

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

Electronic funds transfer and online remittance reports
for medical and behavioral health care professionals

Together, all the way.



OVERVIEW

This course explains how to:

- Enroll in electronic funds transfer (EFT)
- Change EFT account information
- Access and view your online remittance reports
- Change report delivery preferences





EFT ENROLLMENT

Benefits and how to enroll

When your enroll, you'll be able to:

- Receive payments directly into your checking or savings account – no mail delays
- Have access to funds on the day of payment
- Receive bulk deposits instead of multiple separate checks
- Increase efficiency and improve cash flow
- View and share remittance reports on the day of payment

Two ways to enroll:

- Council for Affordable Quality Healthcare (CAQH) website:
<https://Solutions.CAQH.org>
Use this option to enroll in EFT with multiple payers, including Cigna.
- Cigna for Health Care Professionals website:
CignaforHCP.com*
Use this option to enroll in EFT with only Cigna.



* Requires the appropriate level of CignaforHCP.com access. Ask your office's primary administrator for this website to assign you access to this functionality.



LOG IN TO THE WEBSITE

Log in to CignaforHCP.com

Enter Keyword **SEARCH RESOURCES**

Cigna. **RESOURCES**

LOGIN / REGISTER **LEARN HOW TO REGISTER** **SITE BENEFITS**

Cigna for Health Care Professionals

Type your User ID and Password, then click **LOGIN**.

User ID »

Password »

LOGIN

[Forgot User ID](#) | [Forgot Password](#)

Don't have a user ID?

REGISTER NOW **TEMPORARY ID** [What is a temporary ID?](#)

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informed on reform **Verizon Cybertrust Security** **CERTIFIED ENTERPRISE**



ENROLL IN A NEW EFT ACCOUNT

To enroll in a new EFT account or change an existing account, click **WORKING WITH CIGNA**.

The screenshot displays the Cigna user interface. At the top, it shows the user is signed in as Mary Martin (mmartin1) with links for Inbox, Settings and Preferences, and Logout. A search bar with the placeholder text 'Enter Keyword' and a 'SEARCH RESOURCES' button is also visible. Below this, a row of icons represents different sections: Cigna logo, DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS, WORKING WITH CIGNA, and RESOURCES. The 'WORKING WITH CIGNA' button, which features a document icon, is highlighted with a red rectangular box. At the bottom, a navigation bar shows 'DASHBOARD' and 'WORKING WITH CIGNA' as active tabs.



CHANGE AN EXISTING EFT ACCOUNT

The screenshot shows the Cigna provider portal dashboard. At the top, it indicates the user is signed in as Mary Martin (mmartin1) and provides navigation links for Inbox, Settings and Preferences, and Logout. A search bar is available for resources. The main navigation bar includes icons for Dashboard, Patients, Claims, Remittance Reports, Working with Cigna, and Resources. Below this, a secondary navigation bar highlights 'DASHBOARD' and 'WORKING WITH CIGNA'. The main content area is divided into several sections: 'Assign Access' (with sub-sections for Modify Existing Users and Add New Users), 'Delegation History Report', 'Information Requests', 'Fee Schedules' (with sub-sections for Request Fee Schedule and View Fee Schedule Changes), and 'Electronic Fund Transfer (EFT)'. The 'EFT' section is highlighted with a red box and contains links for 'Enroll in Electronic Fund Transfer (EFT) Options', 'Manage EFT Settings', and a note about selecting a Tax ID. A 'PROFILE INFORMATION' sidebar on the right includes sections for 'UPDATE DIRECTORY INFORMATION' and 'Cigna Contracted Health Care Professionals'. A blue callout box points to the 'Enroll in Electronic Fund Transfer (EFT) Options' link.

To enroll in a new EFT account, click **Enroll in Electronic Fund Transfer (EFT) Options**.

If you do not see this section on the page, you do not have the level of website access necessary to enroll in EFT. Ask your office's primary administrator for this website to assign you access to this functionality.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

ENROLL A NEW ELECTRONIC FUNDS TRANSFER (EFT) ACCOUNT

Enroll a New EFT Account
Begin your New EFT account enrollment by providing the information requested here.

Tax Identification Number (TIN)

EFT Payment Preference Tax Identification Number (TIN) National Provider Identifier (NPI)

This preference applies to all EFT enrollments associated with this Tax Identification Number and to your ERA preference as well. Your EFT and ERA bulking preferences must match.

Provider/Group

(To select more than one provider or group use CTRL-click)
This list only includes providers that are not currently enrolled for EFT.

Choose the Taxpayer Identification Number (TIN) you want to enroll in EFT.

Choose a payment bulking preference.*

Select a Provider/Group.
If you use more than one TIN, you will need to complete an EFT enrollment for each TIN.

* **NPI bulking election** groups all claims into a payment based on each “Billing Provider” NPI from your submitted claims.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

If you select NPI as your EFT payment preference, this screen will appear.

ENROLL A NEW ELECTRONIC FUNDS TRANSFER (EFT) ACCOUNT

National Provider Identifiers (NPI)

(To select more than one NPI, use CTRL-click)

NOTE: You can add up to five new NPIs once you have selected an existing NPI from the list. If you do not wish to select an existing NPI, you may add up to five new NPI's by using the form found within the Profile Information on Working with Cigna section of your dashboard. Verification of NPIs may take 10 business days.

Add a New National Provider Identification (NPI) Number

NPI Number

Provider/Group Name

Callouts:

- Blue callout (left):** If you select TIN as your EFT payment preference, you'll see a similar screen without the NPI information.
- Grey callout (top right):** Select the NPI(s) you want to link to the bank account. If you use more than one bank account, you must complete an enrollment for each TIN or NPI bank account combination.
- Grey callout (middle right):** If you do not see one of your NPIs in the box above, you can add up to five NPIs. You must first select an NPI in the box above.
- Grey callout (bottom right):** Select the Provider/Group Name(s) associated with the NPI you are adding, then click ADD.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

The screenshot shows a web form for enrolling in a new EFT account. It is divided into two main sections: 'Provider Contact Information' and 'Provide Financial Institution Account Information'. The 'Provider Contact Information' section includes fields for Name, Title, Email Address, Telephone Number, and an optional Telephone Number Extension. The 'Provide Financial Institution Account Information' section includes an information icon and a note: 'This financial institution account will be set as your default account since it is the first time you have the selected NPI bulking.' Below this are radio buttons for 'Account Type' (Checking and Savings), a checkbox 'Make this the default financial institution account', and fields for 'Financial Institution Name', 'Routing Number', and 'Account Number'. A sample check image is shown below the routing and account number fields, with '2400' in the top right corner and '2400**' at the bottom right. A 'NEXT' button is at the bottom left. Four callout boxes provide instructions: 1. Enter the Provider Contact Information of the person who will act as the contact for the EFT account. 2. Choose the type of account to which funds will be deposited. For savings account deposits, you must first verify that your bank will support EFT. 3. Enter the financial institution information of the account that will receive the electronic payments. 4. Click NEXT.

1. Enter the Provider Contact Information of the person who will act as the contact for the EFT account.

2. Choose the type of account to which funds will be deposited. For savings account deposits, you must first verify that your bank will support EFT.

3. Enter the financial institution information of the account that will receive the electronic payments.

4. Click NEXT.

If you select NPI bulking and are depositing to multiple accounts, you must identify one of them as the default bank account. Otherwise, the first account you set up for EFT will be considered the default account.*

* **With NPI bulking**, all NPIs under a TIN will receive EFT payments. EFT payments will be made into the default account for any NPIs that are not associated with a specific bank account.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

You'll have an opportunity to review the TIN, NPI, Provider/Group, contact information, and bank account information you chose or entered before completing your EFT enrollment.

Terms of Service

I understand that, by checking this box:

I grant authorization to Cigna HealthCare, Inc. to credit said account at the financial institution named above for the purpose of transferring Cigna HealthCare, Inc. payments. Cigna HealthCare, Inc. is also granted authorization to correct inadvertent duplicate payment information. This authorization is to remain in effect until notification is given to Cigna HealthCare advising of a change, allowing reasonable time to implement such change.

I agree that I have legal authority to establish Electronic Funds Transfer (EFT) on behalf of the organization I am representing.

I agree that this authorization acts as my electronic signature.

Check the Terms of Service box, then click COMPLETE ENROLLMENT.

PREVIOUS COMPLETE ENROLLMENT CANCEL

What happens next in the EFT enrollment process?

We'll send a "pre-note transaction" to your bank to verify that all banking-related information is correct.

- *If the pre-note is not returned, you will begin receiving EFT on the next payment cycle*
- *If the pre-note is returned with errors, Cigna will contact you to obtain corrected information*

This process can take four to six weeks. You can check the status of your EFT enrollment by logging in to CignaforHCP.com > Working With Cigna > Manage EFT Settings.



CHANGE AN EXISTING EFT ACCOUNT



CHANGE AN EXISTING EFT ACCOUNT

Signed in as: Mary Martin(mmartin1) | Inbox | Settings and Preferences | Logout | Enter Keyword | SEARCH RESOURCES

Cigna. DASHBOARD PATIENTS CLAIMS REMITTANCE REPORTS **WORKING WITH CIGNA** RESOURCES

DASHBOARD WORKING WITH CIGNA

You spoke, we listened. We want to make it as easy as possible for you to do business with us. This page contains the most popular transactions between your practice and Cigna.

Assign Access
[Modify Existing Users](#)
Change the user roles and access levels your delegated users have to your practices or facilities.
[Add New Users](#)
Add users and assign them access to any practice or facility you are a primary or secondary administrator for.

Delegation History Report
Review a report that shows the complete history of user activity. Please select the practice or facility you'd like a report on. Microsoft Excel is the recommended application for viewing these reports.
All Practices/Facilities

Information Requests
[Coverage Policies / Criteria](#)
Find out if one of your patients is covered by Cigna for a particular treatment, procedure or drugs based on our coverage positions.
[Request Participatory Provider Agreement](#)
Allow 30 days to process your request. The information you provide will be validated and, if accurate, you will receive a hard copy of your agreement via mail.

Fee Schedules
[Request Fee Schedule](#)
If you are requesting your fee schedule for a particular billing code, complete the required fields below, then submit the form.
[View Fee Schedule Changes](#)
Supply your Provider ID, Location, ZipCode, and Network to view fee schedule changes.

Electronic Fund Transfer (EFT)
[Enroll in Electronic Fund Transfer \(EFT\) Options](#)
Enroll a new EFT account. Complete enrollment by confirming your information and agreeing to the Terms of Service.
[Manage EFT Settings](#)
You may select a Tax ID you want to view from the list and modify its existing EFT account settings.

PROFILE INFORMATION
UPDATE DIRECTORY INFORMATION
Review your listing in the [Provider Directory](#) before entering changes.
Cigna Contracted Health Care Professionals
[Update](#)
Cigna Contracted Facilities and Other Health Care Professionals
[Update](#)
Non-Participating Providers: If you

To change an existing EFT account, click Manage EFT Settings.

If you do not see this section on the page, you do not have the level of website access necessary to change EFT settings. Ask your office's primary administrator for the website to assign you access to this functionality.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS

SELECT → **EDIT** → **CONFIRM** → **FINISH**

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN [Clear List](#)

Select the TIN for which you want to change EFT account information.

CHANGE AN EXISTING EFT ACCOUNT (CONT.)

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN [Clear List](#)

Update or cancel your current EFT settings for this provider or group.

Provider/Group Name	Tax Identification Number (TIN)	EFT Settings	Remittance Report Delivery Preferences
JACKSON, DIAMOND MD	123456789	<p>Enrollment/Update Status: Complete EFT Payment Preference: TIN</p> <p>Provider Contact Name: zdfgd Title: Add Email Address: Add Telephone Number: 333-333-3333 Telephone Number Extension: 3333333</p> <p>Account Type: Savings Financial Institution Name: Routing Number: ****3333 Account Number: *****3333</p>	<p>Delivery Preference Online Only</p> <p>Update Delivery Preferences</p>

For the chosen Provider/Group, click Change EFT Settings.

[Change EFT Settings](#) [Cancel EFT Settings](#)


If you want to terminate your EFT account, click Cancel EFT Settings.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

You can change your payment bulking preference to TIN or NPI

MANAGE CURRENT EFT SETTINGS



[▶ Help](#)

Note: If you change your payment bulking preference, it will apply to **all** of the EFT enrollments associated with your TIN.

Edit EFT Settings

Review and update your provider contact information.

Tax Identification Number and Provider/Group

TIN:
Provider/Group :

EFT Payment Preference : Tax Identification Number (TIN) National Provider Identifier (NPI)

TIN bulking election groups all claims into a payment based on your TIN and payment address.

i This preference applies to all EFT enrollments associated with this Tax Identification Number and to your ERA preference as well. Your EFT and ERA bulking preferences must match.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS

SELECT → EDIT → CONFIRM → FINISH

[▶ Help](#)

Edit EFT Settings
Review and update your provider contact information.

Tax Identification Number and Provider/Group
TIN:
Provider/Group :

EFT Payment Preference : Tax Identification Number (TIN) National Provider Identifier (NPI)

NPIs

(To select more than one NPI, use CTRL-click)


NOTE: You can add up to five new NPIs once you have selected an existing NPI from the list. If you do not wish to select an existing NPI, you may add up to five new NPI's by using the form found within the Profile Information on Working with Cigna section of your dashboard. Verification of NPIs may take 10 business days.

NPI bulking election groups all claims into a payment based on each "Billing Provider" NPI from your submitted claims.

Select the NPI(s) you want to link to this bank account.

CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS



SELECT EDIT CONFIRM FINISH

Edit EFT Settings

If your contact information is not complete please provide it here along with your changes.

Select a Tax Identification Number (TIN) and a Provider/Group

TIN: 987654321
Provider/Group: JACKSON, DIAMOND MD

Review and Edit Contact Information

Contact Name	<input type="text" value="James Smith"/>
Contact Phone	<input type="text" value="1234567890"/>
Extension	<input type="text" value="1234"/>

You can change the name, telephone number, and extension of the person who acts as the contact for the EFT account.

CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS

Provide Financial Institution Account Information

i Save time by using an account on record. Or enter a new account in the fields provided.

Account Type Checking Savings

Financial Institution Name

Routing Number

Account Number

2400

DATE: _____ 91-548 / 1221

PAY TO THE ORDER OF: _____ \$

_____ DOLLARS

FOR: _____

⑆ ⑆ 22105278 ⑆ ⑆ 724301068 ⑆ 2400 ⑆

⤴ ⤴

Routing Number Account Number

You can change the type of account to which funds will be deposited*.

You can change the routing number and account number** of the account that will receive the electronic payments.

- * For savings account deposits, you must first verify that your bank will support EFT.
- ** Use the check example to ensure that you are entering the correct numbers.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

You'll have an opportunity to review the TIN, NPI, Provider/Group, contact information, and bank account information you chose or entered before completing the change to your EFT enrollment.

Terms of Service

I am submitting this Change EFT Settings request.

[PREVIOUS](#) [SUBMIT](#) [CANCEL](#)

Check the Terms of Service box; then click SUBMIT.



VIEW REMITTANCE REPORTS



SEARCH FOR A REMITTANCE REPORT

Once your EFT enrollment is complete, you will be able to access and view your remittance reports online the same day you receive your electronic payment.

The screenshot shows the Cigna Remittance Reports search page. At the top, there is a navigation bar with the Cigna logo and several menu items: DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS (highlighted with a red box), WORKING WITH CIGNA, and RESOURCES. Below the navigation bar is a search bar with the text "Enter Keyword" and a "SEARCH RESOURCES" button. The main heading is "Remittance Reports". Below this heading are four search criteria buttons: DEPOSIT AMOUNT (highlighted), PATIENT INFORMATION, CLAIM/REFERENCE NUMBER, and REMITTANCE TRACKING NUMBER. The "DEPOSIT AMOUNT" section is expanded, showing a search form with the following fields: "Deposit Amount (optional)" with the value "499.98", "Date of Deposit" with a dropdown menu, "From" date "12/09/2013", and "To" date "06/09/2013". Below the date fields are two radio buttons: "Search by TIN" (selected) and "Search by TIN and NPI". A list of TINs is shown below the radio buttons, with "All" selected. The list includes: 954022405, 042374071, 951183919, and 061539549. A "SEARCH" button is at the bottom left of the form. Five callout boxes provide instructions: 1. Choose any of four ways to search for a remittance report. 2. Complete the search criteria fields. 3. Choose how you want to search. 4. Choose the TIN involved in your search. 5. Click SEARCH. A large blue callout box on the left contains the text: "If searching by deposit, you can enter a dollar amount, leave the field blank for all deposits and zero pays, or enter 0 for zero pays only.*". A large blue callout box on the right contains the text: "If you do not see the Remittance Reports link, you do not have the level of website access necessary to view reports. Ask your office's primary administrator for this website to assign you access to this functionality."

* Limited search dates required for last two options due to volume.



SEARCH FOR A REMITTANCE REPORT

Once your EFT enrollment is complete, you will be able to access and view your remittance reports online the same day you receive your electronic payment.

The screenshot shows the Cigna Remittance Reports search page. At the top, the user is signed in as Mary Martin (mmartin1). The navigation bar includes links for Dashboard, Patients, Claims, Remittance Reports (highlighted with a red box), Working with Cigna, and Resources. Below the navigation bar, there are tabs for Deposit Amount, Patient Information, Claim/Reference Number, and Remittance Tracking Number. The search criteria section includes a text input for Deposit Amount (optional) with the value 499.98, and date pickers for Date of Deposit (From: 12/09/2013, To: 06/09/2013). There are radio buttons for Search by TIN and Search by TIN and NPI. A dropdown menu for Select TINs shows a list of TINs: All, 954022405, 042374071, 951183919, and 061539549. A SEARCH button is located at the bottom left of the search form.

When you search by claim reference number, all remittance reports that include the claim number searched will appear.

The Remittance Trace Reassociation Number (TRN) is:

- Sent to the bank with the deposit
- Included in the 835 Electronic Remittance Advice transaction
- Noted in the claim detail.

If you do not see the Remittance Reports link, you do not have the level of website access necessary to view reports. Ask your office's primary administrator for this website to assign you access to this functionality.



VIEW A REMITTANCE REPORT

A list of remittance reports meeting your search criteria will appear.

Remittance Reports

You Searched For:
Deposit Amount : \$499.98 | Deposit Dates: 5/4/2012 to 5/11/2012(7 days)
Search Results are +/- \$50

[MODIFY SEARCH](#) [NEW SEARCH](#)

i Instructions: Reports that are more than 100 pages must be viewed in segments by selecting an option from the page range dropdown.

PRINT ALL | VIEW All Report Types

Remittance Tracking Number	Tax Identification Number	Payment Date	Deposit Amount	Product Type	Report Type	Number of Pages	Unread or Read	
111220090000004	954022405	04/17/2012	\$499.98	Choice Fund HRA Open Access Plus	Remittance Report	2	<input type="checkbox"/>	1-2 View PDF

Click the View PDF link to view the remittance report. Once you open the report, you can save it or send it to others.

Note: You may see the claim detail and remittance report for just a certain individual claim that was paid via EFT. Click the Claims icon on the dashboard, and then "Search Claims."

Once you view the PDF, the indicator will automatically change to Read. You can mark reports as Read or Unread.



CHANGE REPORT DELIVERY PREFERENCES



CHANGE REPORT DELIVERY PREFERENCES

Remittance reports are available electronically, although occasionally you may have a need to temporarily receive paper remittance reports as well.

The screenshot shows the Cigna provider portal interface. At the top, it indicates the user is signed in as Mary Martin (mmartin1) and provides navigation links for Inbox, Settings and Preferences, and Logout. A search bar is available with the placeholder text 'Enter Keyword' and a 'SEARCH RESOURCES' button. Below this is a main navigation bar with icons for Dashboard, Patients, Claims, Remittance Reports, Working with Cigna, and Resources. The 'Working with Cigna' section is currently active.

The main content area features a welcome message: 'You spoke, we listened. We want to make it as easy as possible for you to do business with us. This page contains the most popular transactions between your practice and Cigna.' Below this, there are several sections:

- Assign Access:** Includes links for 'Modify Existing Users' and 'Add New Users', with a brief description of user roles and access levels.
- Delegation History Report:** Provides a link to review a report showing user activity history, with a 'DOWNLOAD' button and a dropdown menu for selecting practices/facilities.
- Information Requests:** Offers links to search coverage policies, submit inquiries, and request participating provider agreements.
- Fee Schedules:** Contains links for 'Request Fee Schedule' and 'View Fee Schedule Changes', with instructions on how to request a fee schedule.
- Electronic Funds Transfer (EFT):** This section is highlighted with a red box. It includes links for 'Enroll in Electronic Funds Transfer (EFT) Options' and 'Manage EFT Settings'. A callout bubble points to the 'Manage EFT Settings' link with the text: 'To change your remittance report delivery preferences, click Manage EFT Settings.'
- PROFILE INFORMATION:** A sidebar section containing 'UPDATE DIRECTORY INFORMATION' with links to review and update directory listings for Cigna Contracted Health Care Physicians and Cigna Contracted Facilities and Other Health Care Providers.

A 'Feedback' button is located at the bottom right of the page.



CHANGE REPORT DELIVERY PREFERENCES (CONT.)

MANAGE CURRENT EFT SETTINGS

SELECT
EDIT
CONFIRM
FINISH

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN ▼ [Clear List](#)

Update or deactivate your current EFT settings for this provider or group.

Provider/Group Name	Tax Identification Number (TIN)	EFT Settings	Remittance Report Delivery Preferences
BHASKARDD	786786786	Enrollment/Update Status: Contact Name: Add Contact Phone: Add Extension: Account Type: Checking Routing Number: ****1111 Account Number: * Change EFT Settings Deactivate EFT Settings	Delivery Preference Online Only Update Delivery Preferences

Click Update Delivery Preferences to temporarily receive paper remittance reports. Reports will still also continue to be available electronically.



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