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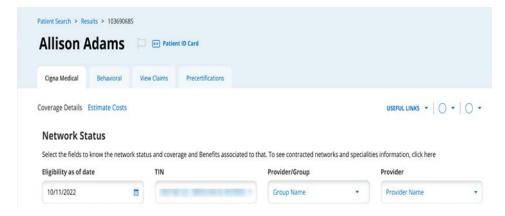
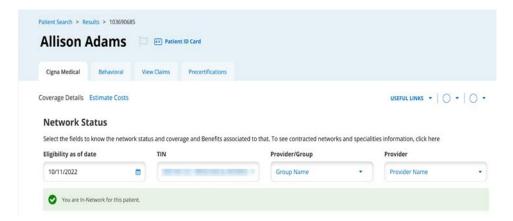If you have any questions, please call Cigna Customer Service at **800.88Cigna (882.4462)**.

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.
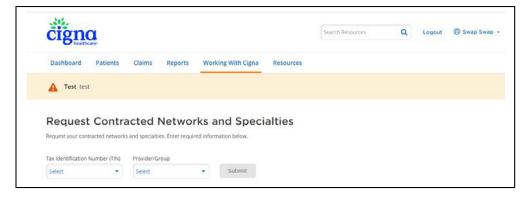

Results

- 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.

View Contracted Networks and Specialties

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