

# BENEFIT REFERENCE NUMBER: NEW FEATURE ON CIGNAFORHCP.COM

For Health Care Providers

May 2020

On May 1, 2020, we rolled out a new feature that gives you the ability to generate a benefit reference number (BRN) when performing an eligibility and benefit search on the Cigna for Health Care Professionals website (CignaforHCP.com).

The BRN captures and retains patient benefit information for a specific date. You may retrieve the BRN detail for up to two years after the initial request. You may also populate your electronic medical record (EMR) system with the BRN, eliminating the need to call Customer Service for a reference number.

## Frequently asked questions

**1. Who is able to use the BRN enhancement?**

All dental, medical, and behavioral providers with access to Patient Search > Eligibility and Benefits on CignaforHCP.com are able to see and use the enhancement.

**2. Is this a self-service enhancement?**

Yes. You can generate a BRN yourself on CignaforHCP.com and proceed with your documentation. You do not need to call Customer Service to obtain a reference number.

**3. What does the BRN look like?**

The BRN begins with the letter B, followed by six digits.

**4. How long are BRNs stored on CignaforHCP.com?**

The BRN, and the patient detail associated with it, are saved for two years after the initial request date. You can clear the BRN history as often as needed.

**5. Can I print or save the details of the benefits I selected?**

Yes. You have the option to view, print, or save the benefit details associated with your search for two years after the initial request date.

**6. Can Customer Service see my BRN and access the details of the search?**

Yes. Customer Service can assist you with questions you may have about the details associated with your BRN.

**7. Can I retrieve the patient history tied to a BRN after it has been generated and I have logged out?**

Yes, the BRN history is stored for two years after the initial request. After logging in to CignaforHCP.com, you can access the details under the Benefit Reference Number History tab in the Plan Detail section of the Patient Details screen, and view the BRNs you generated.

Note that initially you can only view the BRNs you created yourself. A future enhancement will allow you to see BRNs created by others in your organization, as well.



**8. Does the release of this enhancement require providers to obtain a BRN?**

No. This is an option available to providers who choose to use it based on their needs. Not all providers will want to create a BRN with each eligibility and benefit search.

**9. How can I access historical BRNs?**

When there are historical reference numbers, a link will be available below the option to generate the BRN. Once the link is selected, all historical BRNs generated for that patient will appear. A link will be available for each BRN created by that user, which will open up the details associated with that BRN. (A future enhancement will enable viewing of BRNs created by other users in the organization.)

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