

# PROVIDER DEMOGRAPHIC UPDATE FORM: INFORMATION MAY NOT DISPLAY ONLINE

## For Providers

October 2017

The online Provider Demographic Update Form is designed to prepopulate with the most current directory information for all providers affiliated with your practice. Once the Taxpayer Identification Number (TIN) or Provider/Group selection is entered, the information we have on file for the provider should display in the online form so you can review and report any inaccuracies to Cigna. Sometimes, provider information may not display in the online form.

Listed below are some common reasons why provider information may not automatically display in the online Provider Demographic Update Form, or in the online provider directories:

- Closed-panel provider practice (not accepting patients)
- Hospital-based physicians, hospitalists, and certain specialty physicians (e.g., pathologists, anesthesiologists, radiologists, emergency medicine, and associated sub-specialties); in general, customers are referred to these providers
- Limited user access, or no user access, to CignaforHCP.com or the Provider Demographic Update Form
- Non-participating provider
- Provider has a pending termination date (within the next three months)
- Provider is contracted with Cigna through a national ancillary arrangement (e.g., LabCorp, Quest)
- Provider network and/or plan affiliation does not match the provider TIN that was entered
- Provider practices in a state with provider directory data-accuracy requirements for directory displays
- Provider requested to suppress their information (e.g., safety reasons, medical leave)
- Provider suppression requests received from local or state agencies
- Provider was credentialed in the last 30 days
- The user's TIN does not match the TIN that was entered

## Has your information changed?

If your information has changed, it's important to notify us. You can submit your changes by email, fax, or mail as noted in the table on the second page of this document. Depending on the change, we may need to contact you for additional information or documentation.

## Questions?

If you have questions about the online form, or why your provider information did not display online, please contact Cigna Customer Service. We'll take just a few minutes of your time to validate the information with you over the phone.

- Medical: 1.800.88Cigna (882.4462)
- Behavioral: 1.800.926.2273
- Dental: 1.800.Cigna24 (244.6224)

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