

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

Website Overview

The eCourse explains the major sections of the website that help make working with Cigna faster and easier



LOG IN

This is the log in page when you visit 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 text 'Enter Keyword' and a 'SEARCH RESOURCES' button is at the top right. Below this is a navigation bar with three buttons: 'LOGIN / REGISTER' (highlighted in green), 'LEARN HOW TO REGISTER', and 'SITE BENEFITS'. The main heading is 'Cigna for Health Care Professionals'. Below the heading is an information icon and 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 is a login form with two input fields: 'User ID' and 'Password'. The 'User ID' field has a red error message: 'Enter your user ID.' Below the form is a 'LOGIN' button. Below the 'LOGIN' button are links for 'Forgot User ID' and 'Forgot Password'. Below these links is a 'Don't have a user ID?' section with a 'REGISTER NOW' button, a 'TEMPORARY ID' button, and a link 'What is a temporary ID?'. At the bottom left is the Cigna logo and a footer with links: 'Site Tour | Help | Contact Us | Disclaimer | Privacy' and '© 2012 CIGNA. All rights reserved.'. At the bottom right are logos for 'informed on reform', 'Verizon Cybertrust Security', and 'CERTIFIED ENTERPRISE'. Two callout boxes are present: one pointing to the 'User ID' field with the text 'Enter your User ID and Password, then click LOGIN.' and another pointing to the 'REGISTER NOW' button with the text 'If you are not registered to use the website, click REGISTER NOW.'



DASHBOARD

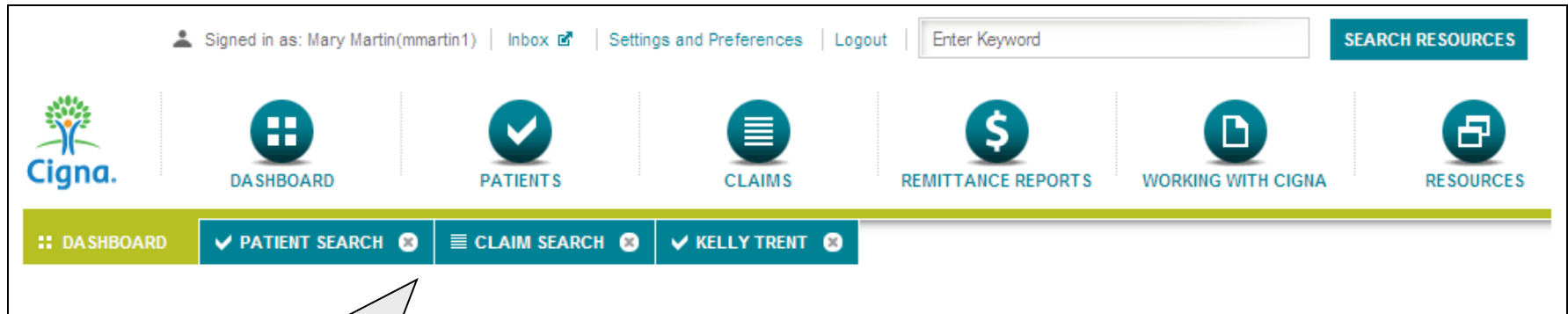
Once you log in, the Dashboard – your home page - is the first page you see.

The screenshot displays the Cigna dashboard interface. At the top, it shows the user is signed in as Mary Martin (mmartin1) with links for Inbox, Settings and Preferences, and Logout. A search bar is present with the text 'Enter Keyword' and a 'SEARCH RESOURCES' button. Below this is a navigation bar with icons for DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS, WORKING WITH CIGNA, and RESOURCES. A secondary navigation bar includes 'DASHBOARD', 'PATIENT SEARCH', and 'CLAIM SEARCH'. The main content area features two tabs: 'FLAGGED PATIENTS' (active) and 'FLAGGED CLAIMS'. The 'FLAGGED PATIENTS' tab shows a table with columns for Patient ID, Date Flagged, Date of Birth, Patient Last Name, Patient First Name, and Coverage Status. Two patients are listed: Robyn Fuller and Kelly Trent. A callout box points to the table with the text: 'You can flag patient or claim information to save it to your dashboard so it's available each time you log in, and you don't have to search for it.' To the right, there are sections for 'USEFUL LINKS' (Provider Directory, Drug List, Policies & Procedures, Precertification Policies), 'LATEST UPDATES', and 'CUSTOMER SUPPORT'. The footer contains the Cigna logo, site navigation links (Site Tour, Help, Contact Us, Sitemap, Disclaimer, Privacy), copyright information (© 2012 CIGNA), and logos for 'informed on reform', 'Verizon Cybertrust Security', and 'CERTIFIED ENTERPRISE'.

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
U92973527	09/19/2012	06/25/1967	Fuller	Robyn	Active
U92975185	09/19/2012	05/01/1960	Trent	Kelly	Active

DASHBOARD


In addition to flagging, the website has other features that make it easy to use.



Tabs and Auto-Save

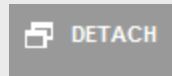
Whenever you log in to the website, tabs open for the sections of the site you visit, or to specific patient and claim detail pages. The next time you log in to the website, the tabs will still be there, so you don't have to start from scratch.

Print

Clicking the print link  allows you to create a printer-friendly version of any web page with that link.

Detach

The Detach function is available when you use the Patient Details or Claims Details screens.



By clicking DETACH you can open a separate screen with details about a patient or claim on top of your active screen. This allows you to compare information at the same time on different screens of the website, instead of toggling back and forth between pages.

DASHBOARD

You can move to other pages from your Dashboard.

The dashboard interface includes a top navigation bar with the Cigna logo, a search bar, and links for 'Inbox', 'Settings and Preferences', and 'Logout'. Below this is a row of six major sections: DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS, WORKING WITH CIGNA, and RESOURCES. A secondary navigation bar contains 'DASHBOARD', 'PATIENT SEARCH', and 'CLAIM SEARCH'. The main content area features 'FLAGGED PATIENTS' and 'FLAGGED CLAIMS' tabs. A table displays patient information, and a 'USEFUL LINKS' sidebar is visible on the right.

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

DASHBOARD PATIENTS CLAIMS REMITTANCE REPORTS WORKING WITH CIGNA RESOURCES

DASHBOARD PATIENT SEARCH CLAIM SEARCH

FLAGGED PATIENTS FLAGGED CLAIMS

REMOVE UNFLAGGED PATIENTS | VIEW | All Coverage Statuses

	Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
	U92973527	09/19/2012	06/25/1967	Fuller	Robyn	Active
	U92975185	09/19/2012	05/01/1960	Trent	Kelly	Active

USEFUL LINKS

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

LATEST UPDATES

CUSTOMER SUPPORT

Site Tour | Help | Contact Us | Sitemap | Disclaimer | Privacy

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informed on reform

Verizon Cybertrust Security

CERTIFIED ENTERPRISE

This row contains the six major sections of the website.

We'll now cover what's available in each.



PATIENTS

Here's where you can review your patients' records. You can check their contact information, coverage details, eligibility, plan type, claim history, deductibles, coinsurance, physician information, view & submit precertifications (medical users only), and estimate patient out-of-pocket costs.

Signed in as: Mary Martin(mmartin1) | [Inbox](#) | [Settings and Preferences](#) | [Logout](#) | [SEARCH RESOURCES](#)

Cigna. [DASHBOARD](#) **PATIENTS** [CLAIMS](#) [REMITTANCE REPORTS](#) [WORKING WITH CIGNA](#) [RESOURCES](#)

DASHBOARD

FLAGGED PATIENTS [View & Submit Precertifications](#)

[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	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

CLAIMS

The Claims section shows you the details and status of your patients' claims, how to submit a claim, and a tool to let you view claim coding edits.

Signed in as: Mary Martin(mmartin1) | [Inbox](#) | [Settings and Preferences](#) | [Logout](#) | [SEARCH RESOURCES](#)

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

DASHBOARD PATIENT SEARCH

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
- Recertification Policies

LATEST UPDATES

CUSTOMER SUPPORT

REMITTANCE REPORTS

Accessing your remittance reports online can help you easily store and search payment information, share it with your office staff, and obtain copies of your reports at any time.

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 WORKING WITH CIGNA **REMITTANCE REPORTS**

Remittance Reports

DEPOSIT AMOUNT **PATIENT INFORMATION** CLAIM/REFERENCE NUMBER REMITTANCE TRACKING NUMBER

Member ID/ Member Date of Birth Member ID/ Name Member Date of Birth/Name Which combination do I use?

Date of Service From To
Select editable date range 09/18/2012 09/25/2012
Select the date of service for up to a 6-month range.

Member ID Member Date of Birth
911077414 06/25/1967

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

- All
- 060303370
- 640839075
- 060864265
- 060864266

SEARCH

Choose from one of four ways to search for your remittance reports.

Then, complete the search information and click SEARCH.

REMITTANCE REPORTS

The remittance reports associated with your search will appear.

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 WORKING WITH CIGNA REMITTANCE REPORTS

Remittance Reports

You Searched For:
Patient ID: U92973527 | Patient Date of Birth: 08/25/1967 | Date of Service ranges from: 11/11/2011 - 05/11/2012 | [View Coverage](#)

MODIFY SEARCH NEW SEARCH

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

PRINT ALL | VIEW " All Report Types

Remittance Tracking Number	Tax Identification Number	Payment Date	Deposit Amount	Product Type	Patient Last Name	Patient First Name	Patient Date of Birth	Report Type	Number of Pages	
120222090000005	042374071	02/28/2012	\$800.00	Network	FULLER	ROBYN	08/25/1967	Remittance Report	3	1-3 View PDF
120221190000223	042374071	--	--	Network	FULLER	ROBYN	08/25/1967	Remittance Report (Zero Dollar)	3	1-3 View PDF
110928070000001	275493148	09/27/2011	\$2,503.39	Network	FULLER	ROBYN	08/25/1967	Remittance Report	102	1-100 View PDF

To view a report you may need to download and install [Adobe Reader](#)

You can save the report to your computer or email it to others. Reports are available online for up to two years.

WORKING WITH CIGNA

This page provides access to many essential tools that can help you work with Cigna more efficiently.

Assign Access
Modify Existing Users
Change the user roles and access levels your delegated users have to your practices or facilities.
Add New Users
Add users and assign them access to any practice or facility you are a primary or secondary administrator for.

Delegation History Report
Review a report that shows the complete history of user activity. Please select the practice or facility you'd like a report on. Microsoft Excel is the recommended application for viewing these reports.

DOWNLOAD

Information Requests
Coverage Policies / Criteria
Find out if one of your patients is covered by Cigna for a particular treatment, procedure or drugs based on our coverage positions.
Request Participatory Provider Agreement
Allow 30 days to process your request. The information you provide will be validated and, if accurate, you will receive a hard copy of your agreement via mail.

Fee Schedules
Request Fee Schedule
If you are requesting your fee schedule for a particular billing code, complete the required fields below, then submit the form.
View Fee Schedule Changes
Supply your Provider ID, Location, ZipCode, and Network to view fee schedule changes.

Electronic Fund Transfer (EFT)
Enroll in Electronic Fund Transfer (EFT) Options
Enroll a new EFT account. Complete enrollment by confirming your information and agreeing to the Terms of Service.
Manage EFT Settings
You may select a Tax ID you want to view from the list and modify its existing EFT account settings.

PROFILE INFORMATION
UPDATE DIRECTORY INFORMATION
Review your listing in the Provider Directory before entering changes.
Cigna Contracted Health Care Professionals
Update
Cigna Contracted Facilities and Other Health Care Professionals
Update
Non-Participating Providers: If you are interested in joining the Cigna Health Care Network, please refer to Billing and Recredentialing

Give people in your office access to patient records, remittance reports, and more.

Review the types of coverage Cigna offers, or add us to the insurers your office does business with.

Reduce your paperwork by enrolling a new account in electronic funds transfer (EFT), or change the EFT settings for an existing account.

Find the fee schedule for a particular billing code, or review any fee schedule changes (medical users only).



RESOURCES

This is your doorway to all Cigna resources.

Logout | [SEARCH RESOURCES](#)

Resources

Find answers quickly. Discover services and use the tools that make the business of health care easier.

BROWSE RESOURCE LIBRARY DOCUMENTS

<p>Medical Resources</p> <p>Explore newsletters, wellness programs, Cigna medical plans and more. Learn More</p>	<p>Pharmacy Resources</p> <p>Find essential pharmacy information, drug lists, and prior authorization forms. Learn More</p>	<p>Behavioral Health Resources</p> <p>Learn about our behavioral health treatment guidelines, including guidelines for level of care determinations and clinical practice. Learn More</p>	<p>Medical eCourses</p> <p>Explore learning materials that can help you work more efficiently with Cigna. Learn More</p>	<p>Drug List</p> <p>Search the Cigna prescription drug list for medications covered by Cigna's coverage plans. Learn More</p>
<p>Using ID Cards</p> <p>View sample Cigna customer ID cards with descriptions of the fields on the cards. Learn More</p>	<p>Clinical Reimbursement Policies and Payment Policies</p> <p>Find documents, including Cigna appeal policies, claim editing procedures and electronic funds transfer. Learn More</p>	<p>Forms Center</p> <p>Browse the forms library and easily find the right form for the right purpose. Learn More</p>	<p>Reference Guides</p> <p>Review reference guides to help make doing business with Cigna easier. Learn More</p>	<p>HIPAA</p> <p>Check to see if you are up to date with your HIPAA compliance. Review details on HIPAA deadlines and dates. Learn More</p>

Each of these ten sections includes important information and materials.

Use **SEARCH RESOURCES** to find needed items.

eCourses provide you with instructions on how to use the website and work with Cigna.

Congratulations!
You've completed the
Cigna for Health Care Professionals
Website Overview eCourse.

Bookmark CignaforHCP.com today!

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