

# NEW NETWORK STATUS FEATURE ON THE CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

For Health Care Providers

April 2023

## What's happening?

Effective April 27, 2023, the "Am I In Network" tool on the Cigna for Health Care Professionals website (CignaforHCP.com) will be moved to the top of the Patient Plan and Detail screen, and will appear as "Network Status." Network Status will be available for registered users with Patient Search entitlement after a successful search for a patient. This search feature is only available for patients with Cigna Healthcare medical coverage.

## Frequently asked questions

### 1. How can I see if I am in network for my patient's plan?

You will first need to log in to CignaforHCP.com. The Network Status tool appears on the Patient Plan and Detail screen. Select a patient using the Patient Search tool to view your Network Status.

### 2. How is network status determined?

Network status for a patient is determined by the selected Taxpayer Identification Number (TIN) and Provider/Group Name.

### 3. How can I view my Contracted Networks and Specialties?

The link above the Network Status tool will link directly to the Request Contracted Networks and Contracted Specialties screen. You can also go to Working with Cigna (Contracted Networks and Specialties), or Working with Cigna (Information Requests > Contracted Networks and Specialties).

### 4. How can I become credentialed to be in network for a specific plan?

For information on the credentialing and recredentialing process, visit [CignaforHCP.com](https://CignaforHCP.com) (Resources > Medical Resources > Doing Business with Cigna > [Credentialing and Recredentialing](#)).

## Additional information

If you're not a registered user of the website, go to CignaforHCP.com and click Register. Or, ask your website access manager to grant you access.

If you have any questions, please call Cigna Customer Service at **800.88Cigna (882.4462)**.



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## Select TIN and Provider/Group

Once logged in and select your patient, you can verify your Network Status, by selecting the appropriate Eligibility as of date, TIN, Provider/Group name, and Provider (as applicable) from the drop downs.

The screenshot shows the Cigna portal interface for patient Allison Adams. The breadcrumb trail is "Patient Search > Results > 103690685". Below the patient name, there are tabs for "Cigna Medical", "Behavioral", "View Claims", and "Precertifications". The "Coverage Details" section is active, with a sub-tab for "Estimate Costs". To the right, there are "USEFUL LINKS" and two circular icons. The "Network Status" section has a heading and a subtext: "Select the fields to know the network status and coverage and Benefits associated to that. To see contracted networks and specialties information, click here". Below this, there are four input fields: "Eligibility as of date" (with a date picker set to 10/11/2022), "TIN" (with a text input field), "Provider/Group" (with a dropdown menu showing "Group Name"), and "Provider" (with a dropdown menu showing "Provider Name").

## Results

- A green check indicates you are in network
- An alert and message will appear if you are not in network
- Click on the Contracted Networks and Specialties information link to view your status.

This screenshot shows the same Cigna portal interface as the previous one, but with the "Network Status" results displayed. A green checkmark icon is visible next to the text "You are In-Network for this patient." The input fields for "Eligibility as of date", "TIN", "Provider/Group", and "Provider" remain the same.

## View Contracted Networks and Specialties

Select the TIN and Provider/Group name to view a list of Contracted Networks and Specialties.

The screenshot shows the "Request Contracted Networks and Specialties" form in the Cigna portal. The breadcrumb trail is "Dashboard > Patients > Claims > Reports > Working With Cigna > Resources". The "Working With Cigna" tab is active. Below the breadcrumb trail, there is a "Test test" alert. The form has a heading "Request Contracted Networks and Specialties" and a subtext: "Request your contracted networks and specialties. Enter required information below." Below this, there are two input fields: "Tax Identification Number (TIN)" (with a dropdown menu showing "Select") and "Provider/Group" (with a dropdown menu showing "Select"). A "Submit" button is located to the right of the "Provider/Group" field.



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