



Interactive Transactions

Electronic Data Interchange (EDI)

What is an Interactive EDI transaction?

INTERACTIVE ELECTRONIC DATA INTERCHANGE (EDI) TRANSACTIONS can help you by replacing large volumes of telephone calls with real-time electronic transactions. As a CIGNA HealthCare participating provider, you can submit eligibility and benefit inquiries, claim status inquiries, precertification and authorization requests through clearinghouses to CIGNA HealthCare and receive a response in less than 20 seconds. The format and data content of these transactions are governed by the Health Insurance Portability and Accountability Act (HIPAA).

What are the benefits of Interactive EDI Transactions?

Interactive EDI transactions enable you to obtain eligibility, benefit and claim status information and to submit precertification and authorization requests at your convenience without having to call CIGNA HealthCare. Providers with sophisticated systems especially benefit from these EDI transactions when the response from CIGNA HealthCare is automatically loaded in the provider's system.

When should a CIGNA HealthCare provider contact a clearinghouse?

If you do not currently have a relationship with a clearinghouse and would like to start submitting claims electronically to CIGNA HealthCare, you may contact any of the following:

<i>Clearinghouses</i>	<i>Telephone Numbers</i>	<i>Web site</i>
Medifax	800.444.4336	http://www.medifax.com/
ProxyMed	770.493.6700	http://www.proxymed.com
WebMD	877.469.3263	http://www.webmdenvoy.com/

However, if you already have a relationship with a clearinghouse and have a question regarding claim data placement, report receipt and message interpretation, or understanding your software usage, you should contact your clearinghouse.

For more information on Interactive Electronic Data Interchange (EDI) Transactions and the vendors we support, visit our Web site, www.cigna.com, or call your CIGNA HealthCare Provider Services Representative.



CIGNA HealthCare

Provider Solutions

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