

# REGISTERING FOR CIGNAFORHCP.COM

Self-registration process



## How do I obtain access to the website?

There are two ways a user can obtain access to the Cigna for Health Care Professionals website (CignaforHCP.com)



The website access manager\* at your office can create a temporary user ID and password for you.

OR



You can self-register at CignaforHCP.com.

\* The role of the website access manager is to ensure the right people have access to the functions they need on CignaforHCP.com. Each office should have at least one website access manager and may have more than one.

This course focuses on the self-registration process.



## CIGNA FOR HEALTH CARE PROFESSIONALS

Find the informational tools and resources you need to perform the day-to-day tasks that keep your office running smoothly.

[WATCH THE VIDEO](#)

### Login

User ID

Password

[LOGIN](#)[Forgot User ID](#)

### Register

[REGISTER NOW](#)[TEMPORARY ID](#)[Learn how to register](#) | [What is a temporary ID?](#) | [Site tour](#)

### How can we help you today?

#### [Learn about the precertification process](#)

Learn what services require precertification, and how to properly request it for medications, medical procedures, and services managed by delegated ancillary vendors.

#### [Review coverage policies](#)

Learn how to interpret Cigna standard health plan provisions. Access the medical policies.

#### [Find information on medical reimbursement and payment](#)

Find appeal policies, claim editing procedures, and laboratory and reimbursement information. For the most recent medical necessity review list, precertification policies, and modifier policies, log in to CignaforHCP.com.

#### [Find a form](#)

Access the forms you need for authorizations, referrals, filing or appealing claims, or changing information about your office.

#### [Learn about electronic solutions](#)

Find out how to access patient information, check claim status, submit precertification requests, and more electronically.

#### [Submit a claim to Cigna](#)

Get quick tips and easy-to-follow instructions for submitting claims electronically to Cigna.

#### [Search the health care professional directory](#)

Find a health care professional in your patients' network. Select a directory, and find network-participating health care professionals that best fit your patients' needs, based on their coverage.

#### [Explore medical resources](#)

From newsletters, to case management and wellness programs, to Cigna medical plans, and more, this is your source for information.

#### [Explore behavioral resources](#)

Find guidelines, materials and tools that can help you work more efficiently with Cigna.

#### [Website access manager educational resources](#)

Information on the website access manager role, including instructions on how to add, modify, or delete access for CignaforHCP.com users, is available on the website access managers page.

#### [Looking for something else?](#)

[Browse our resources](#)

Go to CignaforHCP.com and click "REGISTER NOW"

# Registration



Select whether you're a medical and/or behavioral and/or dental provider

Review this section for helpful tips about the registration process

I want to register on

- Medical and/or behavioral health provider**  
(Individual practitioner and/or group, hospital or facility)
- Dental provider**  
(Individual practitioner)

Registering will initially provide you with basic access to CignaforHCP.com. You will have to be assigned access to view items like claims, eligibility, precertification, etc.

Note: If you provide both medical and behavioral services, you can register for each at the same time.

You will need the **Tax Identification Numbers (TIN)** you want access to in order to register.

After completing registration, you will be able to see the list of people for each one of your TINs that can assign you further access.

Did someone in your office give you a temporary ID and password? If so, click this link. [Have a temporary ID already?](#)

[NEXT](#) [Cancel](#)

Click this link if you've already received a temporary ID and password from your website access manager



# Registration



## Required Tax Identification

Please enter the TIN(s) that you would like to have access to (a maximum of 50 TINs is allowed). At the completion of registration, we will let you know who can assign you access to additional features on CignaforHCP.com for each TIN you entered.

[ADD NEW TIN](#)[PREVIOUS](#) [NEXT](#) [Cancel](#)[I do not have a TIN](#)

Enter your Taxpayer Identification Number (TIN)

You can register up to 50 TINs by clicking "ADD NEW TIN"

Click here if you don't have a TIN. You will still be registered, but you will only have access to Cigna's resource information.

# Registration



Choose the job role from the drop-down menu that most closely aligns with your job title

Enter your information here

The business address is where you want mail to be sent

Create your user ID and password

Complete the security information section and enter your date of birth

## Your information

First name

Last name

Job role

- Choose
- Patient access: precertification or referrals
- Patient access: reception or front desk staff, scheduling, benefits, eligibility, registration, financial responsibility
- Patient access: management or administration
- Billing or revenue cycle operations
- Billing or revenue cycle management or administration
- Billing or revenue cycle company operations (external to provider)
- Billing or revenue cycle company management (external to provider)
- Practice or office management/administration
- Administration support
- Clinical: nurse or care coordination
- Clinical: medical assistance
- Clinical: other (tech, hygienist or other)
- Clinical: utilization management, case management, discharge planning
- Clinical: ACO or Collaborative Care coordination role (ECC)
- Payer relations
- Provider credentialing and contracting
- Legal or compliance role
- Payer website access management
- Physician: M.D. or D.O.

Business address of registering user

(optional)

State

ZIP code

Phone  -  -

Extension (optional)

Email

(Example: email@emailaddress.com)

Confirm email

## User ID & password

User ID

Password

Confirm password

## Security information

For your security, you must complete this section. Remember your answers. If you forget your answers, we'll ask for this information to confirm your identity.

[SEARCH RESOURCES](#)

# Registration

[SELECT PRACTICE TYPE](#)[IDENTIFY YOUR PRACTICE / FACILITY](#)[CREATE YOUR ACCOUNT](#)[REVIEW](#)[LOG IN](#)

## Review And Approve Your Information



Is everything here accurate? If not, please edit by clicking PREVIOUS. If it's all correct, click SUBMIT.

### Tax Identification Numbers (TIN)

123456789 (State Medical Center)  
112233445 (TIN is not currently associated with Cigna. Lorem Ipsum)  
987654321 (Jane Doe MD)

### Your Information

Name: Peter Jones  
Job Title: Patient Access (Scheduling, Benefits and Eligibility)  
Business Address: 1 Main Street  
City: Hartford  
State: CT  
ZIP Code: 06101  
Phone: 555.555.1234  
Email: Test@test.com  
User ID: UserTest1  
Password: \*\*\*\*\*  
Date of Birth: 01/01/1980  
Security Question 1: What street did you live on in your childhood?  
Your Answer: Center Street  
Security Question 2: In what city did you get married?  
Your Answer: Boston

Review your information on the Review and Confirmation page. If you need to make changes, click "PREVIOUS." Once the information is correct, click "SUBMIT."

[PREVIOUS](#)[SUBMIT](#)[CANCEL](#)

# Registration



You'll receive this message when you successfully complete the registration process. An email will automatically be sent to your website access manager alerting them to your request so that they can assign you the additional website functions you need to perform your job.

Good news! You've registered successfully

You may now log in at the end of this page. Please review the TIN(s) listed below for the individuals (Website Access Managers) who can assign you further access.

## Here's what you have access to today:

- Policy and procedure information
- Provider Reference Guides

As a registered user, you will have access to our Resources section. In this section, you can view policies, procedures, and provider reference guides.

Click this button to print this page

## You can gain access to more if your Website

- Patient eligibility information
- Patient coverage information
- Claim status
- Remittance reports
- Email inquiries, including fee schedule information

If your job role requires additional access, your group's website access manager will assign you access to the additional website functions.

## How do I identify a Website Access Manager?

For help in identifying a Website Access Manager, please call for

## Who are my Website Access Managers?

The individuals listed below will be automatically contacted so they can grant you access to the TINs requested. If there are no Website Access Managers on file, we will be in contact with you.



**Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.**

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