

Cigna Dental eServices

Electronic Claims Submission



Speed up your payments...submit claims electronically! You can receive payments faster, improve your cash flow, and eliminate the costs of printing and mailing claim forms. Gain all these advantages and have more time for patient care – the heart of your practice.

Direct benefits

- Quicker claims submission, including DHMO encounters
- Faster payments
- Improve claims accuracy – reduce transcription errors and missing data
- No printing and mailing costs
- Spend less time resubmitting corrected claims
- Reduce paperwork
- 24/7 access to claims tracking

It's easy to start

You only need a PC, printer, and a scanner (optional – to submit non-digital X-rays electronically).^{*} Then choose your method(s) to connect electronically with Cigna.

- Post-n-Track[®] (post-n-track.com/Cigna) – Submit claims through a no cost web service; free transactions.
- Emdeon[®], Inmediata^{**}, or other third-party vendor – Submit claims through a clearinghouse.
- NEA FastAttach[™] (nea-fast.com) – Submit X-rays and other attachments at a discount^{*}.

Find out how much money you can save

Visit the National EDI Council's Return on Investment (ROI) Calculator for a free, real-time calculation of your office's estimated savings when you start submitting claims electronically. Go to ndedic.org/?Calculator.

Cigna payer ID

Use this payer ID for all electronic claims:

62308

Claim questions?

For questions about submitting electronic claims through your clearinghouse, contact the clearinghouse directly. For questions about Cigna claim processing, call **1.800.Cigna24 (1.800.244.6224)**. Please have your customer ID, date of birth, and your Taxpayer Identification Number available.

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^{*} Equipment and NEA FastAttach discounts are available through the Cigna Network Rewards Program[®]. Visit CignaforHCP.com for a complete list of participating vendors

^{**} Dentists in Puerto Rico and the U.S. Virgin Islands can use Inmediata – 1.787.3223 or inmediata.com.

Frequently Asked Questions

- **Why should I submit claims or encounters electronically?**

You can save time and money on postage by sending electronic claims to Cigna. You will receive payments faster and eliminate the costs of printing and mailing claims, reducing the administrative work on your staff.

- **Can a dental office submit indemnity, DPPO, and DHMO claims at the same time?**

Yes. Dental offices can electronically submit all claims and encounters at the same time. Just be sure that you are using the correct Payer ID – **62308**. You can also submit general dentistry and specialty encounters and claims at one time.

- **Do I have to put the National Provider Identifier (NPI) number on electronic claims?**

Yes, inclusion of the NPI on electronic claims has been a HIPAA requirement since May 2008.

- **How much does it cost to submit claims electronically?**

Costs vary for each clearinghouse. You can electronically submit all Cigna claims at no cost through Post-n-Track. In addition, many practice management software companies offer free claim submission for the first three to six months.

You can electronically submit X-rays through National Electronic Attachment (NEA) *FastAttach*[™], which offers a discount to first-time Cigna dental subscribers through the Cigna Network Rewards Program[®]. Visit nea-fast.com or CignaforHCP.com > Resources > Dental Resources > Cigna Network Rewards Program for more information on discounts and vendors.

- **How long does the claims process take when submitting claims electronically?**

It takes less than 5 minutes to submit a claim, or batch of claims, electronically – much quicker than submitting paper claims by mail. Your electronic claims and encounters are processed for payment faster too, because they are automatically transferred into Cigna's claims processing system. This eliminates delays in postal delivery and data entry time by claims processors. Where paper claims can take 10-15 days to pay, electronic claims typically take only 3-5 days to pay (and can be processed in as quickly as 1-2 days).

- **How do I know if a claim is not processed or is missing information?**

If there is missing information on an electronic claim, the clearinghouse will immediately reject the claim and generate a report showing the error(s) that need to be corrected or completed. You can then quickly correct the error(s) and resubmit the claim. Within 12-24 hours, a report can usually be generated showing electronic claims that were submitted to Cigna. The report will also show if any claims were immediately rejected or require more information.

- **Can I submit both paper claims and electronic claims?**

We recommend that you submit all claims and encounters electronically, and not rotate between electronic and paper claims. But if you are having internet issues or system problems, and need to submit by paper, it is acceptable.



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