



# BETTER HEALTH. WE'RE IN IT TOGETHER.

Working together to provide affordable,  
accessible, quality health care

March 2020  
Ann-Sophie Juste

**Together, all the way.®**



# Better health.

We're in it together.

- You, Your Patients, and Cigna
- Digital Solutions
  - CignaforHCP Access and Registration Updates
  - Patient Coverage Details Screen Enhancement
  - CignaforHCP.com and Third Party Administrators
- Patient Resources
- Policy, Coverage, and Precertification Updates
- Provider Resources
- Q&A

## AGENDA



Better health.

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# YOU, YOUR PATIENTS, AND CIGNA

Support, advocacy, and resources



# Better health.

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“I'm excited because **our partnership with Cigna** is going to make sure that we're viable, that we're providing affordable care with good access with good quality ... I definitely applaud you for not taking a back seat with regards to **changing this industry for the better.**”

“Cigna is the plan where we have an **outstanding relationship** and a well-focused team. Cigna brings **expertise and stability** in their team and a strong partnership mentality.”



your pledge, our

# commitment

**Provider**

A pledge to provide patient care with the utmost respect, sympathy, and a commitment to total health

Patient care

Respect and compassion

Total health

**Cigna**

A commitment to helping people improve their health, well-being and sense of security

Health

Well-being

Sense of security

our shared goal:

**patient** health and wellness



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# PROVIDER DIGITAL SOLUTIONS

Tools to make your life easier



# PROVIDER DIGITAL SOLUTIONS OVERVIEW

Tools that help streamline your office workflow and increase productivity

Tool	Solution
Cigna for Health Care Professionals website	<ul style="list-style-type: none"><li>• Access patient eligibility, benefits, claim status, resource information and much more 24/7 at CignaforHCP.com. For an overview of the website, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/websiteOverview.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/websiteOverview.pdf</a></li></ul>
Electronic data interchange (EDI)	<ul style="list-style-type: none"><li>• Reduce time and costs by accessing eligibility, benefits, claims, and more</li><li>• Transmit health care information quickly and securely between providers, payers, and vendors</li><li>• To learn more about EDI vendors, click here: <a href="https://cigna.com/EDIVendors">Cigna.com/EDIVendors</a>.</li></ul>
Eligibility and benefits	<ul style="list-style-type: none"><li>• Access detailed patient coverage and benefit information</li><li>• To learn more about eligibility and benefits, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/eligibility.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/eligibility.pdf</a></li></ul>
Patient out-of-pocket cost estimator	<ul style="list-style-type: none"><li>• Use the Cigna Cost of Care Estimator® tool to provide patients with accurate medical and behavioral out-of-pocket estimates and facilitate financial discussions before care, at check-in, or check-out</li><li>• To learn more about the Cigna Cost of Care Estimator, click here: <a href="https://cignaforhcp.cigna.com/secure/content/pdf/resourceLibrary/eCourses/usingThisWebsite/medical/cignaCostOfCareEstimator.pdf">https://cignaforhcp.cigna.com/secure/content/pdf/resourceLibrary/eCourses/usingThisWebsite/medical/cignaCostOfCareEstimator.pdf</a></li></ul>
Online precertification	<ul style="list-style-type: none"><li>• Submit and track medical and behavioral precertification requests</li><li>• To learn more about online precertification, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/onlinePrecertification.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/usingThisWebsite/onlinePrecertification.pdf</a></li></ul>



# PROVIDER DIGITAL SOLUTIONS OVERVIEW (CONT.)

Tools that help streamline your office workflow and increase productivity

Tool	Solution
<b>Electronic claims submission and claims status inquiry</b>	<ul style="list-style-type: none"><li>• Decrease the chance of transcription errors or missing data</li><li>• Track claims received electronically, which are automatically archived before processing</li><li>• View, track and monitor claim status reports</li><li>• Save time on resubmissions – incomplete or invalid claims can be reviewed and corrected online</li><li>• To learn more about electronic claims submission, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/medBehaviorClaimSubmit.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/medBehaviorClaimSubmit.pdf</a></li><li>• To learn more about claims status inquiry, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/edi.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/eCourses/medical/ediOptions/edi.pdf</a></li></ul>
<b>Electronic funds transfer (EFT) and electronic remittance advice (ERA)</b>	<ul style="list-style-type: none"><li>• Receive and reconcile your payments faster with EFT and ERA</li><li>• Use ERA with your accounts receivable system to help save time and reduce costs and posting errors</li><li>• Avoid mail delays with EFT deposits. Claim payments are deposited directly into your bank account. Funds are available the day of the deposit, which increases efficiency and improves cash flow</li><li>• To learn more about EFT and online remittance reports, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf</a></li><li>• To learn more about ERA, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDipra.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDipra.pdf</a></li></ul>
<b>Online remittance reports</b>	<ul style="list-style-type: none"><li>• Get detailed payment information at your fingertips and access to your remittance reports the same day you receive your electronic payment</li><li>• To learn more about online remittance reports, click here: <a href="https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf">https://cignaforhcp.cigna.com/public/content/pdf/resourceLibrary/global/eDieftorr.pdf</a></li></ul>



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# CIGNAFORHCP ACCESS AND REGISTRATION UPDATES



# CignaforHCP.com: Website access manager



## New website access manager role

Manages how users within the group register for and obtain the appropriate level of access to the website.

A screenshot of the CignaforHCP.com website access manager interface. The top navigation bar includes the Cigna logo and several menu items: DASHBOARD, PATIENTS, CLAIMS, REPORTS, WORKING WITH CIGNA, and RESOURCES. The 'DASHBOARD' and 'WORKING WITH CIGNA' items are circled in red. Below the navigation bar, there are three buttons: FLAGGED PATIENTS, FLAGGED CLAIMS, and MANAGE USERS. The 'MANAGE USERS' button is circled in red. A red arrow points from the 'MANAGE USERS' button to the 'Add or Modify User Access' link in the 'Assign Access' section. The 'Assign Access' section includes a table with columns for Patient ID, Date Flagged, Date of Birth, Patient Last Name, and Patient First Name. Below the table, there is a section titled 'Assign Access - For website access managers only' with a link 'Add or Modify User Access' circled in red. Other sections include 'Delegation History Report', 'Update Demographic Information', 'Electronic Funds Transfer (EFT)', and 'Information Requests'.

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name
U00000000				
U00000000				
R00000000				
R00000000				

INTERESTED IN JOIN CIGNA NETWORK?

Non-participating providers are interested in joining network, please refer to Credentialing and Recredentialing

# SignaforHCP.com: Add or modify access



## Assign necessary website entitlements

The website access manager controls which Taxpayer Identification Numbers (TINs) and website entitlements a user needs for their role.

## Manage User Access

HOW DO YOU WANT TO ASSIGN ACCESS

ASSIGN TIN & LEVELS OF ACCESS

CONFIRM

RECEIVE CREDENTIALS

### How do you want to assign access?

Please select the way you would like to assign access

- ASSIGN ACCESS BY INDIVIDUAL TIN**  
You have the option to assign different levels of access to each TIN and user combination
- ASSIGN ACCESS BY GROUP OF TINs**  
You can assign the same level of access for all users and desired TINs

### Entitlements

#### Apply entitlements based on Job role

- |   |  |
|---|--|
| <input type="checkbox"/> Delegate access and view delegation history report | <input type="checkbox"/> Directory updates                                     |
| <input type="checkbox"/> Patient search (eligibility and benefits)          | <input type="checkbox"/> Enroll and manage electronic funds transfer (EFT)     |
| <input type="checkbox"/> Claims search                                      | <input type="checkbox"/> Precertification - view and submit                    |
| <input type="checkbox"/> Remittance reports                                 | <input type="checkbox"/> Clinical reports (iCollaborate, CCC Reporting Portal) |

# CignaforHCP.com: Settings and Preferences



## View and request access

Through the Settings and Preferences menu, users can view their website entitlements and request access to new TINs if needed.

A screenshot of the CignaforHCP.com user interface. At the top, the user is signed in as John Smith (jsmith10). The navigation menu includes 'Inbox', 'Settings and Preferences' (circled in red), and 'Logout'. Below the navigation is a search bar and a 'SEARCH RESOURCE' button. The main navigation bar contains icons for Cigna, Dashboard, Patients, Claims, Reports, Working with Cigna, and Resources. A secondary navigation bar shows 'DASHBOARD', 'PATIENT SEARCH', 'PREFERENCES' (circled in red), and user profiles for Betty Stone, John Jones, and Peter Buckner. The main content area is titled 'Settings &amp; Preferences' and lists several options: 'Personal Information', 'Security &amp; Login', 'Online Access' (circled in red), 'Communication Preferences', and 'Opioid Pledge'. The 'Online Access' section is expanded, showing three options: 'Add Access Rights From Temp ID/PW' with a link to 'Add Temp ID/PW', 'Request TIN Access' with a red arrow pointing to 'Add TIN', and 'View Access Rights' with a red arrow pointing to 'View Access Rights'.

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# PATIENT COVERAGE DETAILS SCREEN ENHANCEMENTS



# Health and Wellness Programs tab enhancements



## Health and Wellness Programs tab

See what programs are available for your patients to help support your discussions about healthier lifestyles or improving chronic conditions.

Health Program Name	Health Program Description
Cigna Healthy Pregnancies, Healthy Babies <sup>SM</sup>	The Cigna Healthy Pregnancies, Healthy Babies <sup>SM</sup> program offers a full scope of educational and care management patients who are pregnant or considering pregnancy.
Cancer prevention and education	The Comprehensive Oncology Program <sup>SM</sup> addresses cancer prevention and education, as well as active management patients diagnosed with cancer.

*i* This patient may be eligible for other Cigna health and wellness programs. Call Cigna at 1.800.99CIGNA (882.4462) for more information.

# Health and Wellness Resources page enhancements



## Health and Wellness Resources page

Reorganized to simplify finding what you need.

Resources >> Medical Resources >> Health and Wellness

### Health and Wellness

Have a patient who needs Cigna's 24-hour Nurse Line? Interested in Cigna's Centers of Excellence program? Need a fact sheet on tobacco cessation, lifestyle management or other health topic? See the resources here.

PROGRAMS			
Document Title	Document Type	Document Size	Last Updated
Chronic Condition Management	Online Resource	--	07/03/2017
Cigna Health Advisor	Online Resource	--	11/14/2017
Cigna Maternity: Healthy Pregnancies, Healthy Babies	Online Resource	--	11/14/2017
Cigna Maternity: Healthy Moms and Babies	Online Resource	--	11/14/2017
Cigna Maternity Management Programs	Online Resource	--	11/14/2017
Health Engagement Programs	Online Resource	--	11/14/2017
Lifestyle Management Program	Online Resource	--	11/14/2017
Tobacco Cessation	Online Resource	--	11/14/2017
Well Informed	Online Resource	--	11/14/2017

RESOURCES			
Document Title	Document Type	Document Size	Last Updated
Care Guidelines	Online Resource	--	12/27/2016
Case Management Referral Form	PDF	61KB	07/29/2011
Cigna Care Network	Online Resource	--	11/14/2017
Cigna LifeSource Transplant Network	Online Resource	--	11/14/2017
Depression Resources	Online Resource	--	11/14/2017
Health Information Line	Online Resource	--	11/14/2017

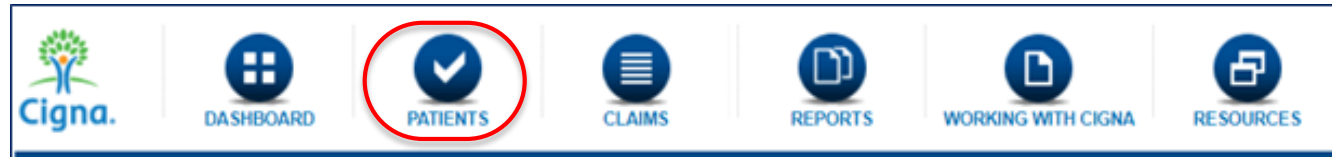
Effective November 2017

# Patient and Plan Detail tab enhancements – plan renewal indicator and health account status



## HRA, HSA, and FSA\* information and plan renewal indicator

Quickly see when your patient's plan renews and if your patient has one of these health accounts.



**▼ PATIENT AND PLAN DETAIL**

Patient Detail	Plan and Network Detail
Name: John E Doe ID#: U01234567 01 <a href="#">Am I in-network for this patient?</a>	Plan Type: Choice Fund HSA Open Access Plus - CareLink Plan Funding Type: ASO Plan Renews On: Calendar Year HRA: Yes HSA: Yes FSA: Yes Other Insurance: No
Gender: Female Date of Birth: 01/20/1968	Initial Coverage Date: 01/01/2002 Current Coverage From: 01/01/2002 Current Coverage To: Present Other Insurance Verified: 04/01/2018

\*Health reimbursement account, health savings account, and flexible spending account

Effective November 2017 & April 2018



# Patient and Plan Detail tab enhancements – network status



## Am I in-network for this patient?

Click a link to quickly view the plans and networks you participate in and see if you are in network for this patient.

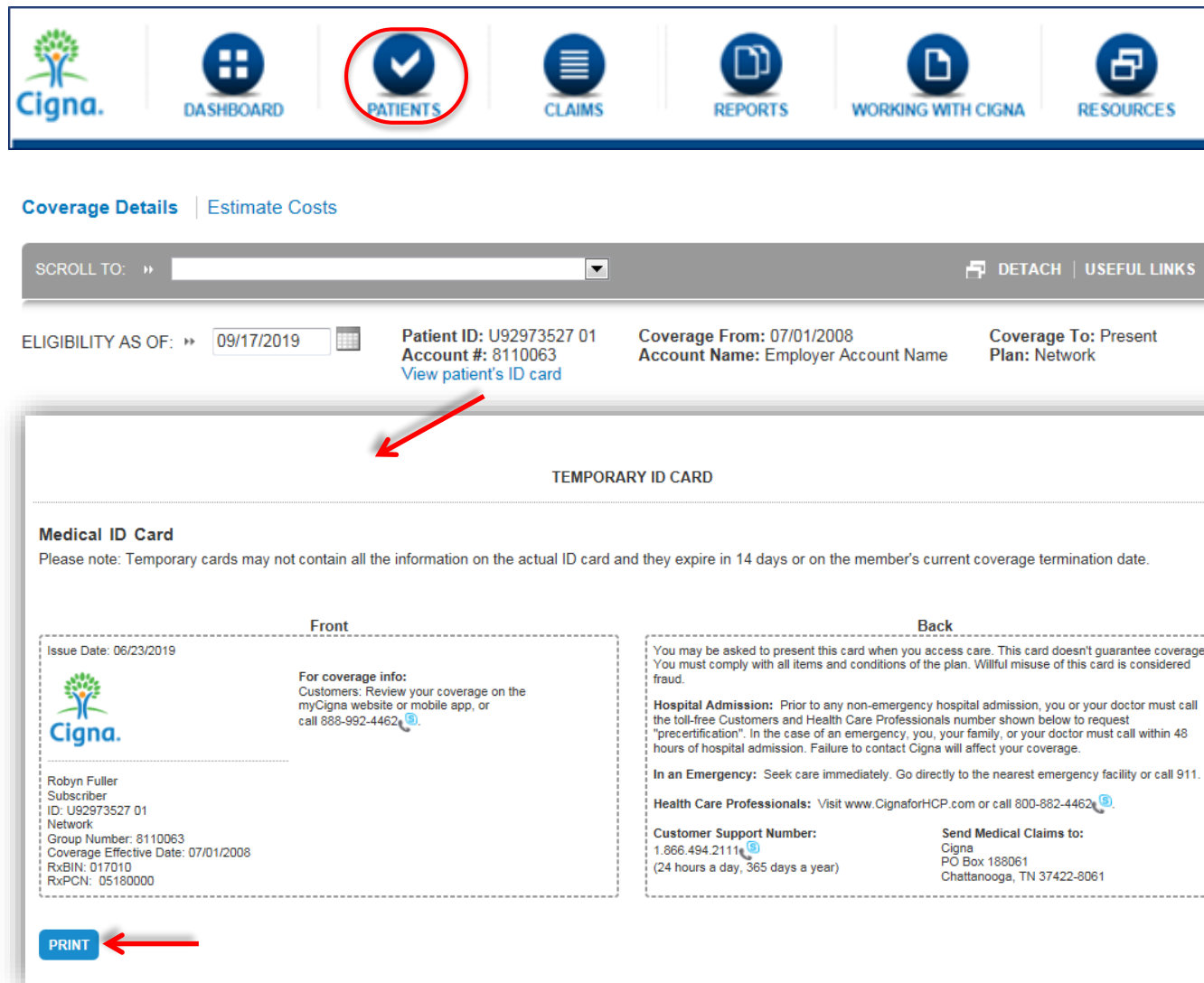
The screenshot shows the Cigna web application interface. The top navigation bar includes icons for Dashboard, Patients (circled in red), Claims, Reports, Working with Cigna, and Resources. Below this is a 'PATIENT AND PLAN DETAIL' section with three tabs: Patient Detail, Plan and Network: Detail, and Contacts. The 'Patient Detail' tab is active, showing patient information for John E Doe (ID: U01234567 01). A red arrow points to the link 'Am I in-network for this patient?'. The 'Plan and Network: Detail' tab is also visible, showing plan information for 'Choice Fund HSA Open Access Plus - CareLink'. A red arrow points to the 'Network: OA001' field. Below this is a 'Select a Tax Identification Number (TIN) and Provider' section, which includes a dropdown for TIN (123456789) and a dropdown for Provider (ABC Hospital). A red arrow points to the 'Network: OA001' field. The bottom part of the screenshot shows a table with columns 'Provider', 'Am I in-network for this patient?', and 'Provider's contracted plan(s) & network(s)'. The 'ABC Hospital' row is highlighted, and a red circle is drawn around the 'Am I in-network for this patient?' column, which contains a checkmark and the text 'You are in-network for this patient.'. A red arrow points to the 'OA001 - NATIONAL OAP - CARELINK' network listed under the 'Provider's contracted plan(s) & network(s)' column.

# Patient and Plan Detail tab enhancements – patient ID card



## View patient's ID card

You can now view your patients' ID card on-line and print a copy.



The screenshot displays the Cigna patient portal navigation bar with the 'PATIENTS' tab highlighted. Below the navigation bar, the 'Coverage Details' section is visible, showing eligibility information and patient/coverage details. A red arrow points to the 'View patient's ID card' link. The 'TEMPORARY ID CARD' section is expanded, showing the front and back of the ID card. A red arrow points to the 'PRINT' button at the bottom of the card preview.

**Navigation Bar:** Cigna, DASHBOARD, PATIENTS, CLAIMS, REPORTS, WORKING WITH CIGNA, RESOURCES

**Coverage Details | Estimate Costs**

SCROLL TO: » [Dropdown]

ELIGIBILITY AS OF: » 09/17/2019 [Calendar]

Patient ID: U92973527 01  
Account #: 8110063  
[View patient's ID card](#)

Coverage From: 07/01/2008  
Account Name: Employer Account Name


Coverage To: Present  
Plan: Network

**TEMPORARY ID CARD**

**Medical ID Card**  
Please note: Temporary cards may not contain all the information on the actual ID card and they expire in 14 days or on the member's current coverage termination date.

**Front**

Issue Date: 06/23/2019



**For coverage info:**  
Customers: Review your coverage on the myCigna website or mobile app, or call 888-992-4462.

Robyn Fuller  
Subscriber  
ID: U92973527 01  
Network  
Group Number: 8110063  
Coverage Effective Date: 07/01/2008  
RxBIN: 017010  
RxPCN: 05180000

**Back**

You may be asked to present this card when you access care. This card doesn't guarantee coverage. You must comply with all items and conditions of the plan. Willful misuse of this card is considered fraud.

**Hospital Admission:** Prior to any non-emergency hospital admission, you or your doctor must call the toll-free Customers and Health Care Professionals number shown below to request "precertification". In the case of an emergency, you, your family, or your doctor must call within 48 hours of hospital admission. Failure to contact Cigna will affect your coverage.

**In an Emergency:** Seek care immediately. Go directly to the nearest emergency facility or call 911.

**Health Care Professionals:** Visit [www.CignaforHCP.com](#) or call 800-882-4462.

**Customer Support Number:**  
1.866.494.2111  
(24 hours a day, 365 days a year)

**Send Medical Claims to:**  
Cigna  
PO Box 188061  
Chattanooga, TN 37422-8061

**PRINT**

# CIGNAFORHCP.COM AND THIRD-PARTY ADMINISTRATORS

Payer Solutions and Shared Administration Accounts



# Identifying the type of account: Payer Solutions or Shared Administration

## Patient Search

MODIFY SEARCH

NEW SEARCH

[ - ] HIDE RESULTS | ?

PATIENT RESULTS AS OF 04/25/2019

	Patient ID	Date of Birth	Patient Last Name	Patient First Name	Coverage From	Coverage To	Coverage Status	Account	Notes
	N3			Allan	09/01/2011	Present	Shared Administration/ Alliance Patient	BENEFIT PLAN	
	24			Shelia	01/01/2018	Present	Payer Solutions		



### Patient search results

When searching for a patient, the Coverage Status column indicates if the plan is Shared Administration or Payer Solutions.



# Identifying a patient with third-party administrator (TPA) coverage

Martha Brown

VIEW DETAILS IN N

COVERAGE DETAILS

ESTIMATE COSTS

VIEW CLAIMS

DETACH | USEFUL LINKS

ELIGIBILITY AS OF: 04/08/2019

Patient ID: U92810582 01  
Account #:

Coverage From: 07/01/2013  
Account Name:

Coverage To: Present  
Plan:

TPA RESOURCEONE ADMINISTRATORS is responsible for administering various aspects of this patient's plan, which may include claim processing, utilization management, and eligibility verification. For additional coverage information, call 800.967.2077.

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 provisions including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.



## The Patient Eligibility and Benefits page

Under the coverage details section when the patient's benefits are not managed by Cigna, the website will indicate the TPA name and phone number.



# CignaforHCP.com > Resources > Medical Resources > Medical Plans and Products

Resources >> Medical Resources >> Medical Plans And Products

## Medical Plans And Products

An overview of more than 10 Cigna medical plans including indemnity, HMO and network, Medicare, open access, PPO and more.

Document Title	Document Type	Document Size	Last Updated
Cigna Choice Fund®	Online Resource	--	04/12/2016
Cigna Medicare Rx®	Online Resource	--	04/19/2016
Cigna-HealthSpring Medicare Advantage Employer Plans-Phoenix 2017	PDF	572KB	02/28/2017
Cigna-HealthSpring Medicare Advantage Individual Plans 2017	PDF	457KB	02/09/2017
Cigna Indemnity Vision Care	Online Resource	--	
Cigna Medicare Surround®	Online Resource	--	09/16/2014
Cigna Network Vision	Online Resource	--	04/12/2016
Cigna Vision Plans	Online Resource	--	04/12/2016
Cigna Vision PPO	Online Resource	--	04/12/2016
HMO and Network	Online Resource	--	
Cigna SureFit®	Online Resource	--	05/25/2018
Indemnity	Online Resource	--	
LocalPlus®	Online Resource	--	04/12/2016
Open Access Plus	Online Resource	--	
Open Access Plus plans, administered by QualCare	Online Resource	--	02/13/2018
<b>Payer Solutions</b>	Online Resource	--	08/02/2018
Point of Service (POS)	Online Resource	--	
Preferred Provider Organization (PPO)	Online Resource	--	
Seton Insurance Company plans	Online Resource	--	12/15/2016
<b>Shared Administration</b>	Online Resource	--	12/05/2018
Strategic Alliances	Online Resource	--	03/01/2019
Viant/Beech Street Client Listing	Online Resource	--	



**Resource pages exist for each plan type.**

Each page has a link to a list of active Payer Solutions and Shared Administration accounts. The lists contain contact information including TPA website links, if available.



## Digital Solutions support

- Your Experience Manager or Experience Consultant
- Cigna for Health Care Professionals website (CignaforHCP.com):
  - Webinars ([schedule](#))
  - General Digital Solutions information
  - Video tutorials
  - eCourses
  - EFT payment calendars
- Electronic Data Interchange (EDI) vendor information. Visit [Cigna.com/EDIVendors](https://www.cigna.com/EDIVendors).



your  
**resources**  
your  
**way**



# ADDITIONAL PATIENT RESOURCES

Quality and Cost-Effective Care



providing your patients with  
**quality** and  
**cost-effective**  
**care**

Accessible

Quality focused

Cost efficient

Patient oriented

## National Ancillary Programs\*

Service	National ancillary providers*
Chiropractic	American Specialty Health®
Dialysis	<ul style="list-style-type: none"> <li>• Davita</li> <li>• Fresenius</li> </ul>
Durable medical equipment, home health care, infusion therapy	CareCentrix
Hearing	Amplifon Hearing Health Care
High-technology radiology and diagnostic cardiology	eviCore healthcare
Integrated Oncology Management Program	eviCore healthcare
Laboratory**	<ul style="list-style-type: none"> <li>• LabCorp®</li> <li>• Quest Diagnostics®</li> </ul>
Musculoskeletal and pain management	eviCore healthcare
Orthotics and prosthetics	Linkia
Physical and occupational therapy	American Specialty Health®
Radiation therapy	eviCore healthcare
Sleep management services	CareCentrix
Vision services	Vision Services Plan

\*List is not all-inclusive of every national ancillary provider. Ancillary providers do not manage services in all states and markets.

\*\*We currently contract with numerous local and national laboratories, including LabCorp® and Quest Diagnostics, Inc. and other reference, pathology, genetic, and esoteric labs, to provide quality laboratory services at in-network, cost-effective rates.



# CIGNA AND MDLIVE

## Teaming up

- American Well and MDLIVE are our national ancillary providers of medical telehealth services, collectively referred to as our Cigna Telehealth Connection product
- Telehealth services provide our customers with:
  - Access to private, online, and real-time appointments using a secure video or phone conversation
  - Convenient and cost-effective care that is available 24/7/365 (including holidays), by telephone or video from virtually anywhere



**Note:** Due to state regulations, American Well is not available in Arkansas and Texas. MDLIVE is not available in Arkansas, limited to video only in Idaho, and limited to telephone only in Texas. State regulations are subject to change.



# Shaping healthier behavior through technology



Cigna mobile apps are free and available for iOS™ and Android™ devices.



Customers can access their personal health information from their device, anytime, anywhere.



# 24-Hour Health Information Line™

Here for your patients any hour of the day, any day of the week

Specialists are available **24 hours a day, seven days a week** to help your patients:



**Understand** and make informed decisions about symptom-based health issues.



**Choose** the right care in the right setting at the right time:

- Emergency department
- Urgent care center
- Doctors appointment
- Home treatment options
- 9-1-1



**Access** a variety of online tools to help them become more engaged in their own health care.

Helping patients reach our Health Information Line is easy. Just tell them to call

**1.800.Cigna24 or  
the toll-free number  
on their ID card.**



# PATIENT REVIEWS

Starting in early 2020 patient reviews will be displayed in the myCigna.com online directories for **Primary Care, Chiropractic services, Ophthalmology, Podiatry, and Telehealth providers.**

## How to view your patient reviews

- › Log in to the Cigna for Health Care Professionals website (CignaforHCP.com). If you are not a registered user of the website, go to CignaforHCP.com > Register Now.
- › Under Latest Updates: View your patient reviews, click Learn more for instructions.
- › You will be instructed to ask your practice's website access manager for access to patient reviews.

Once your website access manager grants access to the reviews to you or the staff member you designate, you can view them at any time by logging in to CignaforHCP.com > Working with Cigna > Patient Reviews.

TYPE OF SUPPORT	CALL
<b>Access to patient reviews</b> on CignaforHCP.com	Internet Customer Service Associate: <b>800.853.2713</b> , option 3 (health care professional)
<b>Specific support questions</b> How to view and respond to reviews; review collection methods and editorial guidelines	Cigna Provider Reviews Team: <b>888.535.0873</b>
<b>General questions</b> <i>Have your Taxpayer Identification Number, if available</i>	› Your Cigna Provider Relations key contact or › Cigna Customer Service: <b>800.88Cigna (882.4462)</b>

\* Third-party vendor states are Idaho, Iowa, Montana, Nebraska, New Mexico, North Dakota and South Dakota.  
For these states, submit your changes directly to the third-party vendor.



# UPDATES

Policy | Coverage | and Precertification



# Recent coverage policy updates

## policy and coverage updates

Information about these changes is available on the Cigna for Health Care Professionals website ([CignaforHCP.com](http://CignaforHCP.com)).

### Medical

#### **Anesthesia Services for Interventional Pain Management Procedures in an Adult (0551) (new policy)**

*January 1, 2020*

- Review claims for sedation, when submitted with interventional pain management services

#### **Allergy Testing and Non-Pharmacologic Treatment (0070)**

*February 17, 2020*

- Limit frequency of allergy testing in a 12-month rolling period for claims billed with CPT codes 86003- 80 units, 95004- 80 units, and 95024- 40 units

### Reimbursement

#### **Care Integration Services (R32) (new policy)**

*February 17, 2020*

- Deny codes for care integration as being not separately reimbursable

#### **Evaluation and Management Services (R30)**

*March 16, 2020*

- Require documentation to review E&M services when billed with codes for a joint injection or aspiration



## Recent coverage policy updates

# Precertification changes

### Effective January 1, 2020

#### Added

- 66 New Current Procedural Terminology
- 15 New Healthcare Common Procedure Coding System
- 40 existing Current Procedural Terminology
- 2 existing Healthcare Common Procedure Coding System

#### Removed

- six existing CPT codes from the precertification list

### For more information

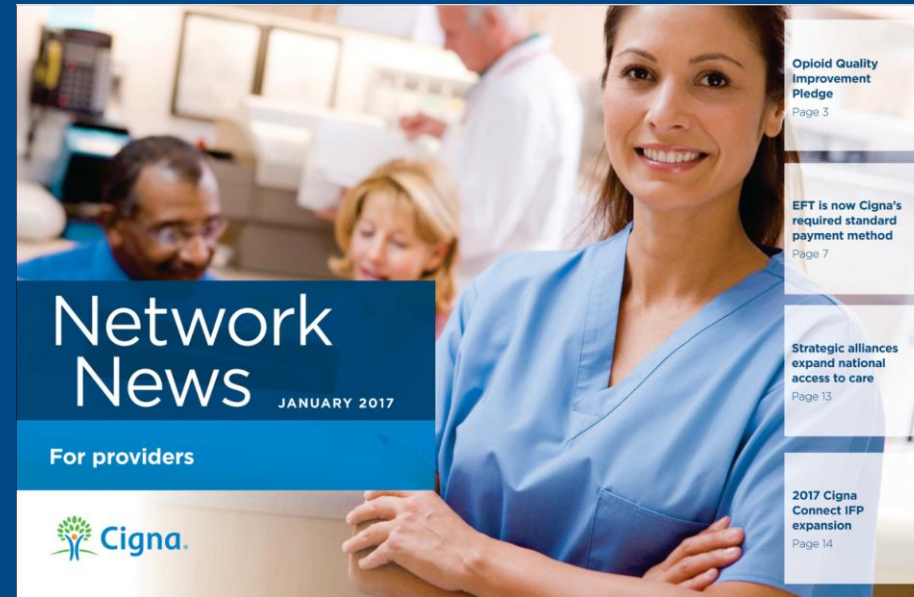
Visit [CignaforHCP.com](http://CignaforHCP.com) for an outline of monthly precertification updates and a complete list of services that require precertification of coverage. See *Precertification Policies* under *Useful Links*.



# resources

for you

- Quarterly *Network News*
- Go to the Cigna for Health Care Professionals website ([CignaforHCP.com](http://CignaforHCP.com))



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# Webinars for health care providers

## First Quarter 2020

You're invited to join interactive, web-based demonstrations of the Cigna for Health Care Professionals website (CignaforHCP.com). Learn how to navigate the site and perform timesaving transactions such as eligibility and benefit inquiries, claim status inquiries, electronic funds transfer (EFT) enrollment, website access manager role and more. The tools and information you'll learn about will benefit you and your patients with Cigna coverage.

>

Topic	Date	Time (ET/ CT/ MT/ PT)	Length	Meeting Number
Eligibility & Benefits / Cigna Cost of Care Estimator	<a href="#">Wednesday, November 13, 2019</a>	11:00 AM / 10:00 AM / 9:00 AM / 8:00 AM	45 min	717 948 757
EFT Enrollment, Online Remittance, and Claim Status Inquiry	<a href="#">Tuesday, November 19, 2019</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	45 min	716 557 003
Website Access Manager Training	<a href="#">Wednesday, November 27, 2019</a>	11:00 AM / 10:00 AM / 9:00 AM / 8:00 AM	45 min	714 709 725
CignaforHCP.com Overview	<a href="#">Thursday, December 5, 2019</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	90 min	711 026 886
Eligibility & Benefits / Cigna Cost of Care Estimator	<a href="#">Tuesday, December 10, 2019</a>	3:00 PM / 2:00 PM / 1:00 PM / 12:00 PM	45 min	710 840 680
EFT Enrollment, Online Remittance, and Claim Status Inquiry	<a href="#">Monday, December 16, 2019</a>	12:30 PM/ 11:30 AM / 10:30 AM / 9:30 AM	45 min	717 623 013
Website Access Manager Training	<a href="#">Wednesday, December 18, 2019</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	45 min	719 401 907
CignaforHCP.com Overview	<a href="#">Tuesday, January 7, 2020</a>	1:30 PM / 12:30 PM / 11:30 AM / 10:30 AM	90 min	712 050 080
Eligibility & Benefits / Cigna Cost of Care Estimator	<a href="#">Wednesday, January 15, 2020</a>	12:00 PM/ 11:00 AM / 10:00 AM / 9:00 AM	45 min	719 613 140
EFT Enrollment, Online Remittance, and Claim Status Inquiry	<a href="#">Wednesday, January 22, 2020</a>	2:30 PM/ 1:30 PM / 12:30 PM / 11:30 AM	45 min	715 660 495
Website Access Manager Training	<a href="#">Monday, January 27, 2020</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	45 min	718 638 925
CignaforHCP.com Overview	<a href="#">Tuesday, February 4, 2020</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	90 min	712 402 231
Eligibility & Benefits / Cigna Cost of Care Estimator	<a href="#">Wednesday, February 12, 2020</a>	11:00 AM / 10:00 AM / 9:00 AM / 8:00 AM	45 min	713 834 140
EFT Enrollment, Online Remittance, and Claim Status Inquiry	<a href="#">Tuesday, February 18, 2020</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	45 min	714 272 226
Website Access Manager Training	<a href="#">Thursday, February 20, 2020</a>	1:00 PM/ 12:00 PM / 11:00 AM / 10:00 AM	45 min	717 222 212
CignaforHCP.com Overview	<a href="#">Wednesday, March 4, 2020</a>	11:00 AM / 10:00 AM / 9:00 AM / 8:00 AM	90 min	718 073 319
Eligibility & Benefits / Cigna Cost of Care Estimator	<a href="#">Tuesday, March 10, 2020</a>	3:00 PM / 2:00 PM / 1:00 PM / 12:00 PM	45 min	710 737 227
EFT Enrollment, Online Remittance, and Claim Status Inquiry	<a href="#">Monday, March 16, 2020</a>	12:30 PM / 11:30 AM / 10:30 AM / 9:30 AM	45 min	710 198 392
Website Access Manager Training	<a href="#">Wednesday, March 25, 2020</a>	1:00 PM / 12:00 PM / 11:00 AM / 10:00 AM	45 min	711 630 629

Preregistration is required for each webinar. Take note of the time zones above for each session.

[Resources](#) > [Medical Resources](#) > [Communications](#) > Webinars for Health Care Professionals



# Medical Education and Training

At Cigna, improving your experience with us is a priority. On this page, you will find learning materials that can help you work more efficiently with Cigna. Simply click on the link to access the information. You can also save, download or print a course once it's opened.

**Dashboard and navigation tutorial**  
An overview of the CignaforHCP.com dashboard and instructions for navigating the website.

**Electronic funds transfer (EFT) online enrollment and management tutorial**  
Learn how to enroll in electronic funds transfer (EFT) and manage EFT settings.

**Online remittance reports tutorial**  
Learn how to access and view your online remittance reports on CignaforHCP.com.

**Submitting attachments for pending claims tutorial**  
Learn how to submit supporting documentation for claims that are pending and need additional information.

**How to check eligibility and benefits**  
Learn how to get the most from our enhanced online eligibility and benefits search feature.

**How to get patient ID card and utilization and frequency information**  
See where to find patient-specific ID cards as well utilization and frequency data online.

**How to check claim status**  
See how to quickly check the status of a claim online.

**How to upload digital documents for pending claims**  
Get your claim back on track, submit pending claim documentation faster with our new online feature.

GENERAL			
Document Title	Document Type	Document Size	Last Updated
Welcome to Cigna	PDF	1.11mb	07/23/2015
Model of Care Training 2016	PDF	1.44mb	03/24/2016

# Q&A

Thank you!

