

A hand is shown interacting with a tablet. The tablet screen displays a dashboard with a pie chart and a table of data. The background is blurred, showing what appears to be a person in a white coat, possibly a healthcare professional.

# BENEFIT REFERENCE NUMBER

Overview

Together, all the way.®

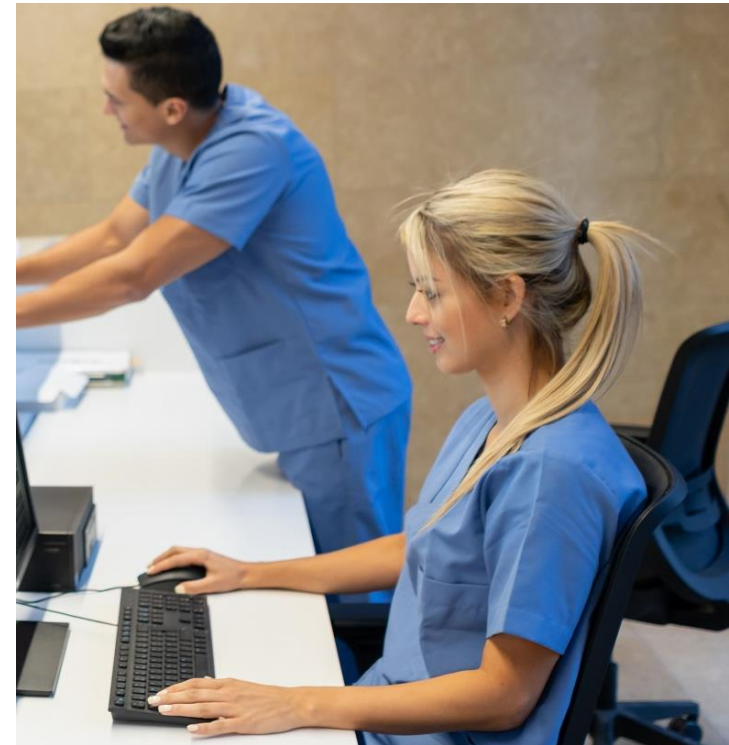


# What is a benefit reference number?

**The benefit reference number (BRN) is a new feature on the Cigna for Health Care Professionals website (CignaforHCP.com) that you may use when conducting patient benefit & eligibility inquiries.**


## **The BRN:**

- Is generated by the user, as needed, on CignaforHCP.com at the time of a benefit inquiry.
- Eliminates the need to call Customer Service for a reference number.
- Retains the patient benefit information requested during an inquiry.
- Begins with a “B,” followed by six digits.
- May be used to retrieve a previous eligibility and benefits search for up to two years.




# Begin with a patient search

Initiate the patient search




[Dashboard](#)[Patients](#)[Claims](#)[Reports](#)[Working With Cigna](#)[Resources](#)

 Updated 3...[Search Patients](#)... Coronavirus

Select your patient

## Search Results

[Modify Search](#)[New Search](#)

PATIENT RESULTS AS OF 03/24/2020								
	Patient ID	Date of Birth	Patient Last Name	Patient First Name	Coverage From	Coverage To	Coverage Status	Account
	U92814641	01/01/1951	Skates	Stella	01/01/2006	Present	Active	5120057-COMBINED INTERFACE REGRESSION



# Start to generate the BRN

The screenshot displays the Cigna patient portal interface. At the top, the Cigna logo is on the left, and a search bar, 'Logout', 'Inbox', and 'Hi Lou' are on the right. A navigation bar below the header includes 'Home', 'Patients' (which is underlined), 'Claims', 'Reports', 'Working with Cigna', and 'Resources'. An orange alert banner states: 'This is the alert section. There will be site maintenance 9/3/19 from 11:30pm EST until 4:00am EST.' The main section is titled 'Patient Details' with a 'Back to results' link. Below this, the patient's name 'Robyn Fuller' is shown with a green checkmark and the word 'Covered'. A green callout bubble points to a blue button labeled 'Generate Benefit Reference Number', with the text 'Click to generate the seven-digit number Bxxxxxx.' Another green callout bubble points to a question mark icon next to the button, with the text 'Click for explanation of BRN.' Below the patient name, there are links for 'Coverage Details' and 'Estimate Costs'. The 'Coverage Details' section includes a date selector set to '01/07/2020' with a calendar icon and an 'Update' button. To the right of the date selector, the following information is displayed: 'Patient ID: U35744738 03', 'Account#: 3331040', and a link to 'View patient's ID card'. Further right, it shows 'Coverage From: 09/10/2019', 'Coverage As-Of: Value', and 'Coverage To: Present'. On the far right, it lists 'Account Name: CFG HEALTH' and 'Plan: Choice Fund HSA D... Plus'. At the bottom, a disclaimer states: 'This is not a guarantee of coverage or that the coverage amounts shown will remain unchanged until the date services are rendered. Any claim submitted is subject to... including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.'



# Select benefits

ELIGIBILITY AS OF DATE CAN BE TWO YEARS PRIOR OR UP TO 30 DAYS IN THE FUTURE Patient ID: 100791147 Group Number: 00618392 Coverage To: Present Plan: PPO

04/23/2022

**Jude Siegert | Benefit Reference Number** Close X

Please confirm the Benefits options you would like to tie to your benefit reference number by checking the below boxes

**Default Selections**

- ☒ PATIENT AND PLAN DETAIL
- ☒ PLAN LEVEL COINSURANCE, DEDUCTIBLES AND MAXIMUMS
- ☒ FREQUENCY AND AGE LIMITATIONS

[Continue](#)

**Review default selections. Uncheck any that you do not wish to keep.**

**Check benefits to be included in the request.**

**Click Continue.**

Patient Detail Plan and Network Detail Contacts

# Generate a benefit reference number

- Review selections to ensure the benefits you want are listed.
- Select Edit if changes are needed.
- Confirm that you've captured all the benefits you want; click Generate Benefit Reference.

Benefit Reference Number History

AS OF DATE CAN BE TWO YEARS PRIOR OR UP TO Patient ID: 100791147 Coverage From: 01/01/2018 Coverage To: Present

## Jude Siegert | Benefit Reference Number [Close X](#)

Please confirm the benefit options you would like to tie to your Benefit Reference Number

PATIENT AND PLAN DETAIL

PLAN LEVEL COINSURANCE, DEDUCTIBLES AND MAXIMUMS

FREQUENCY AND AGE LIMITATIONS

[Generate Reference Number](#) [Edit](#)

Siegert 147	Product Type: PPO Group Name: CSG_CDHP 2.0_ASO_Group2 Group Number: 00618393 Plan Renews On: Calendar Year Other Insurance: --	Claim Office Mailing Address: Cigna PO Box 188037 Chattanooga, TN 37422-8037
: 08/01/1987	Current Coverage From: 01/01/2018 Current Coverage To: Present Dental Office ID: Not Assigned	
Self	Network Name: RADIUS NETWORK	Electronic Claims <a href="http://www.cigna.com/ED/vendors">http://www.cigna.com/ED/vendors</a>



# The benefit reference number

The screenshot displays the Stella Skates interface. At the top, it shows 'Patient Search > U92814641 01'. Below this is the 'Stella Skates' logo and a navigation bar with 'Medical', 'Mental Health', and 'View Claims' tabs. The 'Coverage Details' tab is active, showing 'Estimate Costs'. A modal window titled 'Stella Skates | Benefit Confirmation Number' is open, displaying the 'Benefit Reference' as '#B959323' with a 'Copy Number' link. Below this, it shows 'Created By: abcd Kumar on 03/20/2020'. At the bottom of the modal are two buttons: 'View Details to Print' and 'Close'. Four green callout boxes provide instructions: one points to the 'Copy Number' link, another to the 'View Details to Print' button, a third to the 'Created By' and date information, and a fourth to the 'Close' button.

Patient Search > U92814641 01

Stella Skates

Medical Mental Health View Claims

Coverage Details Estimate Costs

Stella Skates | Benefit Confirmation Number

Benefit Reference #B959323 Copy Number

Created By: abcd Kumar on 03/20/2020

View Details to Print Close

Click to view, and print or save.

See the name of the user who generated the BRN, and the date it was created.

Click the BRN to view detail.

You may copy the number and paste it into the appropriate field in your practice management system.

## Benefit reference number detail

The benefits you selected will appear.



Sarah Skates

The coverage type will display to help you differentiate between medical, dental, and behavioral coverage.

The BRN will display when you view the BRN details.

Benefit Reference Number: **B4826492464**  
Coverage type: **MED**

ELIGIBILITY AS OF DATE : **Feb 28, 2020**

Coverage From: 02/11/2013  
Account Name: 1011091

Patient ID: U92975994 01  
Account#: 1011091  
Coverage To: Present  
Plan: Point Of Service-POS



This is not a guarantee of coverage or that the coverage amounts shown will remain unchanged until the date services are rendered. Any claim submitted is subject to all plan provisions including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.





# Benefit reference number history

## Stella Skates

Medical Mental Health View Claims

Coverage Details Estimate Costs

03/18/2020

Update

ELIGIBILITY AS OF DATE CAN BE TWO YEARS PRIOR OR UP TO 30 DAYS IN THE FUTURE

Patient ID: U92814641 01  
Account#: 5120057  
[View patient's ID card](#)

Coverage From: 01/01/2006  
Account Name: COMBINED INTERFACE REGRESSION

Coverage To: Present  
Plan: Point Of Service-POS

Generate Benefit Reference Number

Benefit Reference Number History

If you have previously generated BRNs, this link will be available.

- Click the link to view previous BRNs you created.
- Click the reference number to see details.

## Stella Skates

Medical Mental Health View Claims

Coverage Details Estimate Costs

Generate Benefit Reference Number

Benefit Reference Number History

BENEFIT REFERENCE NUMBER	CREATED BY	DATE CREATED
<a href="#">#B615151</a>	abcd Kumar	03/15/2020
<a href="#">#B731835</a>	abcd Kumar	03/18/2020
<a href="#">#B291129</a>	abcd Kumar	04/15/2020
<a href="#">#B922582</a>	abcd Kumar	04/30/2020
<a href="#">#B599675</a>	abcd Kumar	05/12/2020

..show more

Clear All

# Obtaining access

- Contact your website access manager if you need access to the Patients link.
- To view functions to which you have been assigned access, as well as website access manager information, go to Settings & Preferences > Online Access > View TIN.

**Cigna®**

Search Resources  Logout **abcd Kumar** ▾

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**Updated 3/20** [Cigna's Response to Coronavirus](#)

## Settings & Preferences

[Personal Information](#)  
[Security & Login](#)  
**[Online Access](#)**  
[Communication Preferences](#)  
[Opioid Pledge](#)

**Add access rights from temporary ID/Password**  
Provide the temporary ID/password you received from your website access manager [Add temporary ID/Password](#)

**Request TIN access**  
Provide the TIN you would like access to [Add TIN](#)

**View TIN access**  
Select a TIN from the list below to view your current access rights and the website access managers associate with them

Select a TIN

**CignaforHCP.com Access (what do these mean?):**

- Delegate access and view delegation history report
- Patient search (eligibility and benefits)
- Claims search
- Remittance reports (835) and delivery preferences
- Directory updates
- Enroll and manage electronic funds transfer (EFT)

**Website access managers:**

test user 123.456.7890	abcd Kumar 123.456.7890	abcd Kumar 123.456.7890
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[Close](#)



**CONGRATULATIONS!**

You have completed the  
Benefit Reference Number Overview  
eCourse.



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