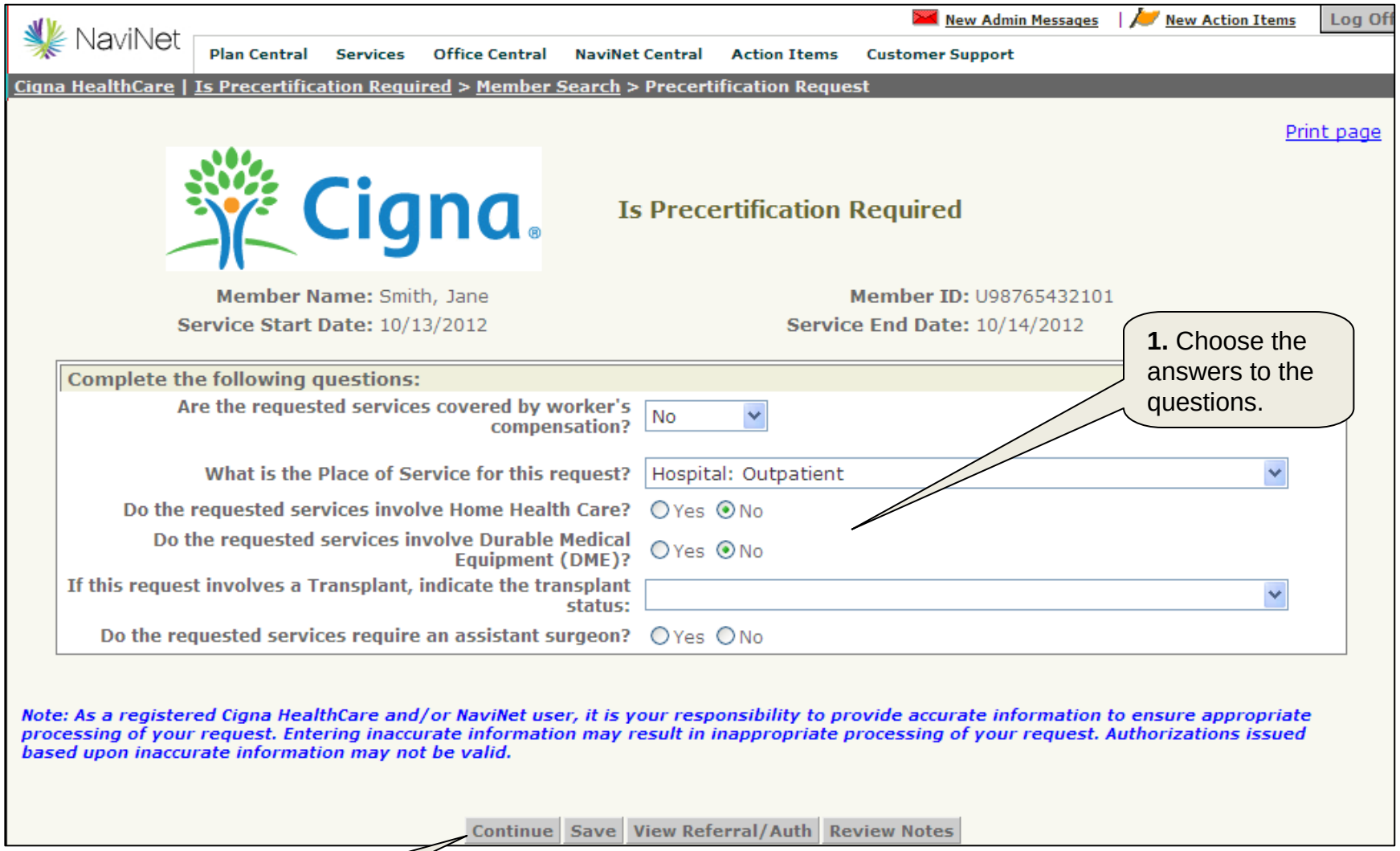
IS PRECERTIFICATION REQUIRED - OUTPATIENT



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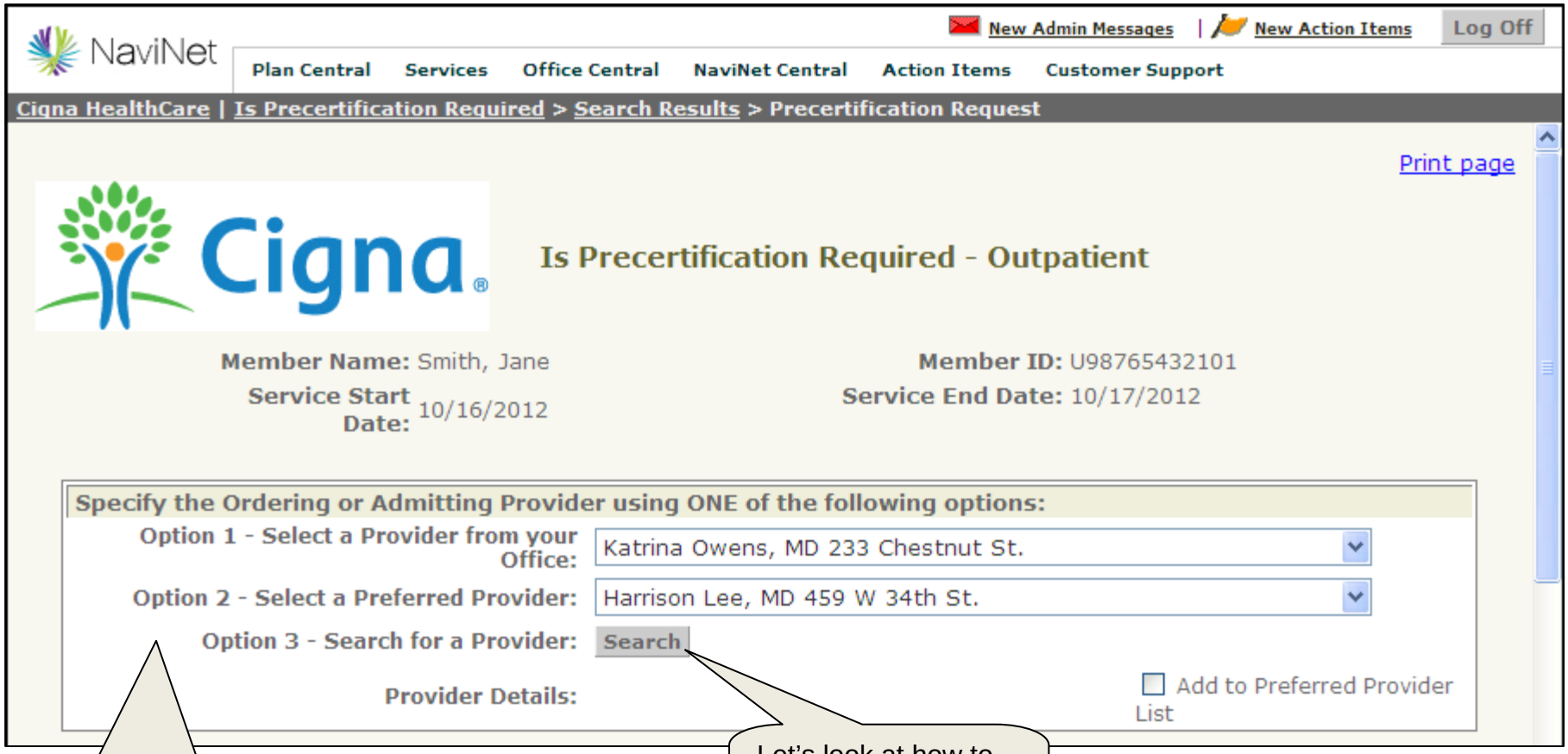
IS PRECERTIFICATION REQUIRED - OUTPATIENT

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



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

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

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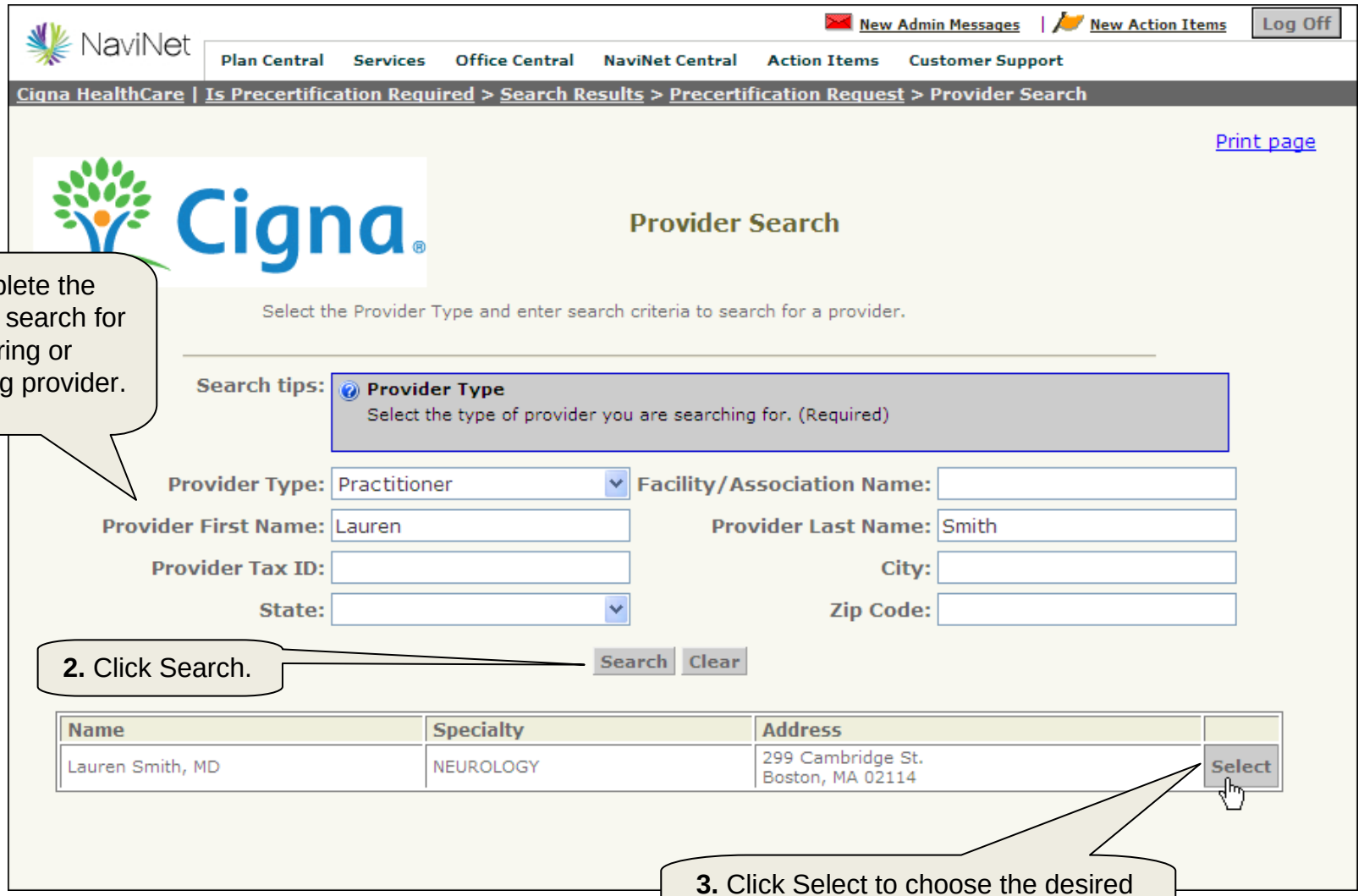
IS PRECERTIFICATION REQUIRED - OUTPATIENT

Search for and select the ordering or admitting provider.



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.

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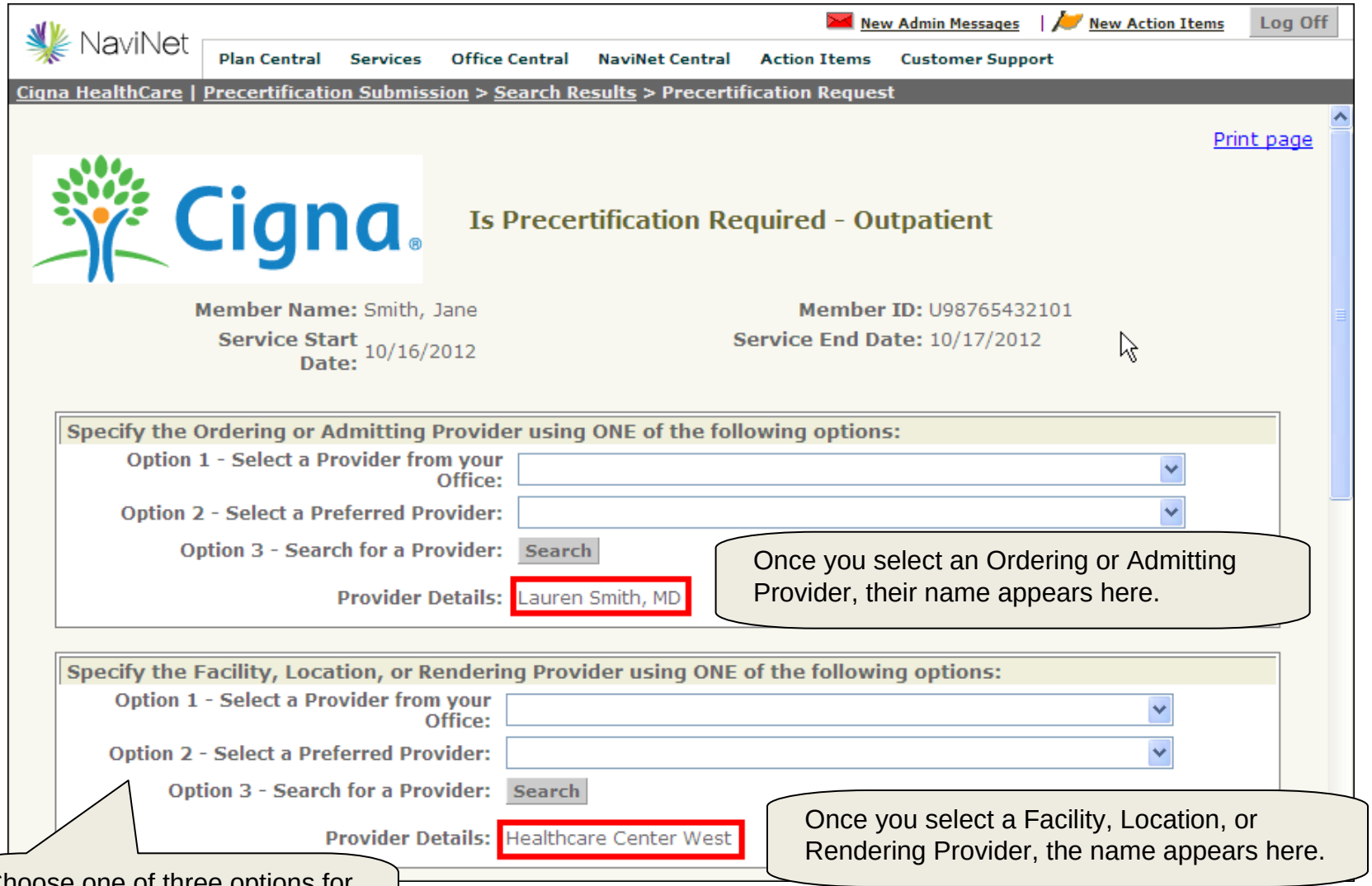
IS PRECERTIFICATION REQUIRED – OUTPATIENT

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



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

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.

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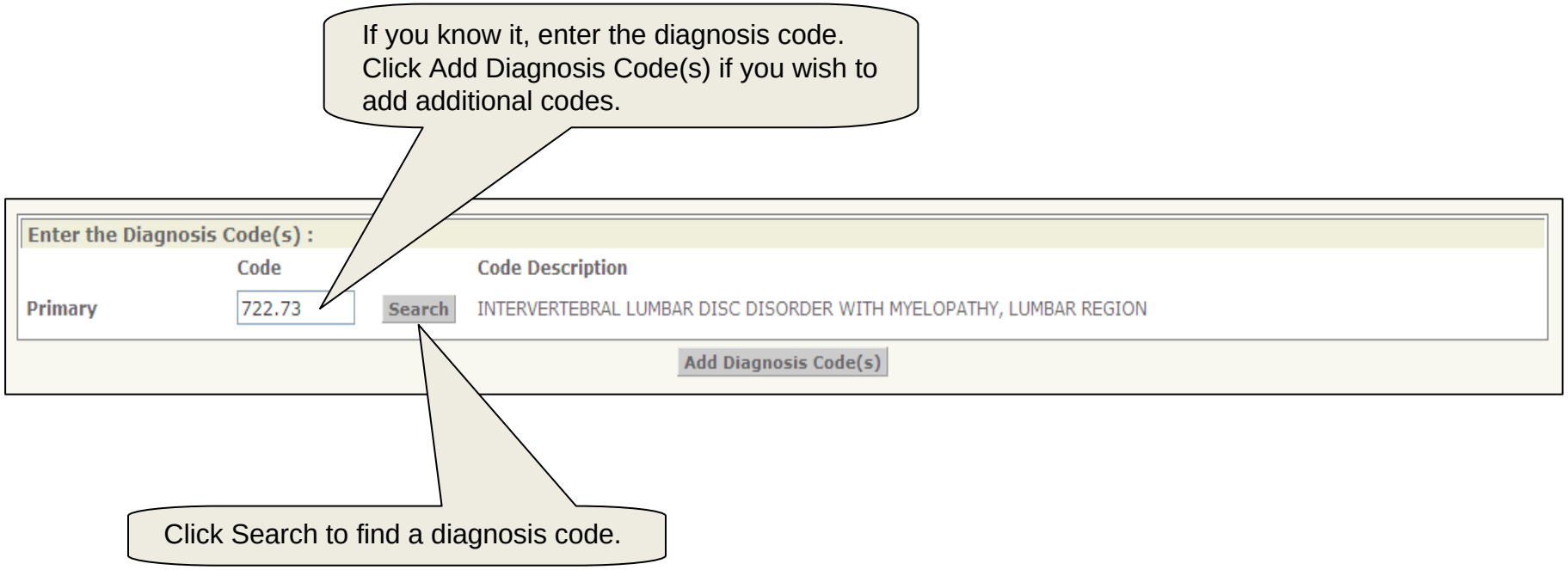
IS PRECERTIFICATION REQUIRED – OUTPATIENT

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



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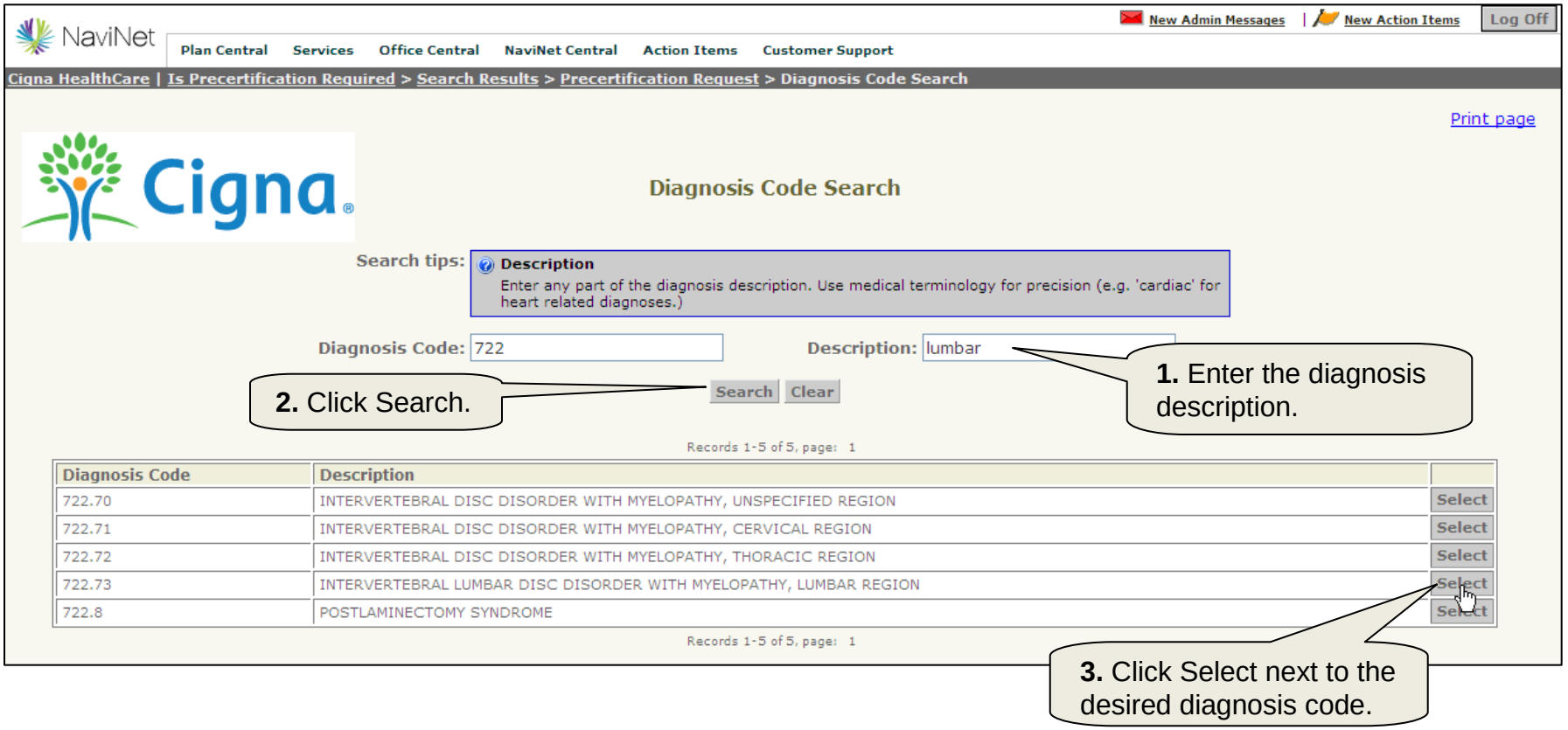
IS PRECERTIFICATION REQUIRED – OUTPATIENT

Search for and select a diagnosis code.



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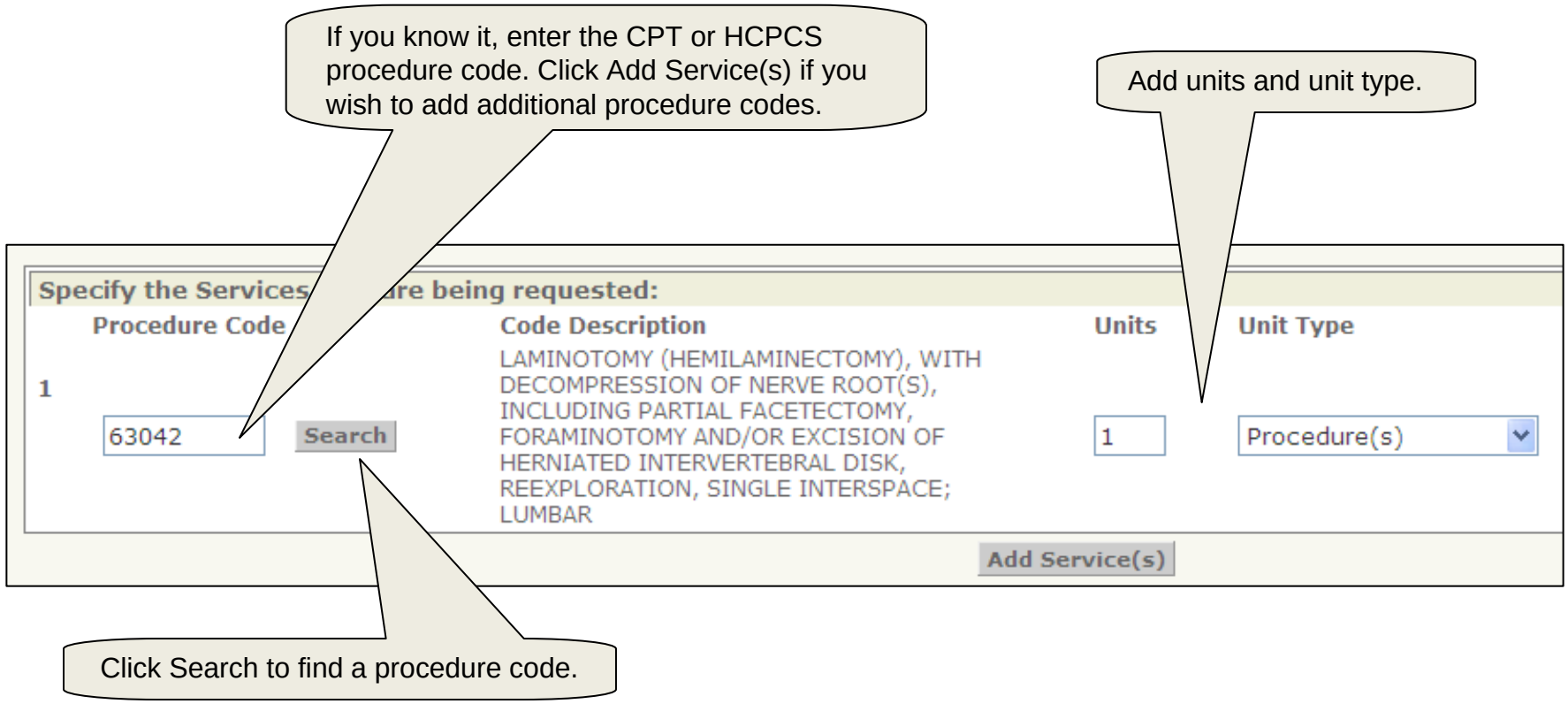
Enter a procedure code. If you don't know the procedure code, you can search for one.



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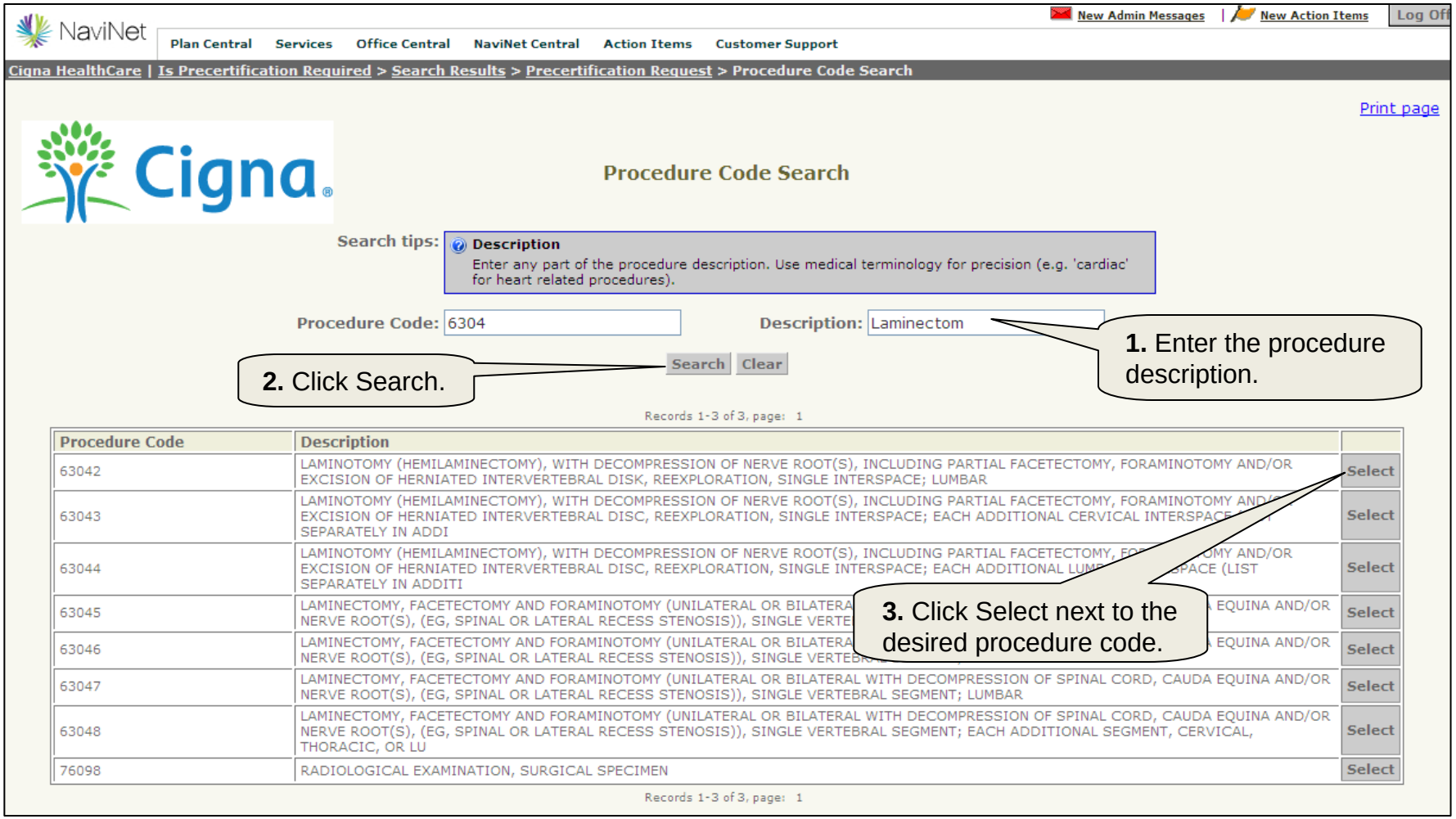
IS PRECERTIFICATION REQUIRED – OUTPATIENT

Search for and select a procedure code.



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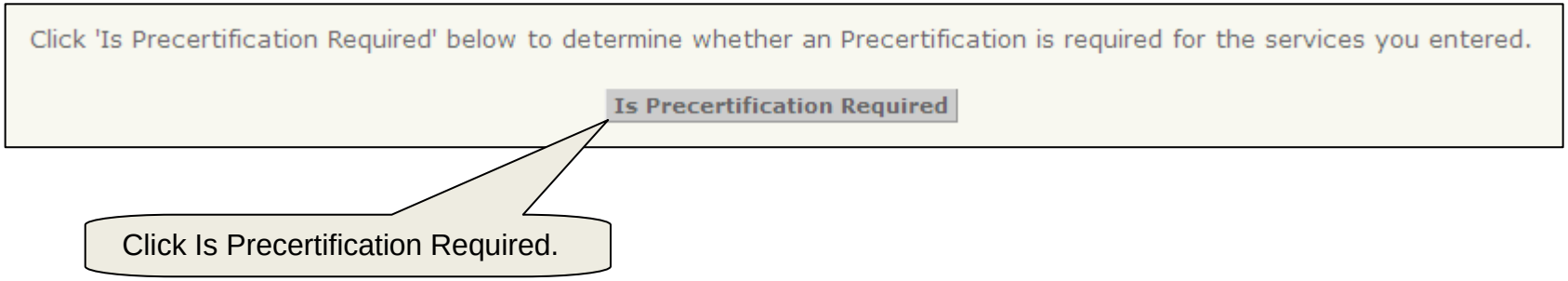
IS PRECERTIFICATION REQUIRED – OUTPATIENT

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.



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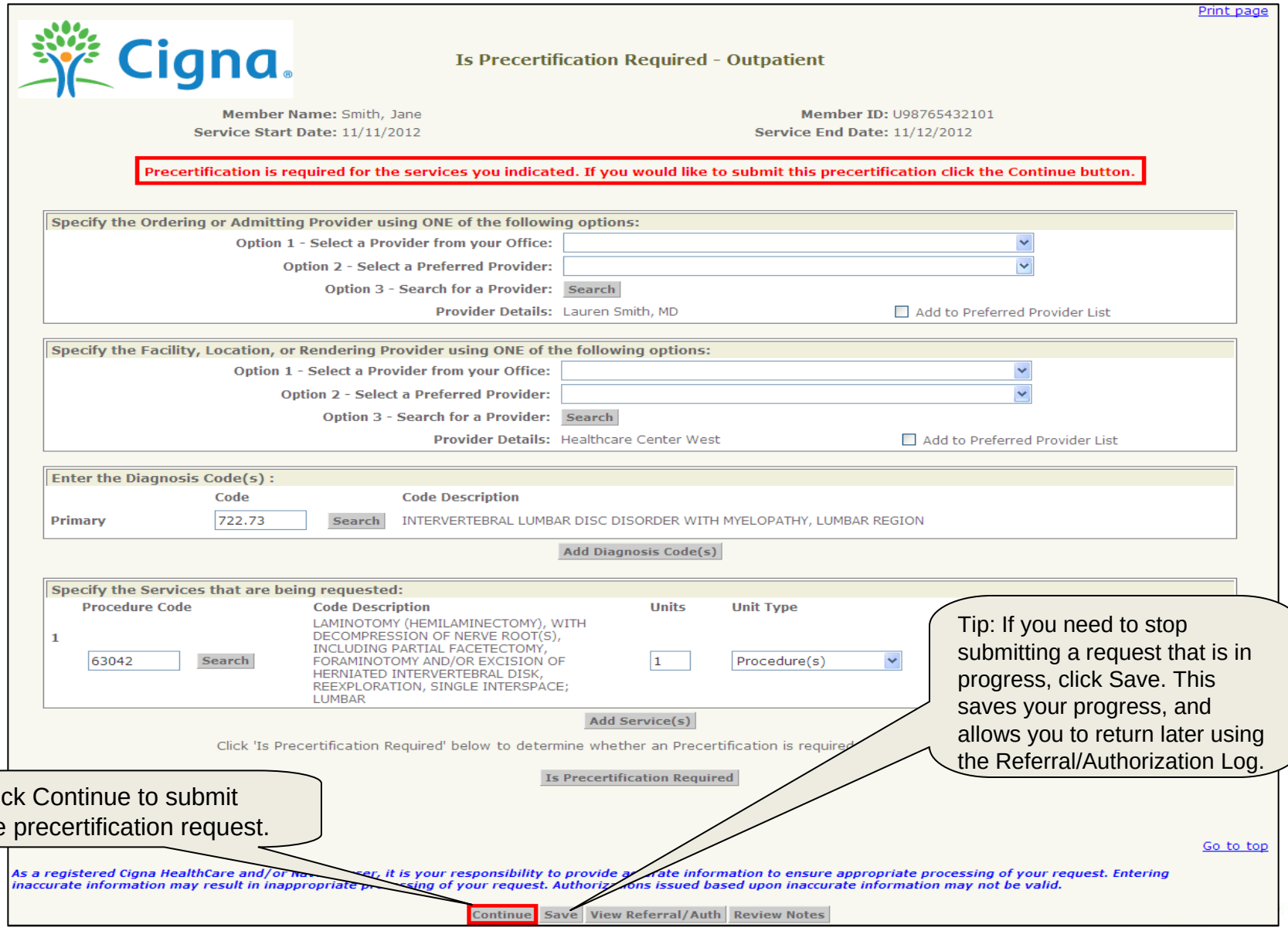
IS PRECERTIFICATION REQUIRED – OUTPATIENT

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



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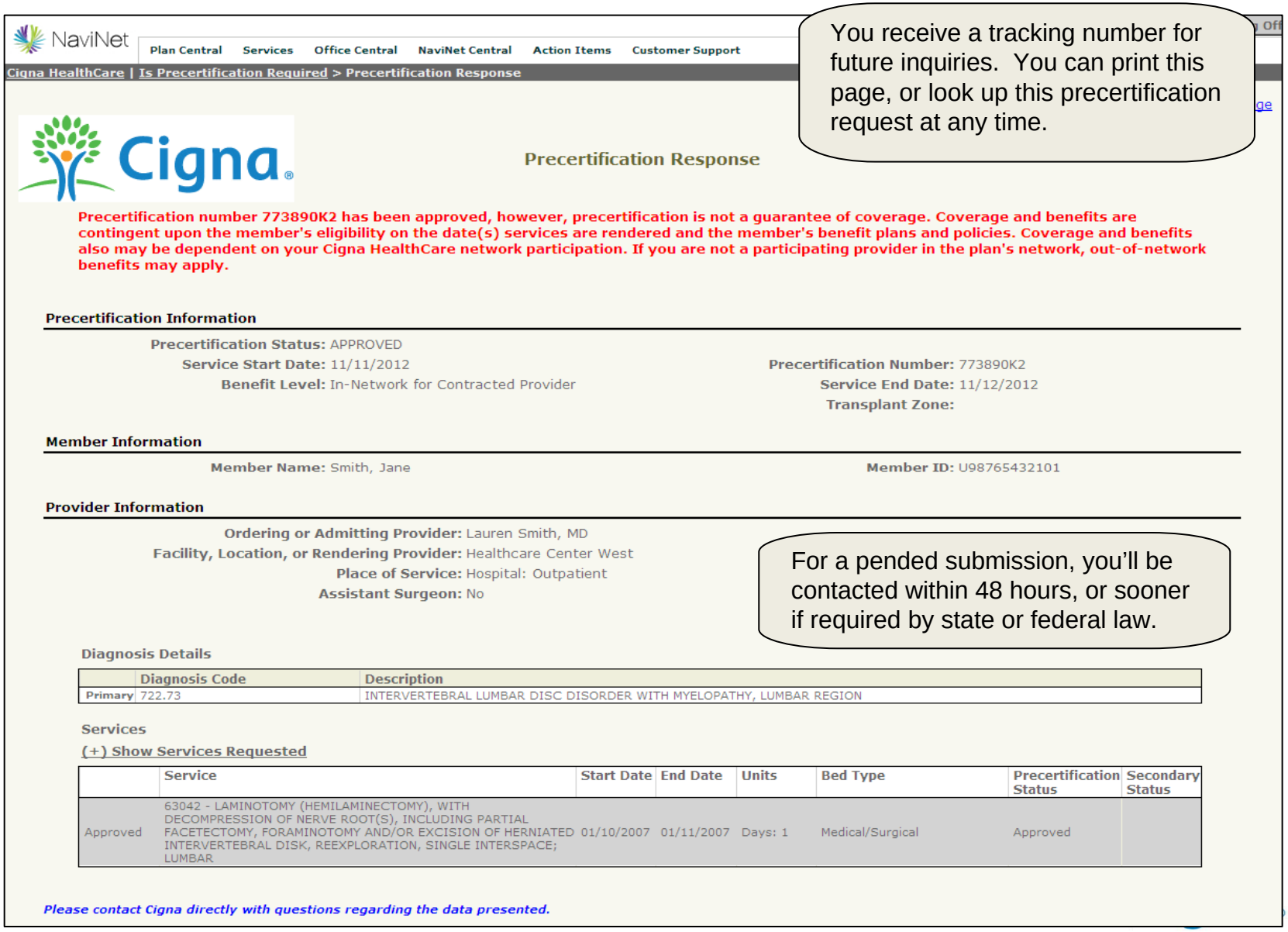
IS PRECERTIFICATION REQUIRED – OUTPATIENT

You will receive an immediate response to your precertification submission.



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

Cigna HealthCare | Is Precertification Required > Precertification Response

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Precertification Response

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

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

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

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	

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IS PRECERTIFICATION REQUIRED - INPATIENT

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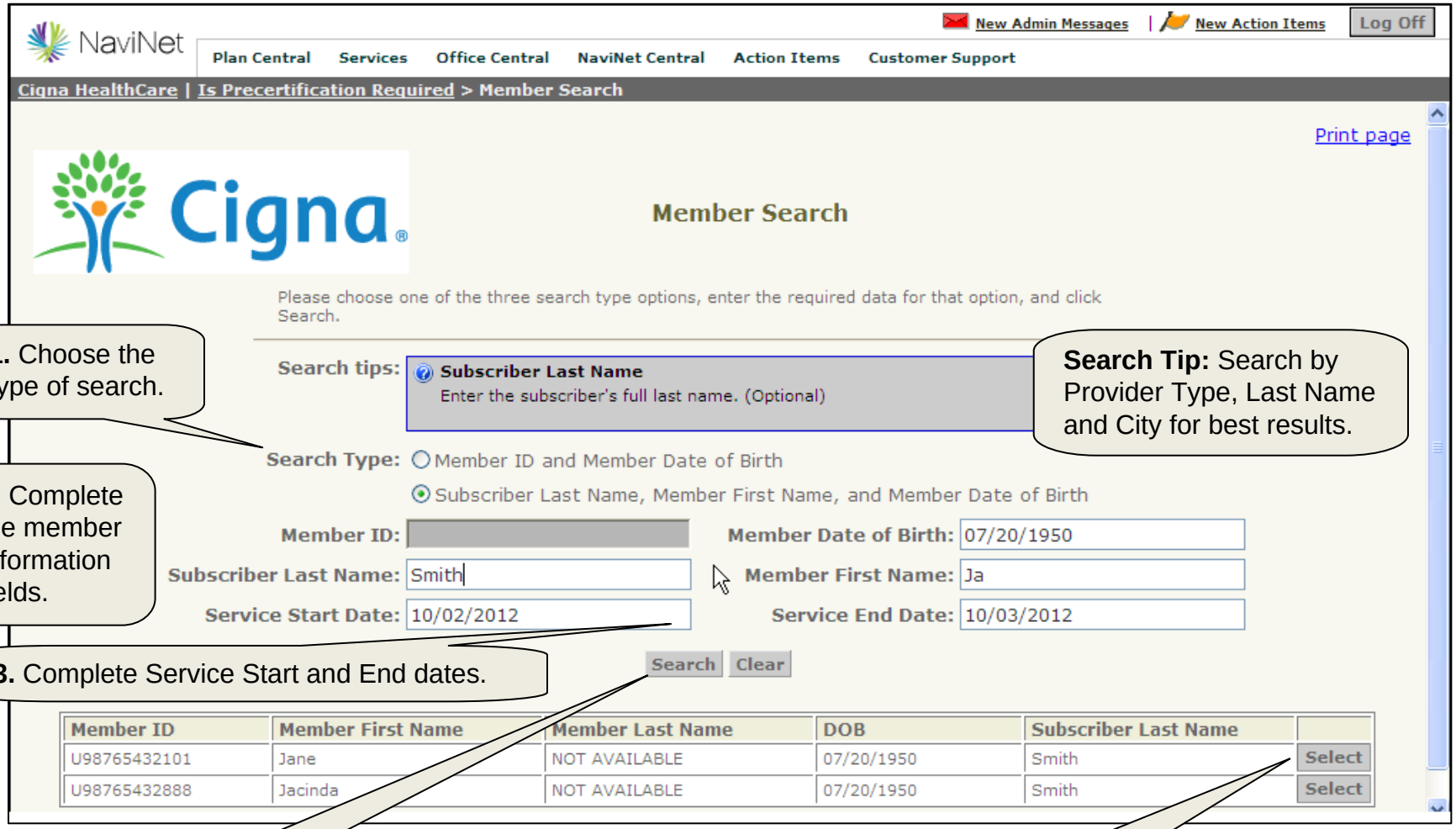
IS PRECERTIFICATION REQUIRED - INPATIENT



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 provider.

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

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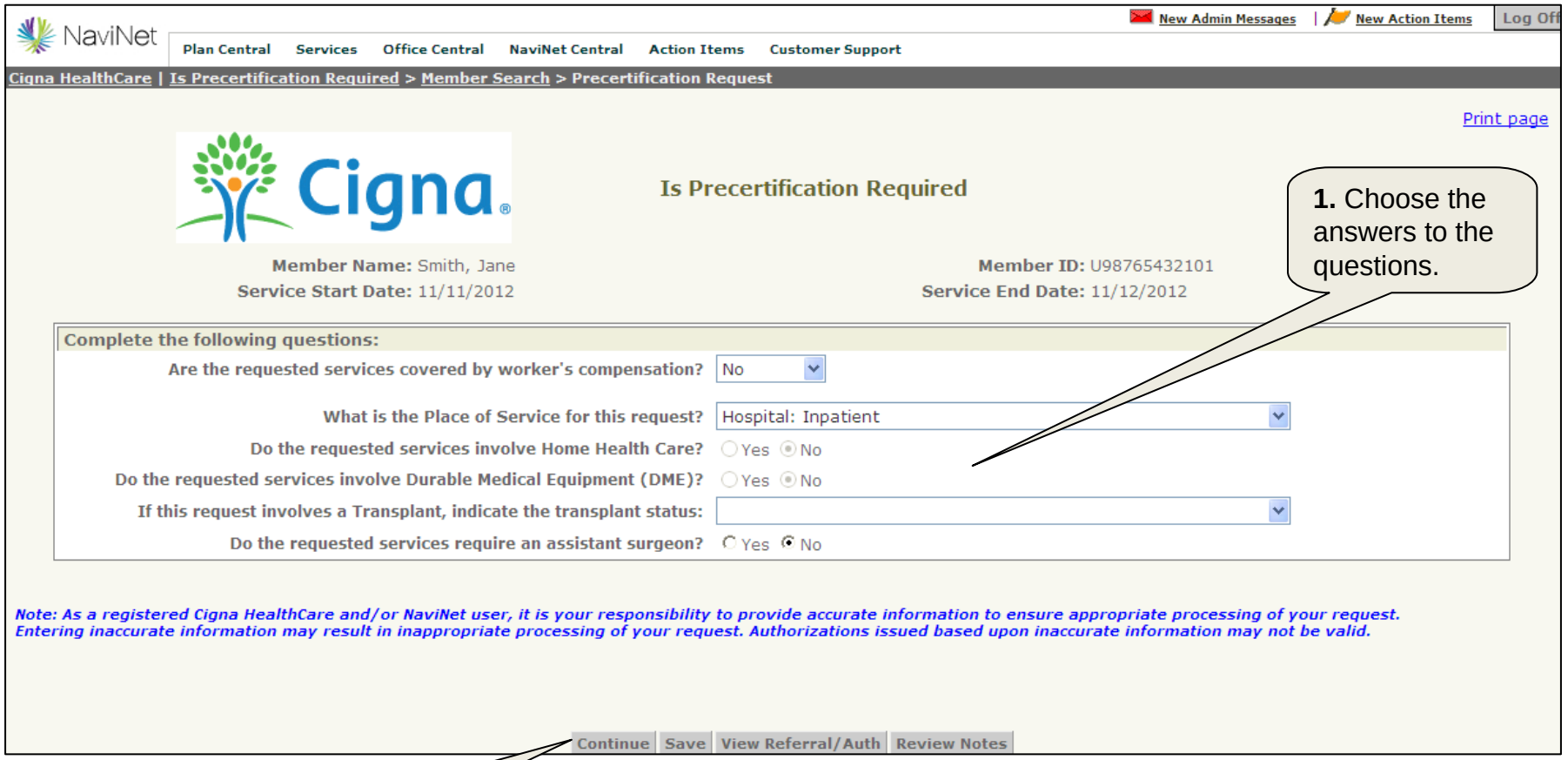

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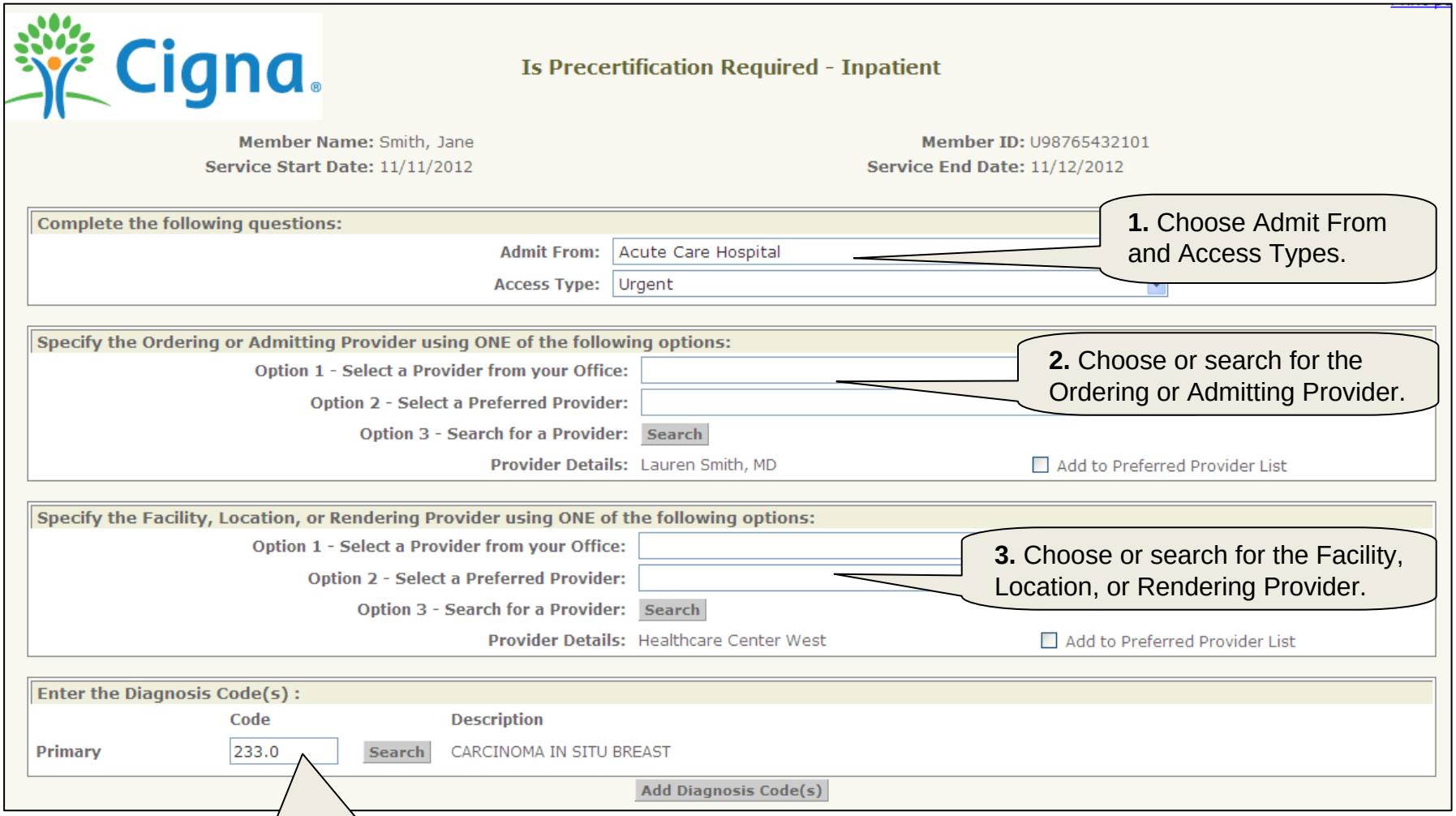

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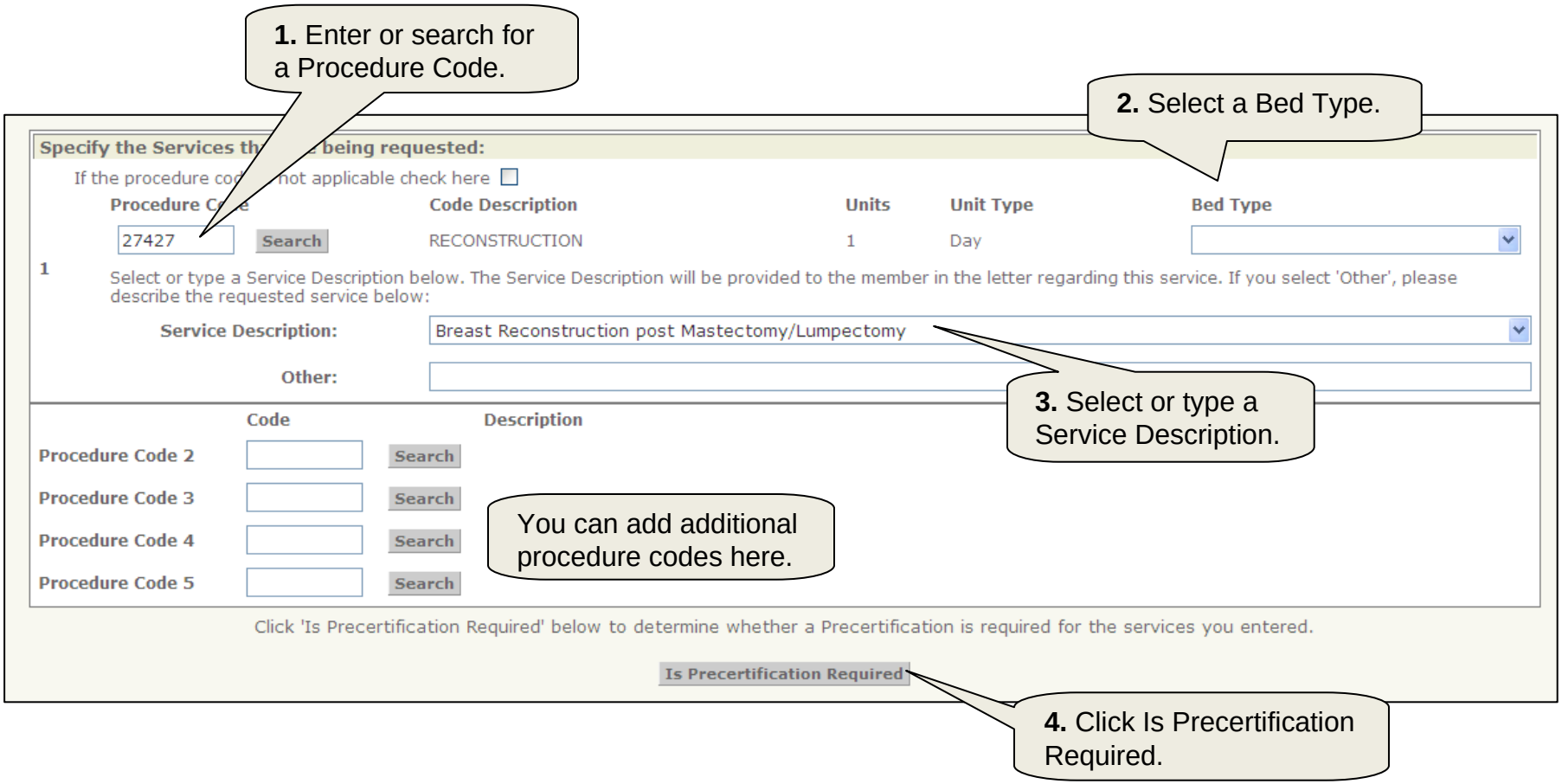
IS PRECERTIFICATION REQUIRED - INPATIENT



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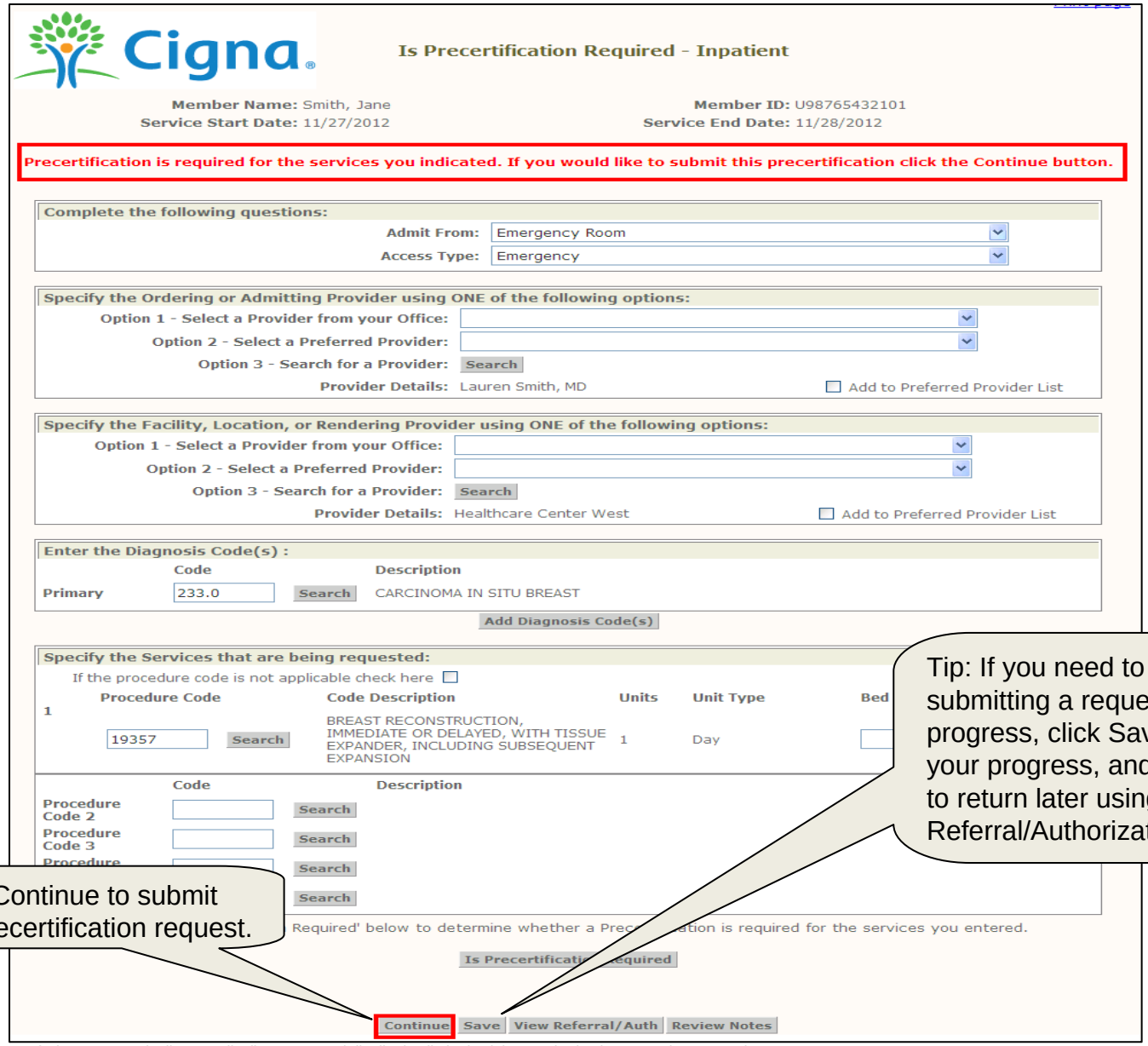
IS PRECERTIFICATION REQUIRED - INPATIENT

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



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.

Click Continue to submit the precertification request.

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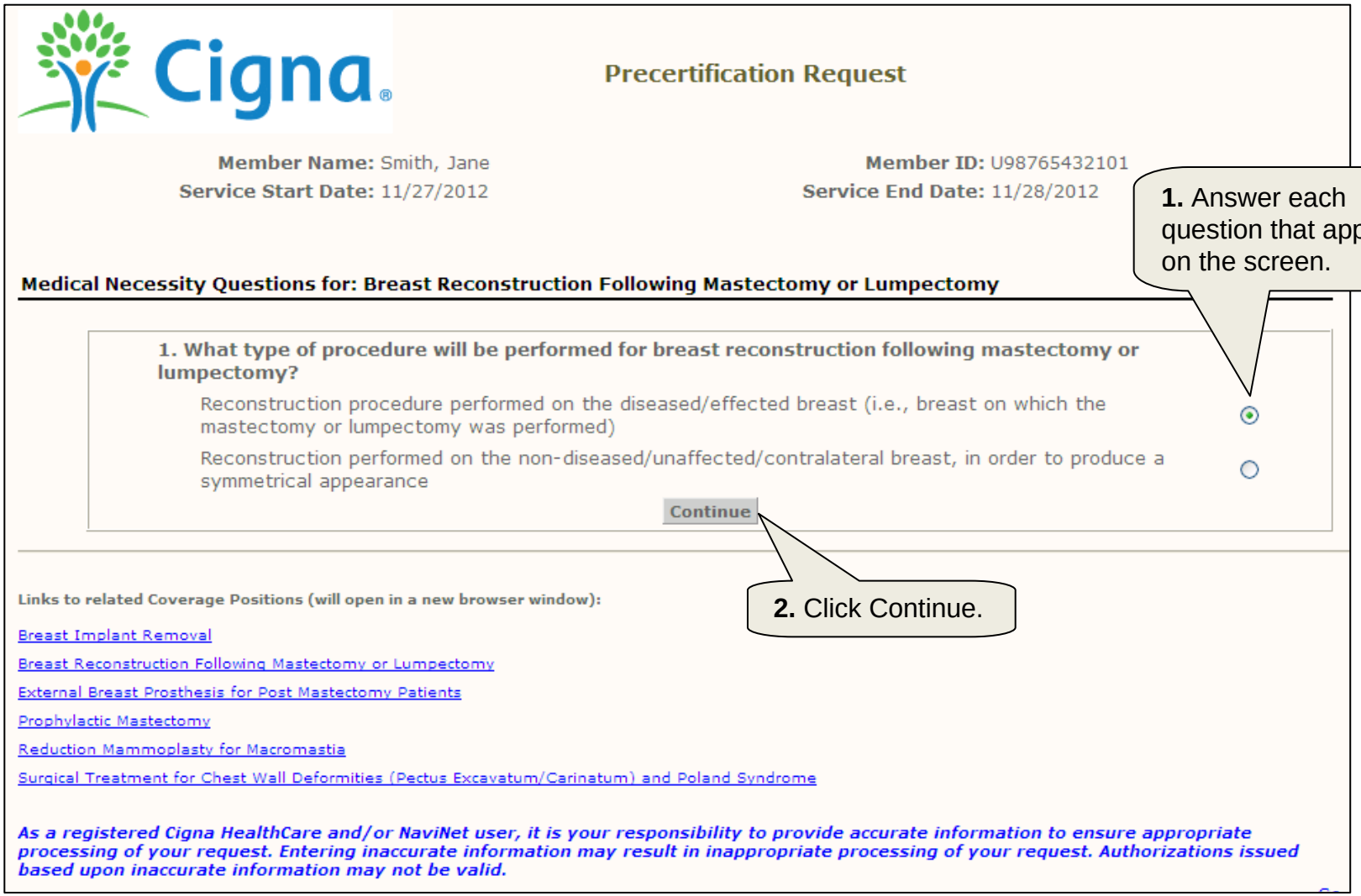
You may be asked to answer some additional medical necessity questions.



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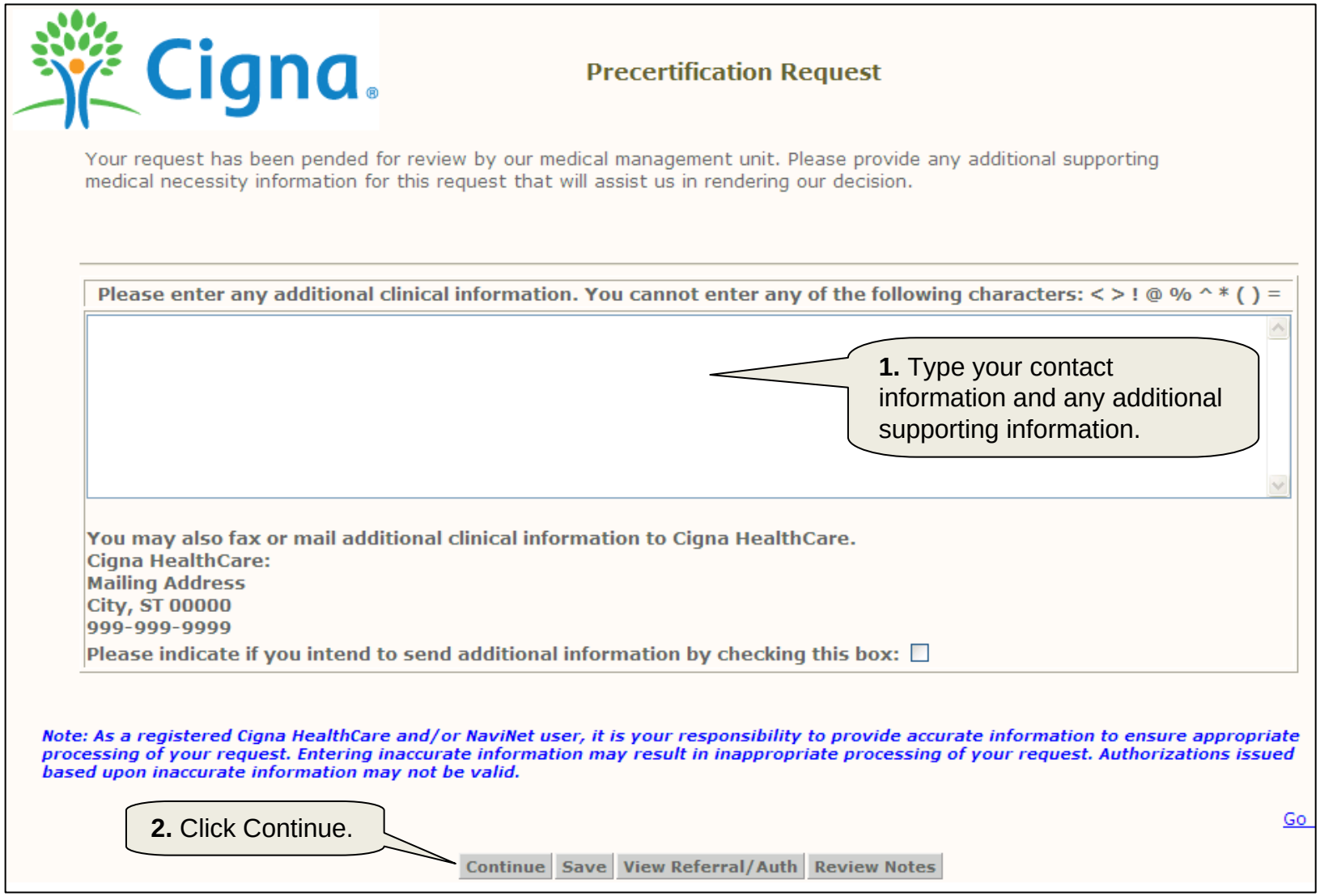

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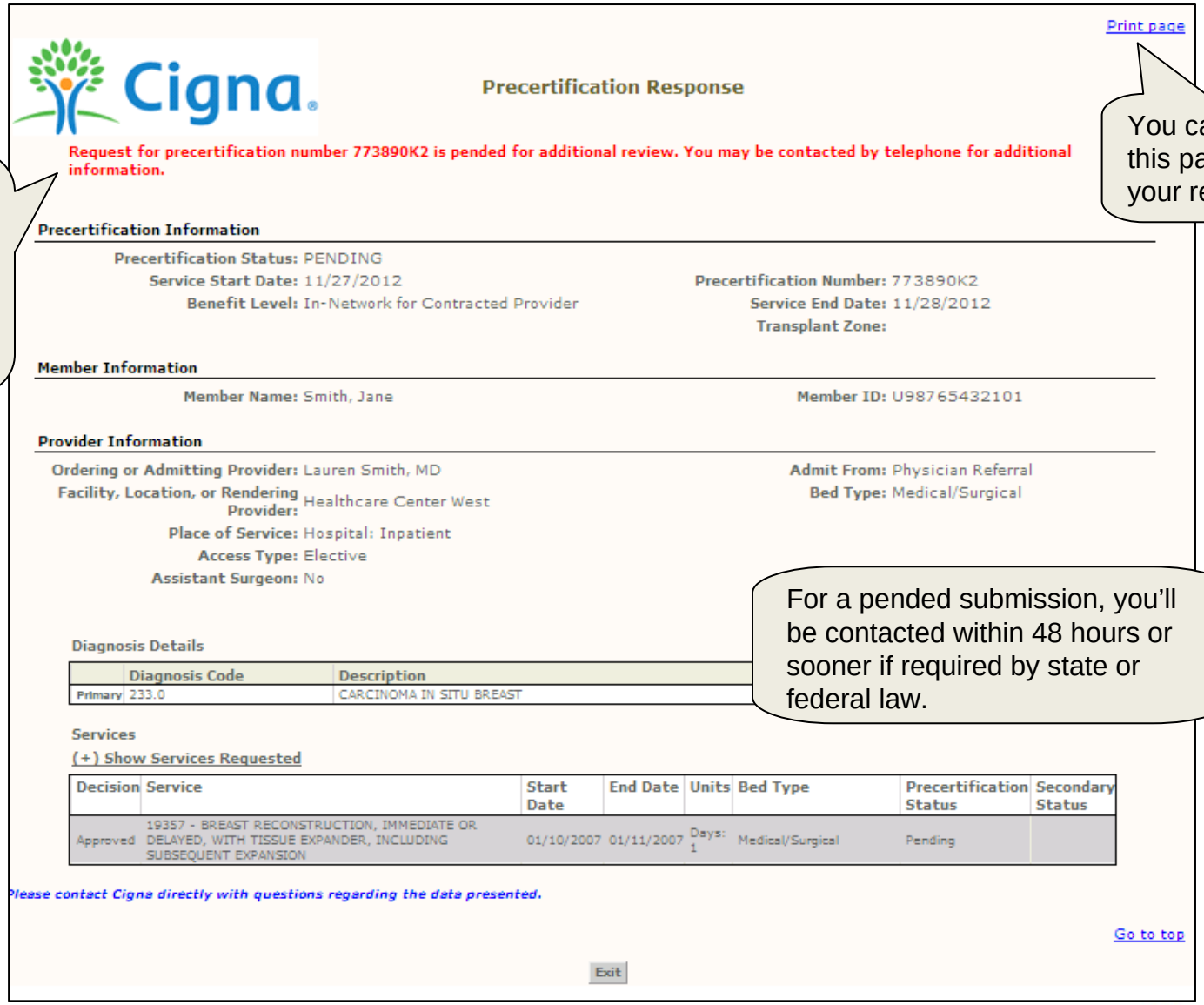
IS PRECERTIFICATION REQUIRED - INPATIENT

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.



Print page

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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

Exit

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PRECERTIFICATION INQUIRY

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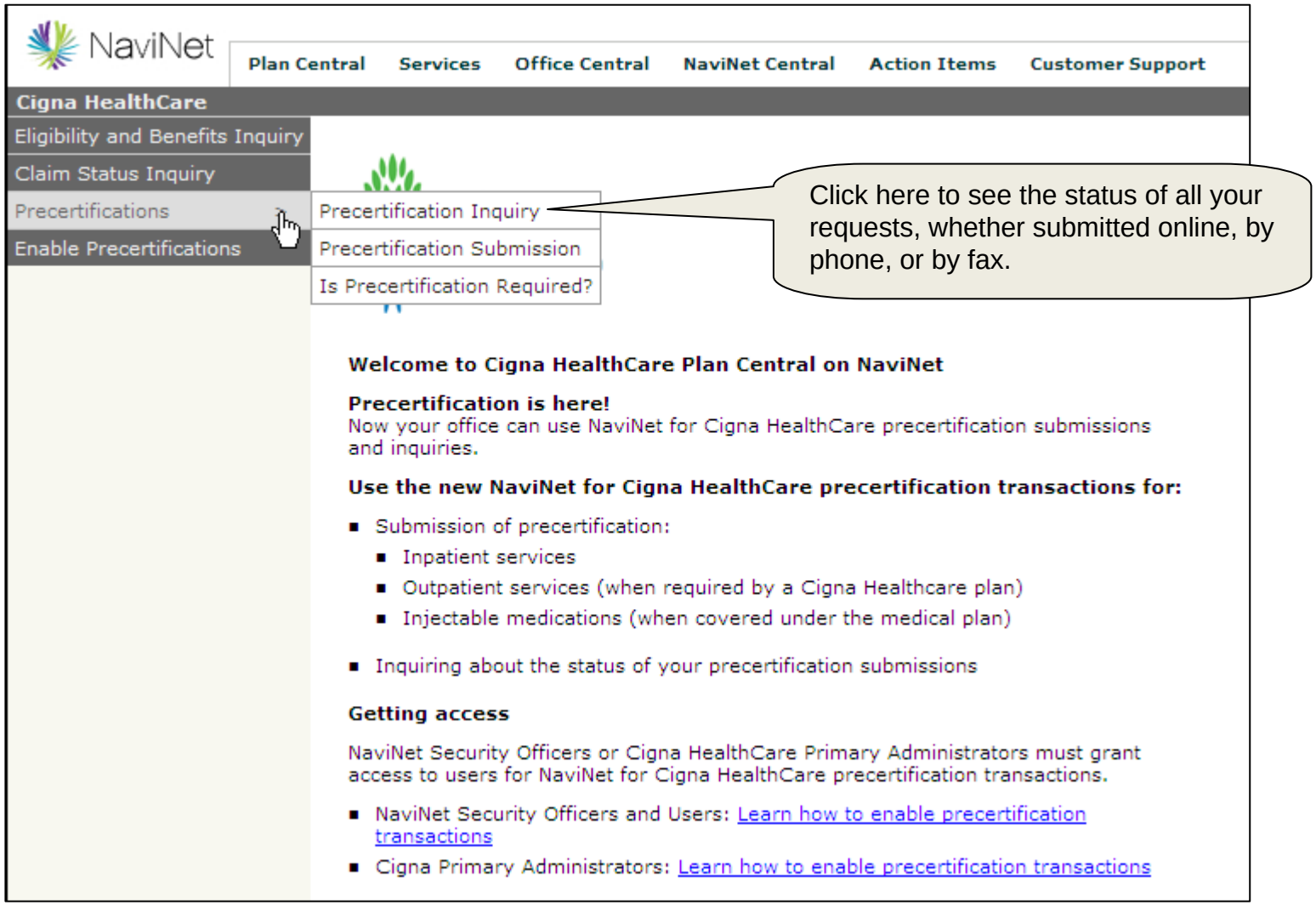
PRECERTIFICATION INQUIRY

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.



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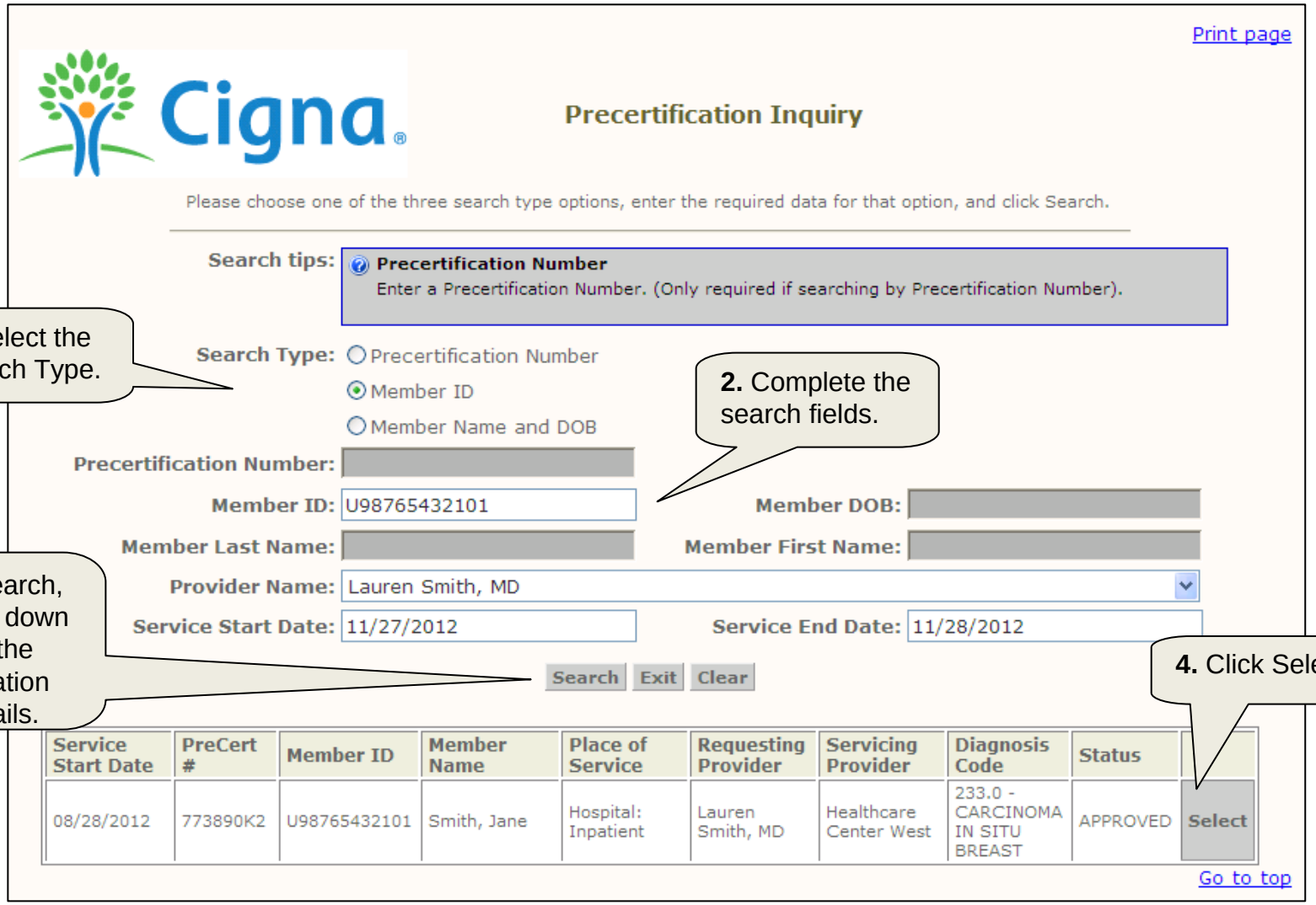
PRECERTIFICATION INQUIRY



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PRECERTIFICATION INQUIRY

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

Print page

Precertification Details

You can print this page for your records.

Precertification Information

Precertification Status: APPROVED
Service Start Date: 08/28/2012
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
Servicing Provider: Healthcare Center West
Place of Service: Hospital: Inpatient
Access Type: Elective
Admit From: 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.

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REFERRAL/AUTHORIZATION LOG

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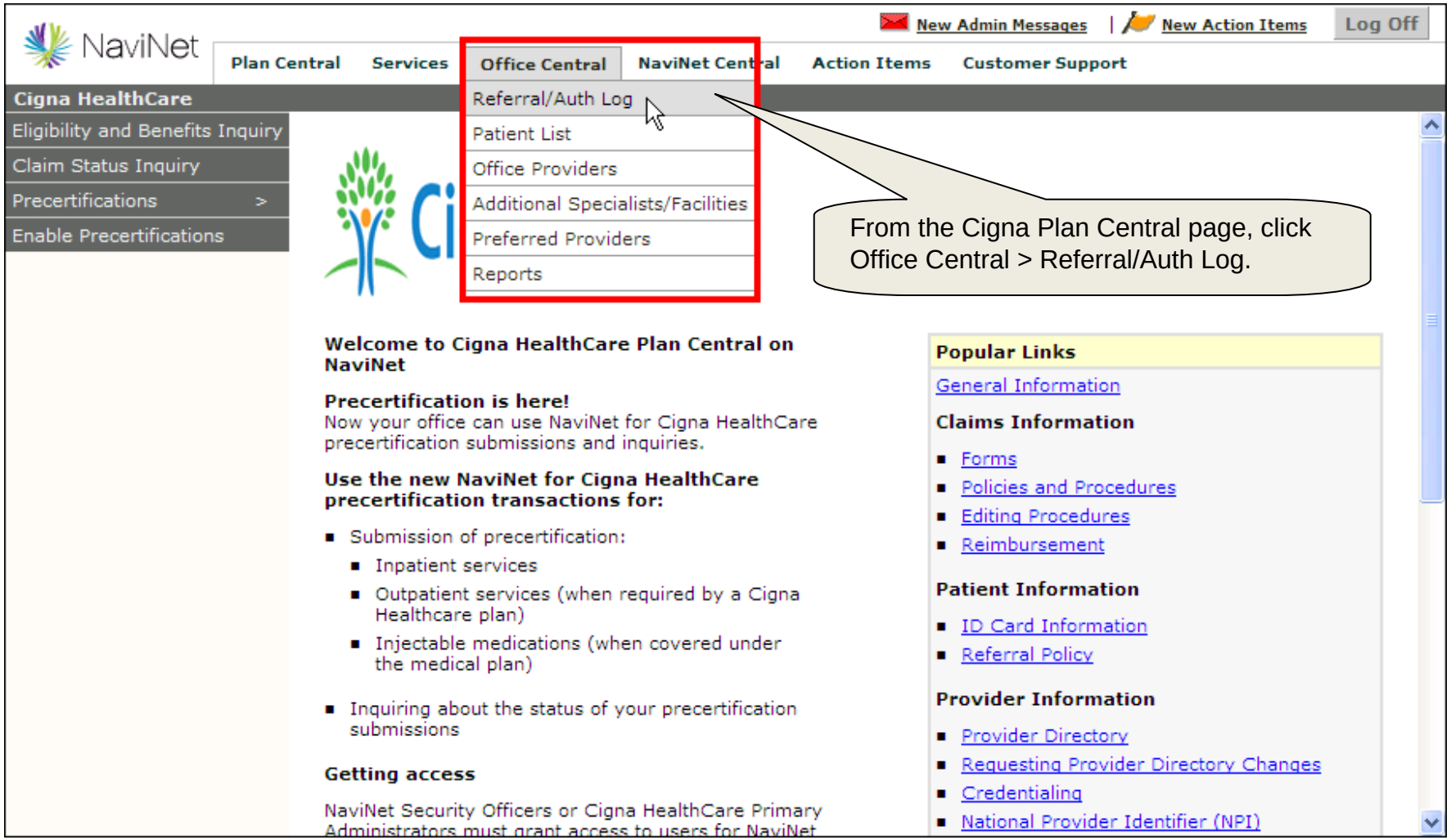
REFERRAL/AUTHORIZATION LOG

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



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REFERRAL/AUTHORIZATION LOG

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.

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NAVINET CUSTOMER SUPPORT

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NAVINET CUSTOMER SUPPORT

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

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Cigna for Health Care Professionals Website
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