CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

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

Together, all the way.

Cigna®

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

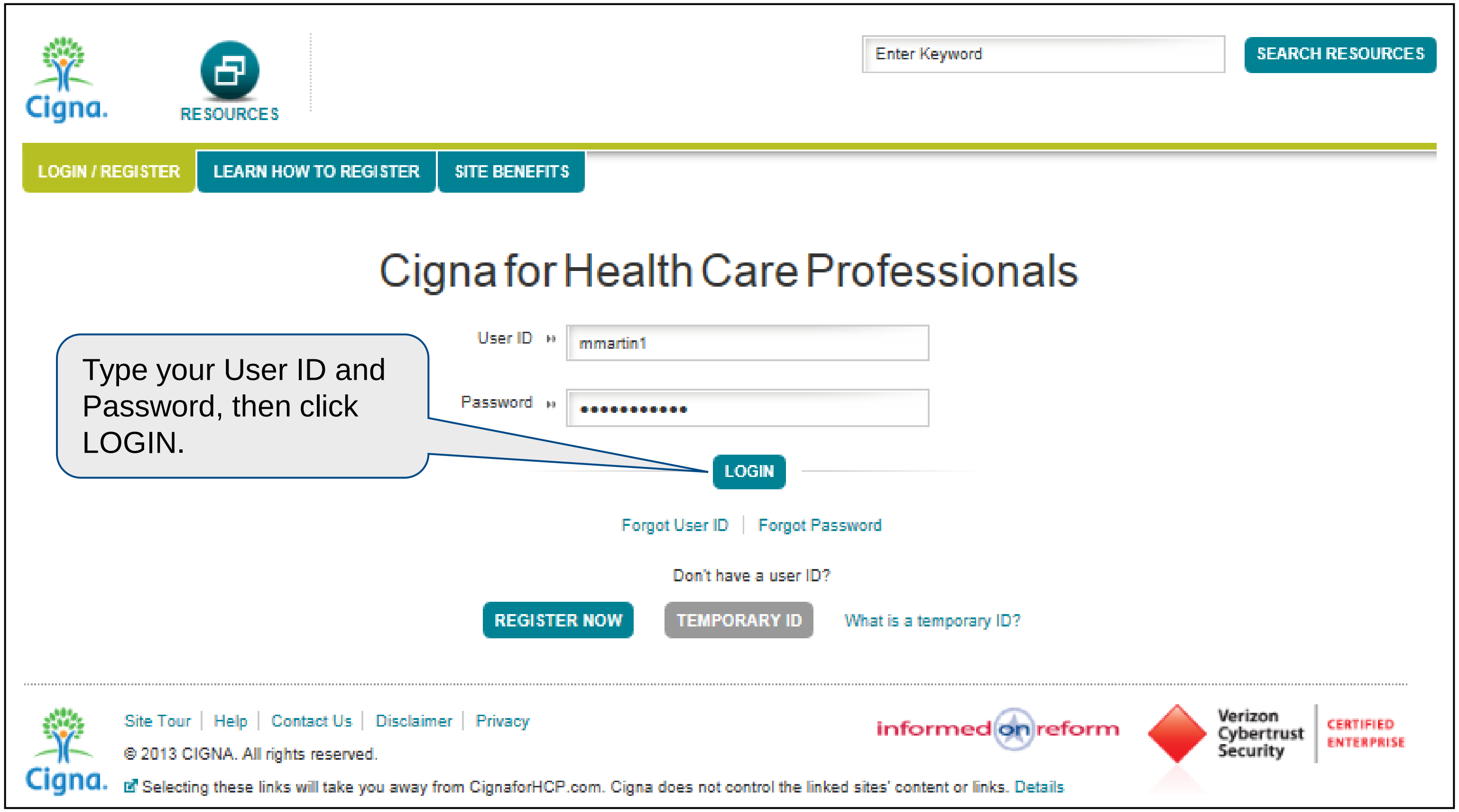
  Use this option to enroll in EFT with multiple payers, including Cigna.
- Cigna for Health Care Professionals website: CignaforHCP.com*

  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.

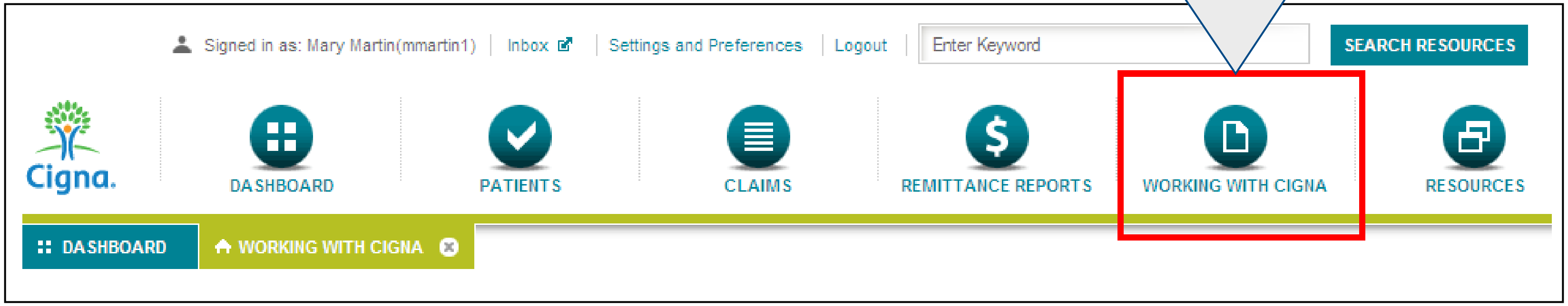
LOG IN TO THE WEBSITE

Log in to CignaforHCP.com

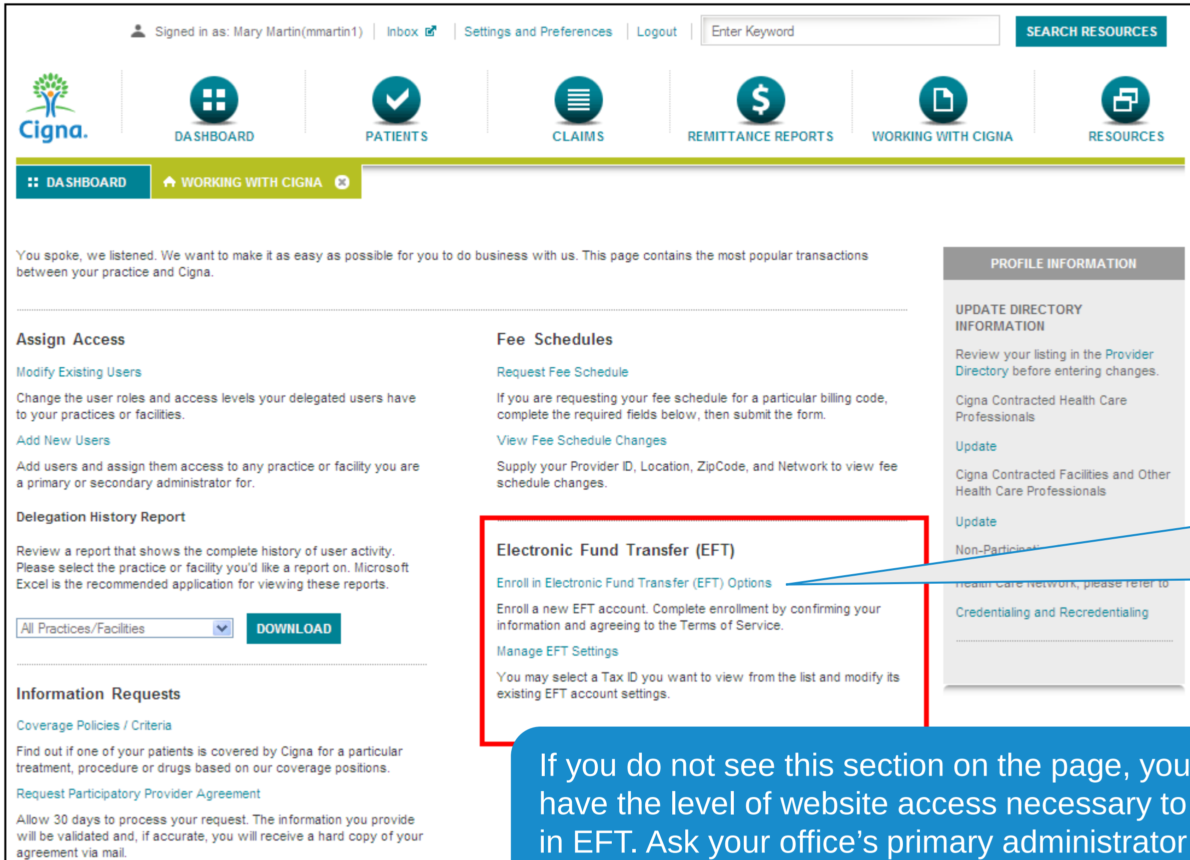


ENROLL IN A NEW EFT ACCOUNT

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



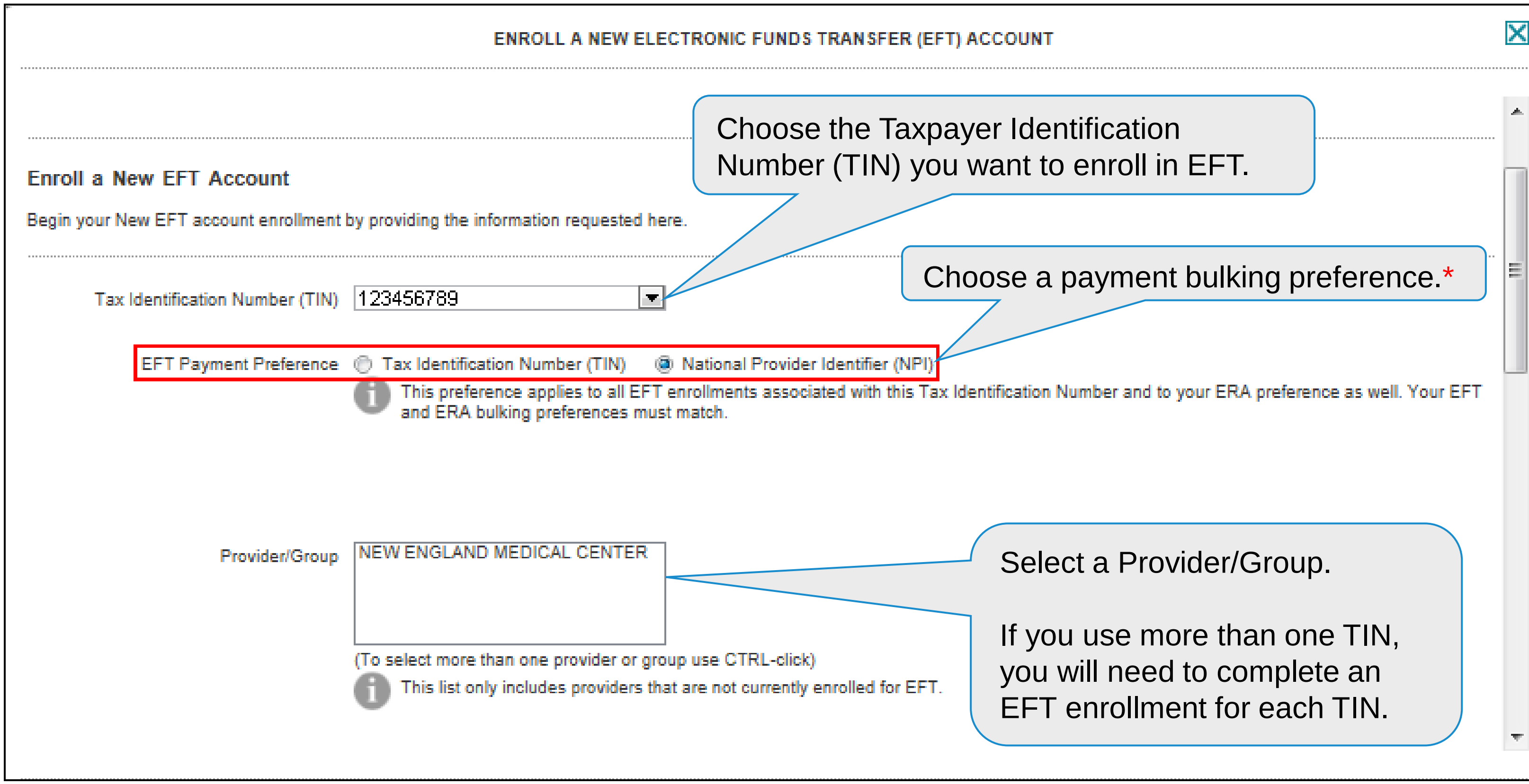
CHANGE AN EXISTING EFT ACCOUNT



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.

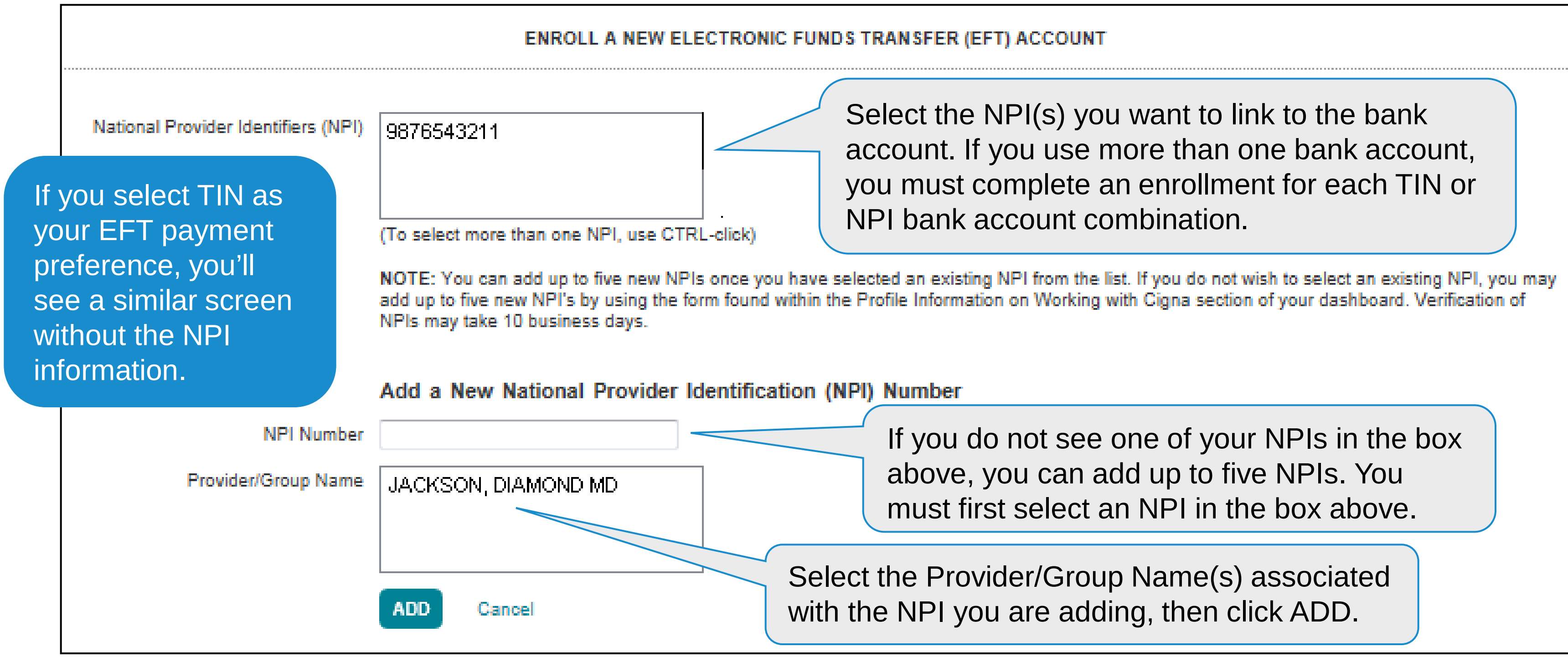
ENROLL IN A NEW EFT ACCOUNT (CONT.)



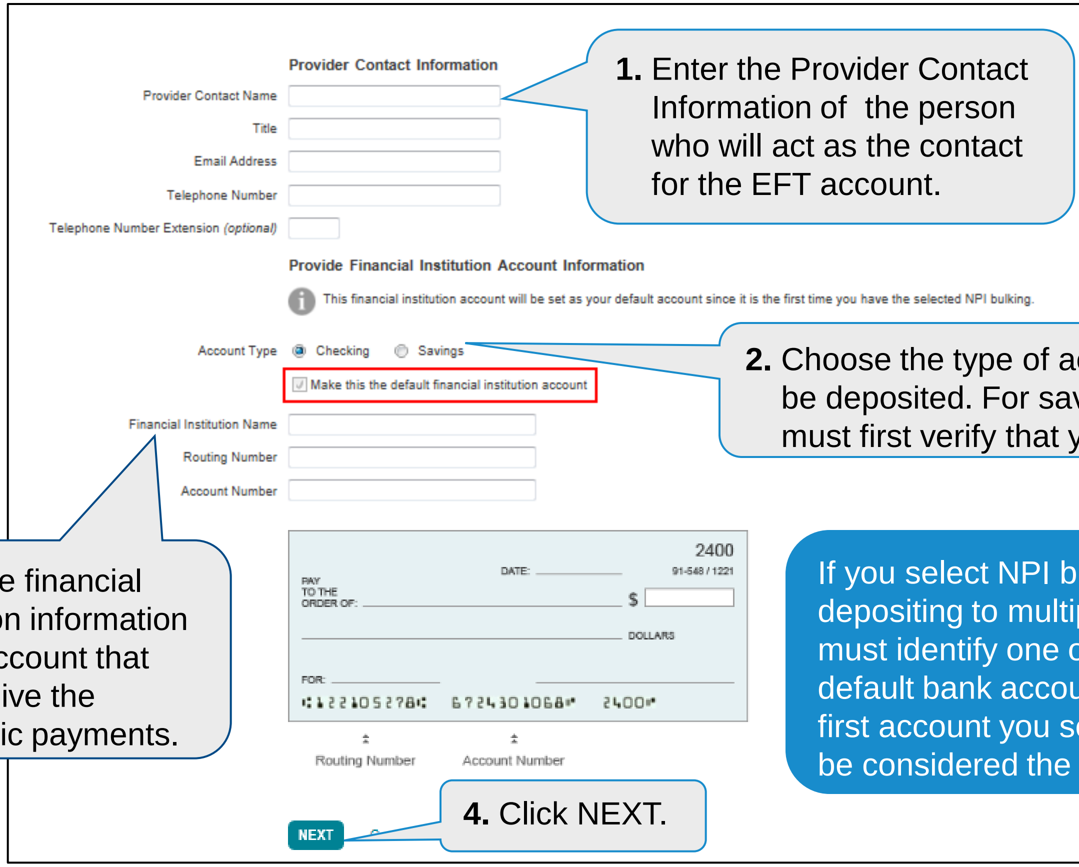
* **NPI bulking election** groups all claims into a payment based on each "Billing Provider" NPI from your submitted claims.

ENROLL IN A NEW EFT ACCOUNT (CONT.)

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



ENROLL IN A NEW EFT ACCOUNT (CONT.)



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.

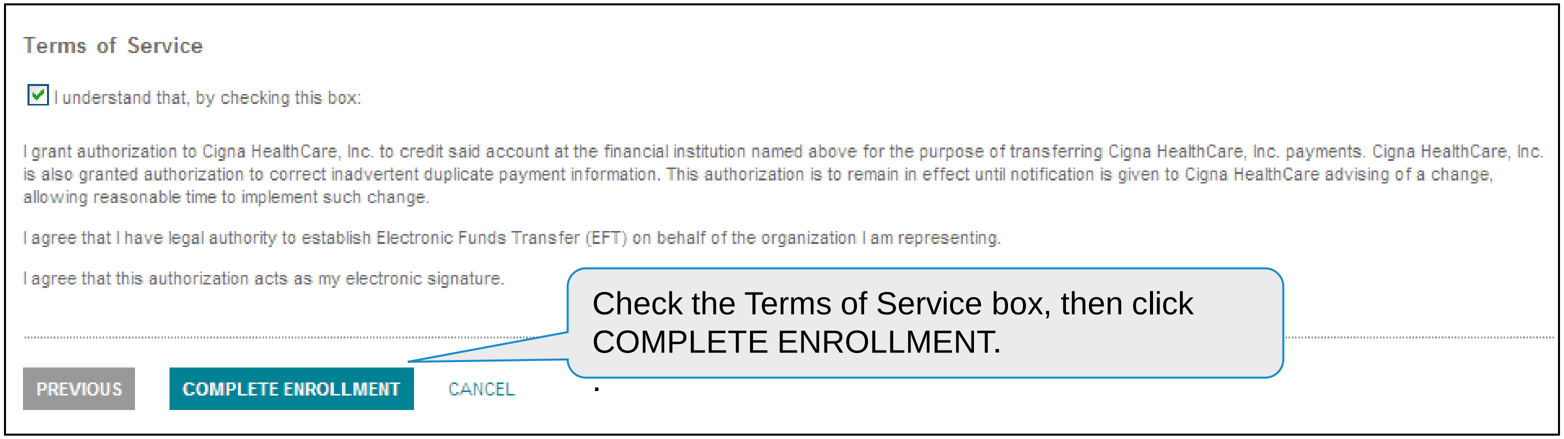
If you select NPI bulking and are depositing to multiple accounts, you must identify one of them as the default bank account. Otherwise, the first account you set up for EFT will be considered the default account.*

* **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.

Cigna

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.



What happens next in the EFT enrollment process?

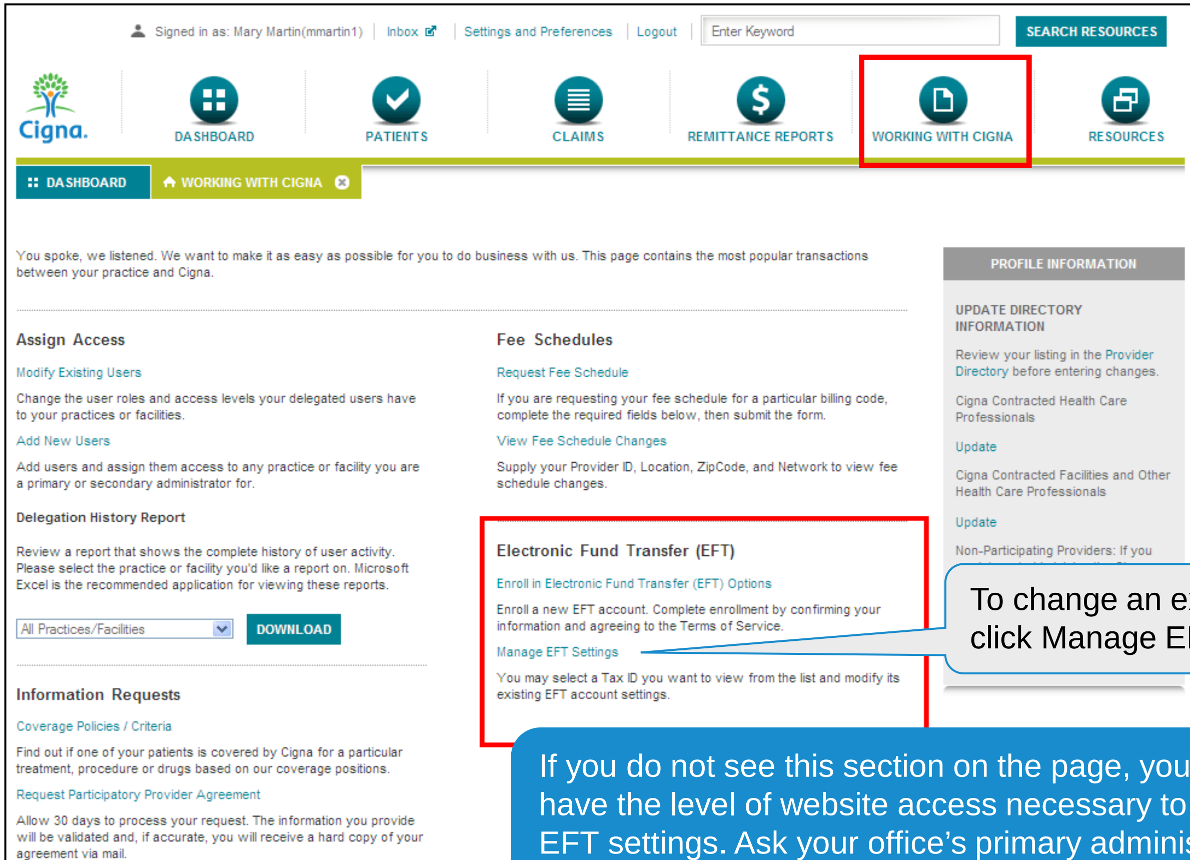
We'll send a "pre-note transaction" to your bank to verify that all banking-related information is correct.

- *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

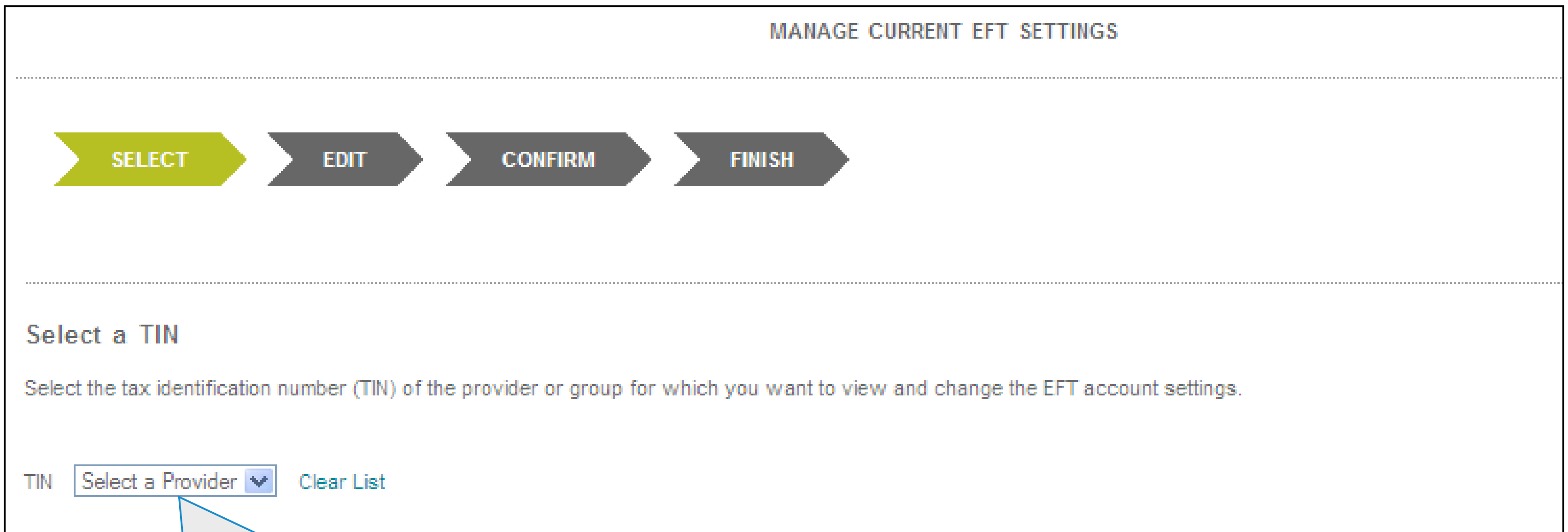
CHANGE AN EXISTING EFT ACCOUNT



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.)



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 123456789 Clear List

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

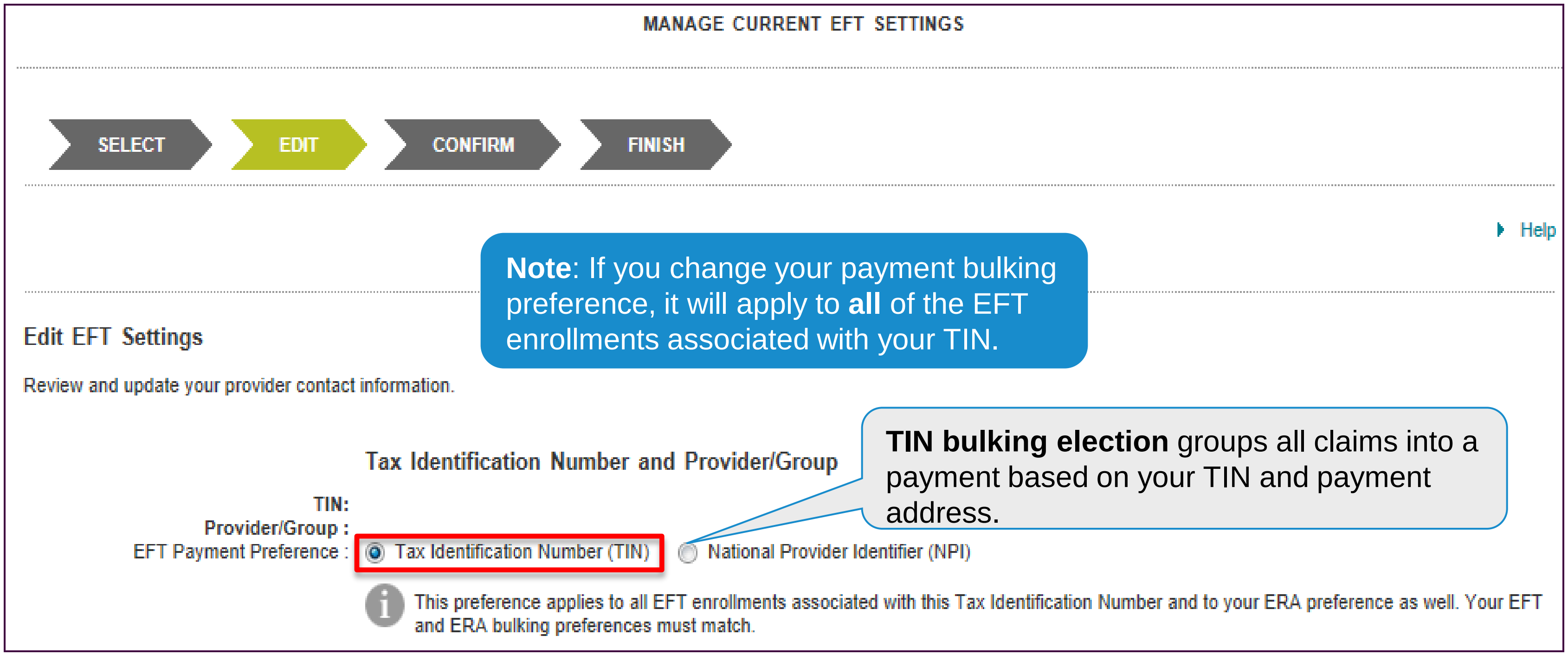
Provider/Group Name	Tax Identification Number (TIN)	EFT Settings	Remittance Report Delivery Preferences
JACKSON, DIAMOND MD	123456789	**Enrollment/Update Status:** Complete **EFT Payment Preference:** TIN **Provider Contact Name:** zdfgd **Title:** Add **Email Address:** Add **Telephone Number:** 333-333-3333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

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

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

CHANGE AN EXISTING EFT ACCOUNT (CONT.)

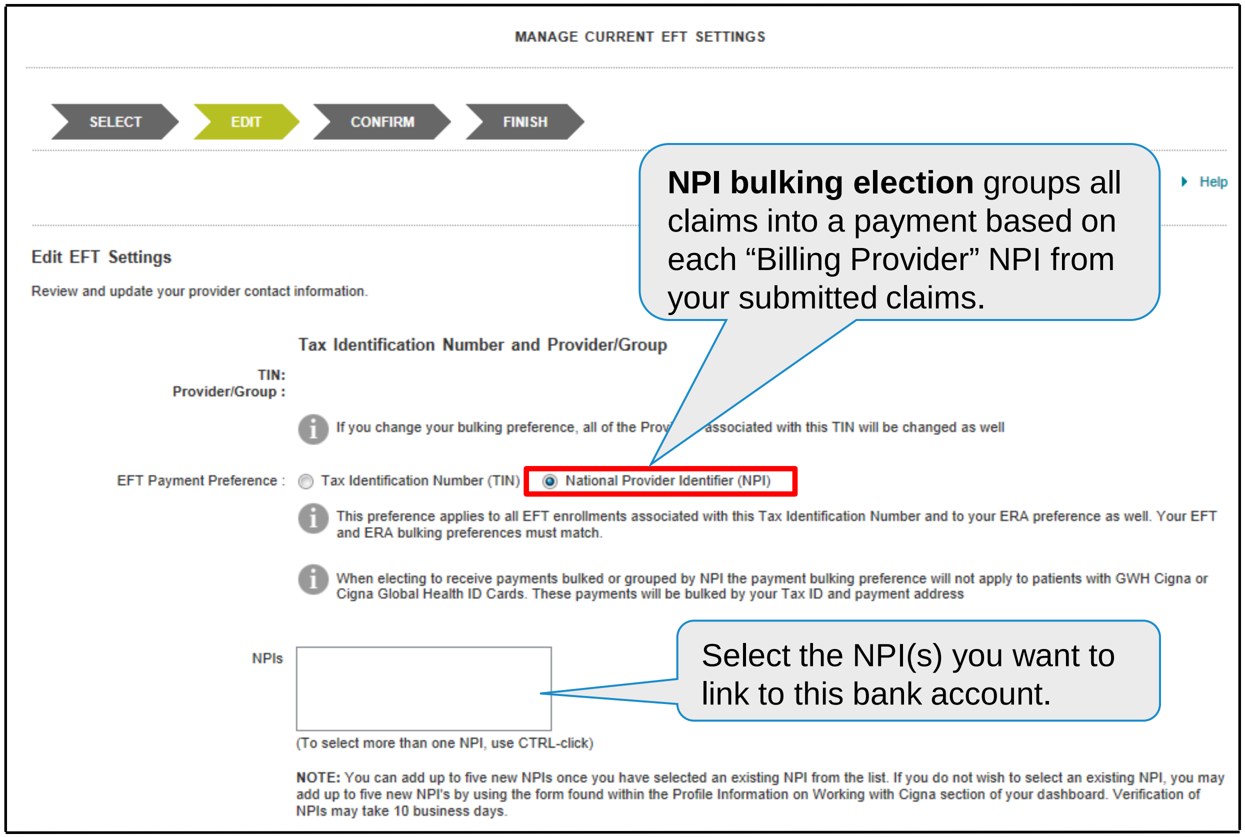
You can change your payment bulking preference to TIN or NPI



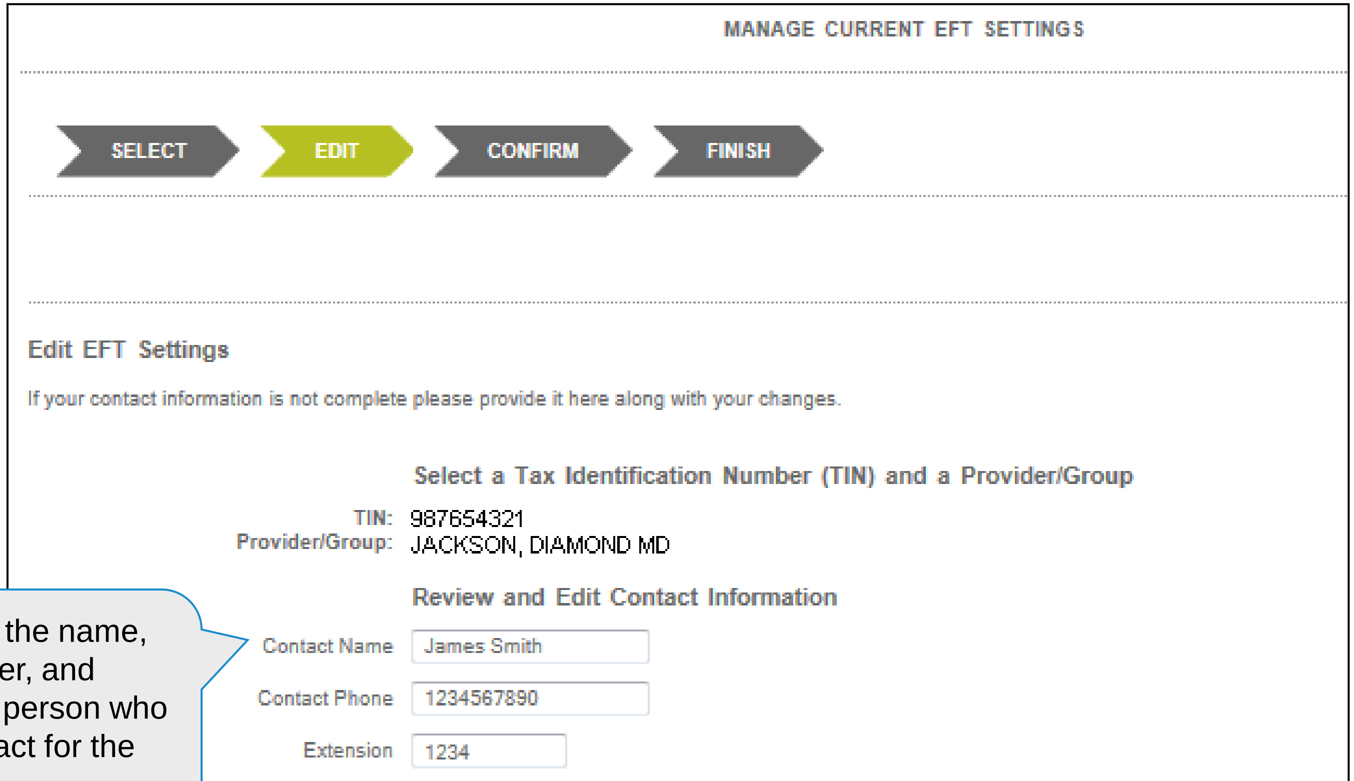
Note: If you change your payment bulking preference, it will apply to **all** of the EFT enrollments associated with your TIN.

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

CHANGE AN EXISTING EFT ACCOUNT (CONT.)



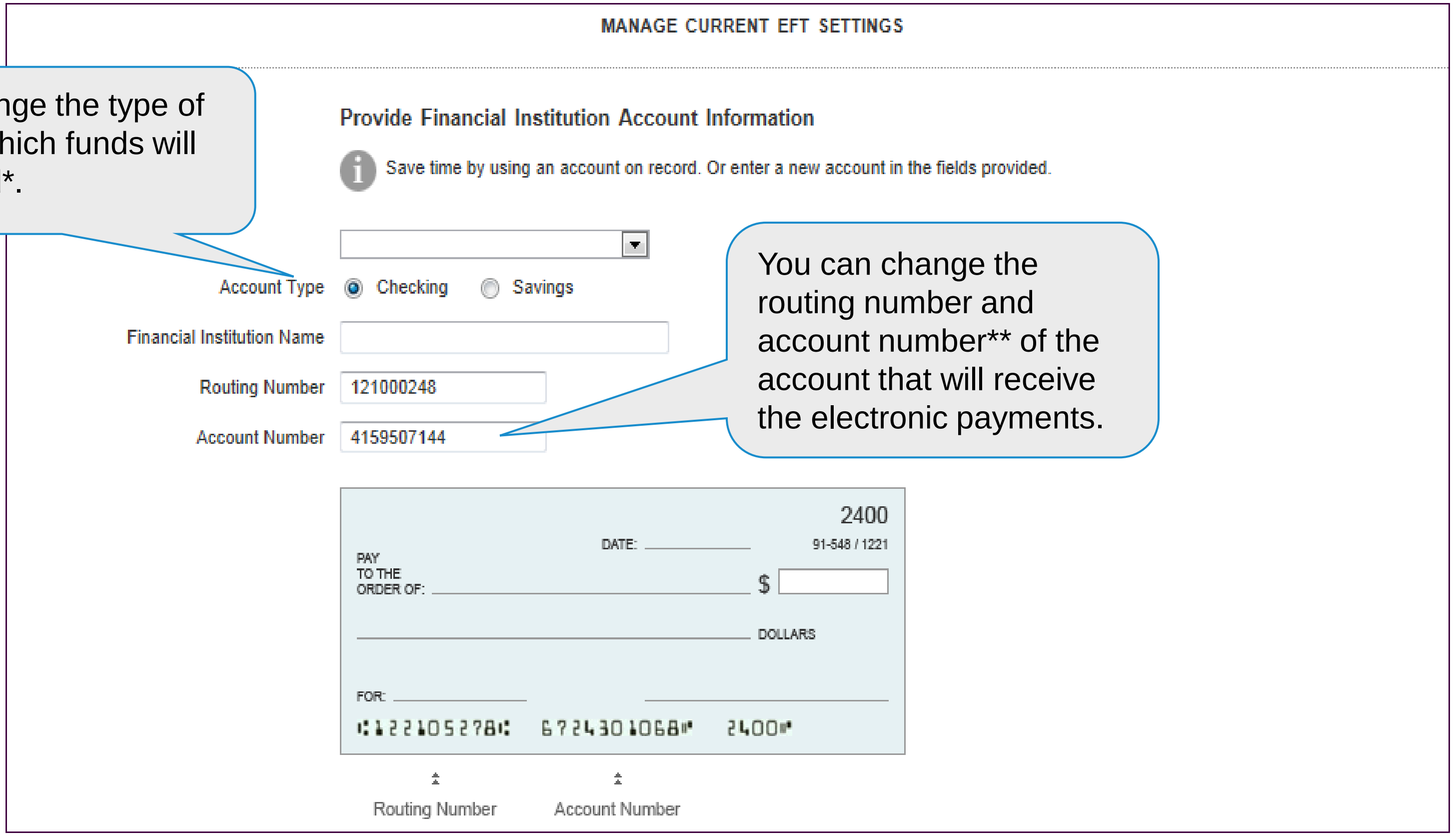
CHANGE AN EXISTING EFT ACCOUNT (CONT.)



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.)

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



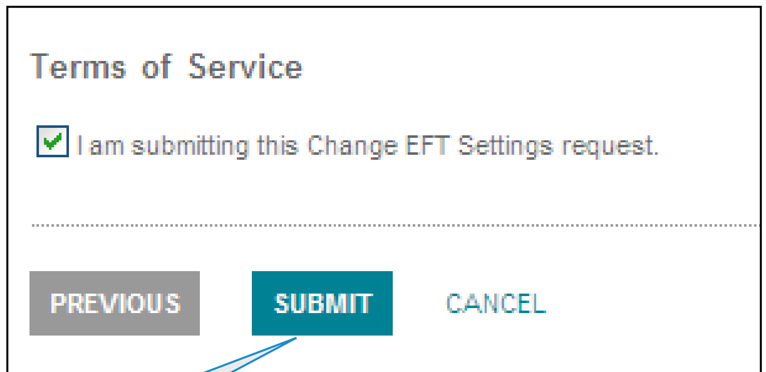
You can change the routing number and account number** of the account that will receive the electronic payments.

* 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.

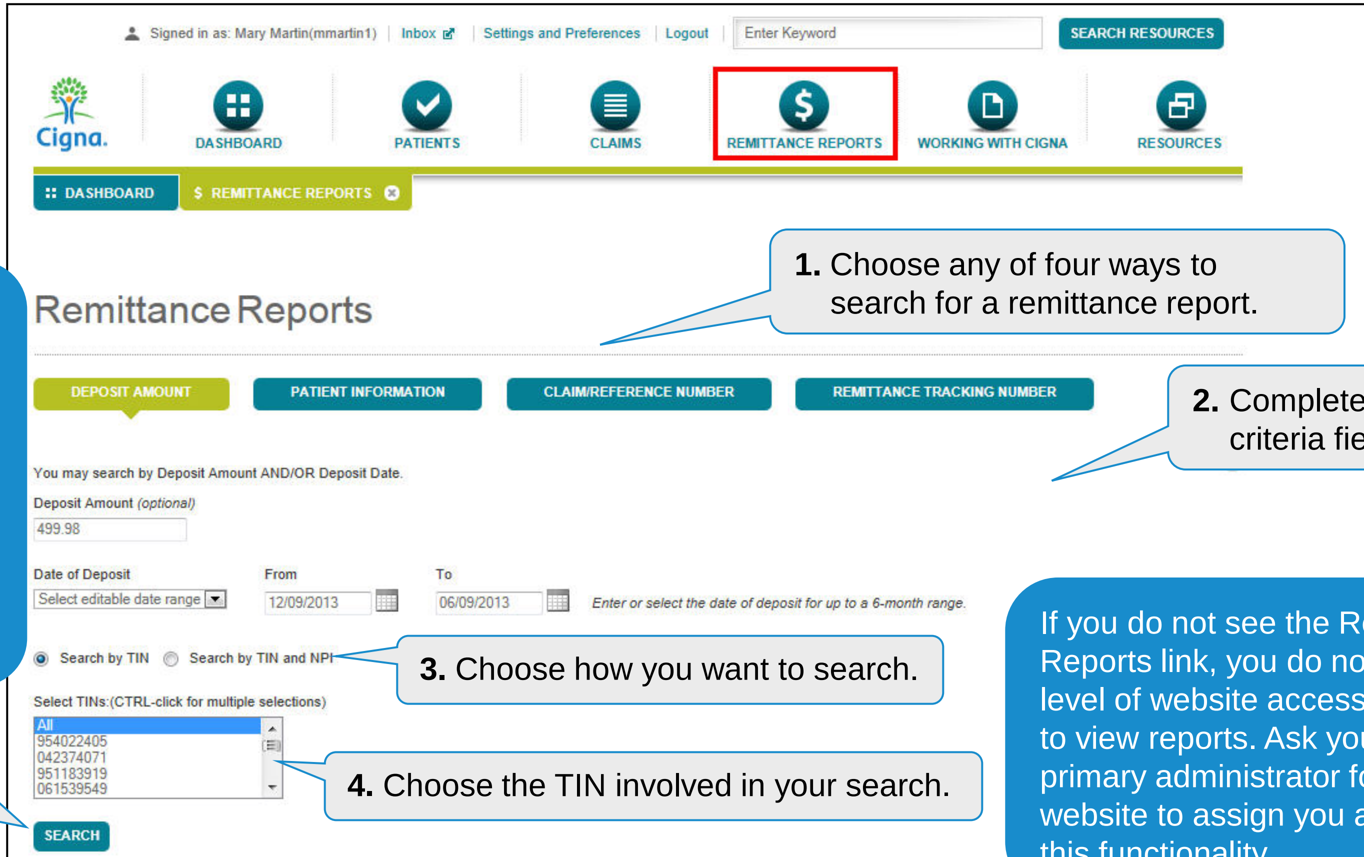


Check the Terms of Service box; then click SUBMIT.

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.



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.

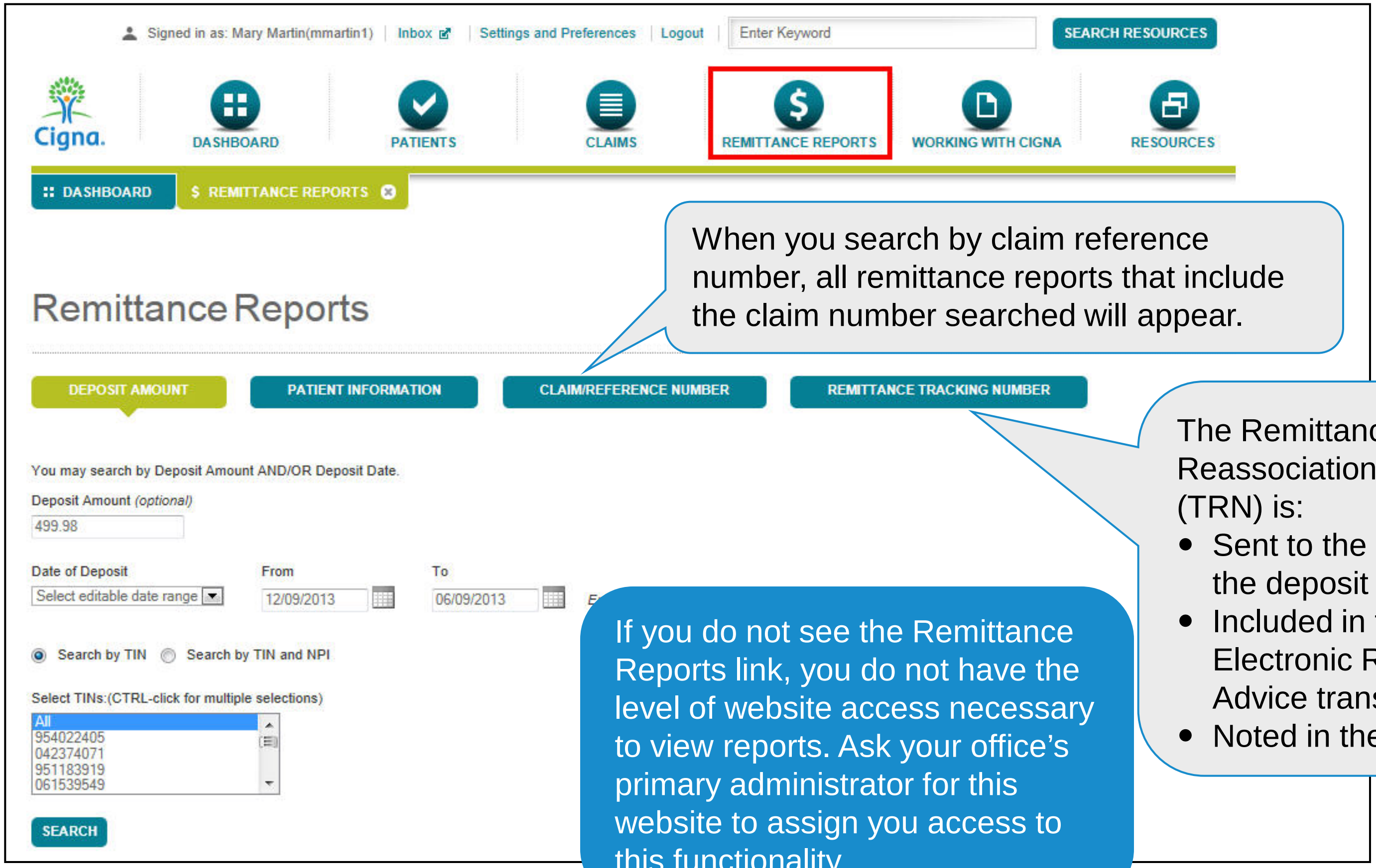
If searching by deposit, you can enter a dollar amount, leave the field blank for all deposits and zero pays, or enter 0 for zero pays only.*

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.



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

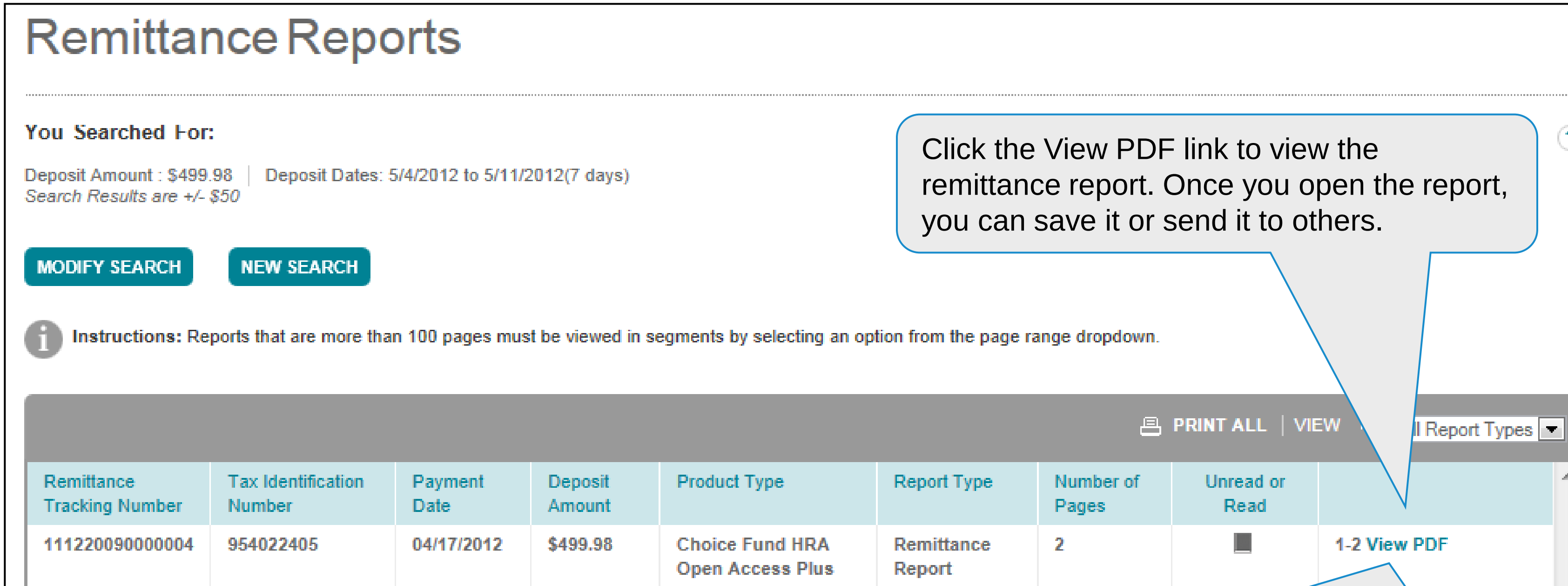
The Remittance Trace Reassociation Number (TRN) is:

- 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

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
l 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		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.

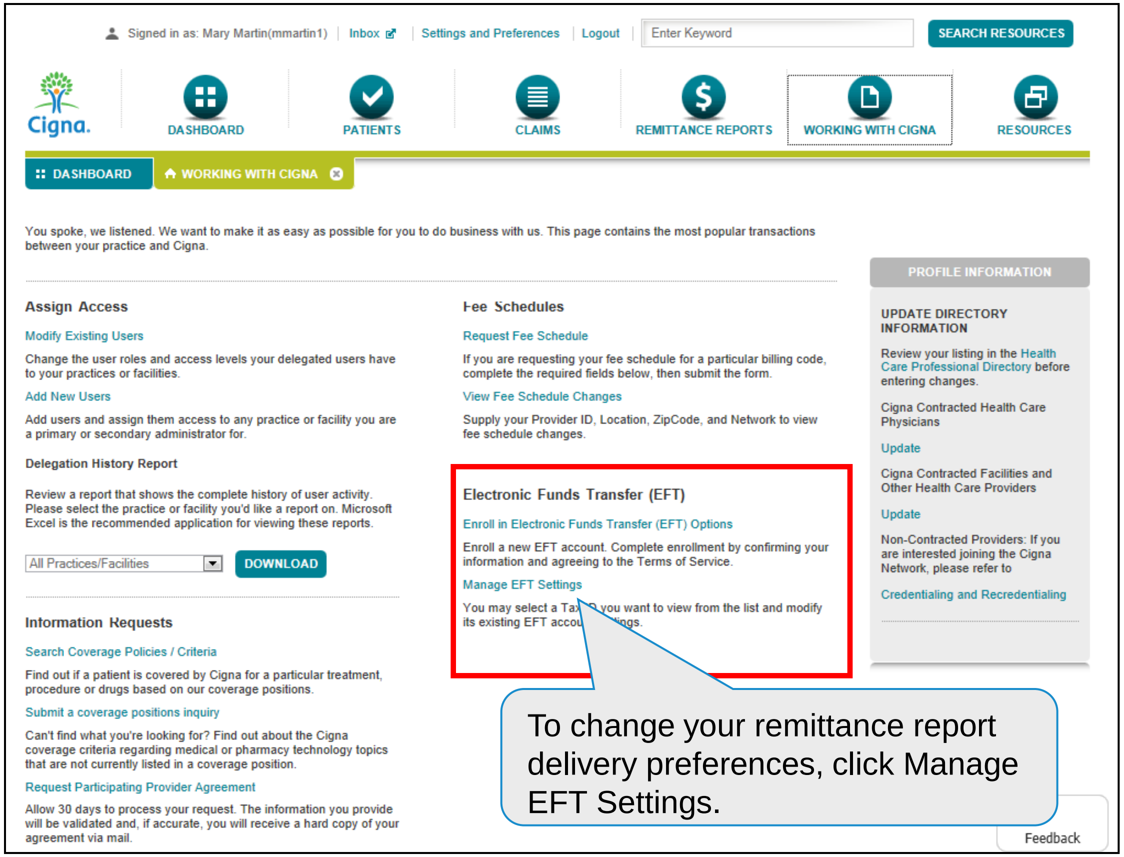
Note: You may see the claim detail and remittance report for just a certain individual claim that was paid via EFT. Click the Claims icon on the dashboard, and then “Search Claims.”

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

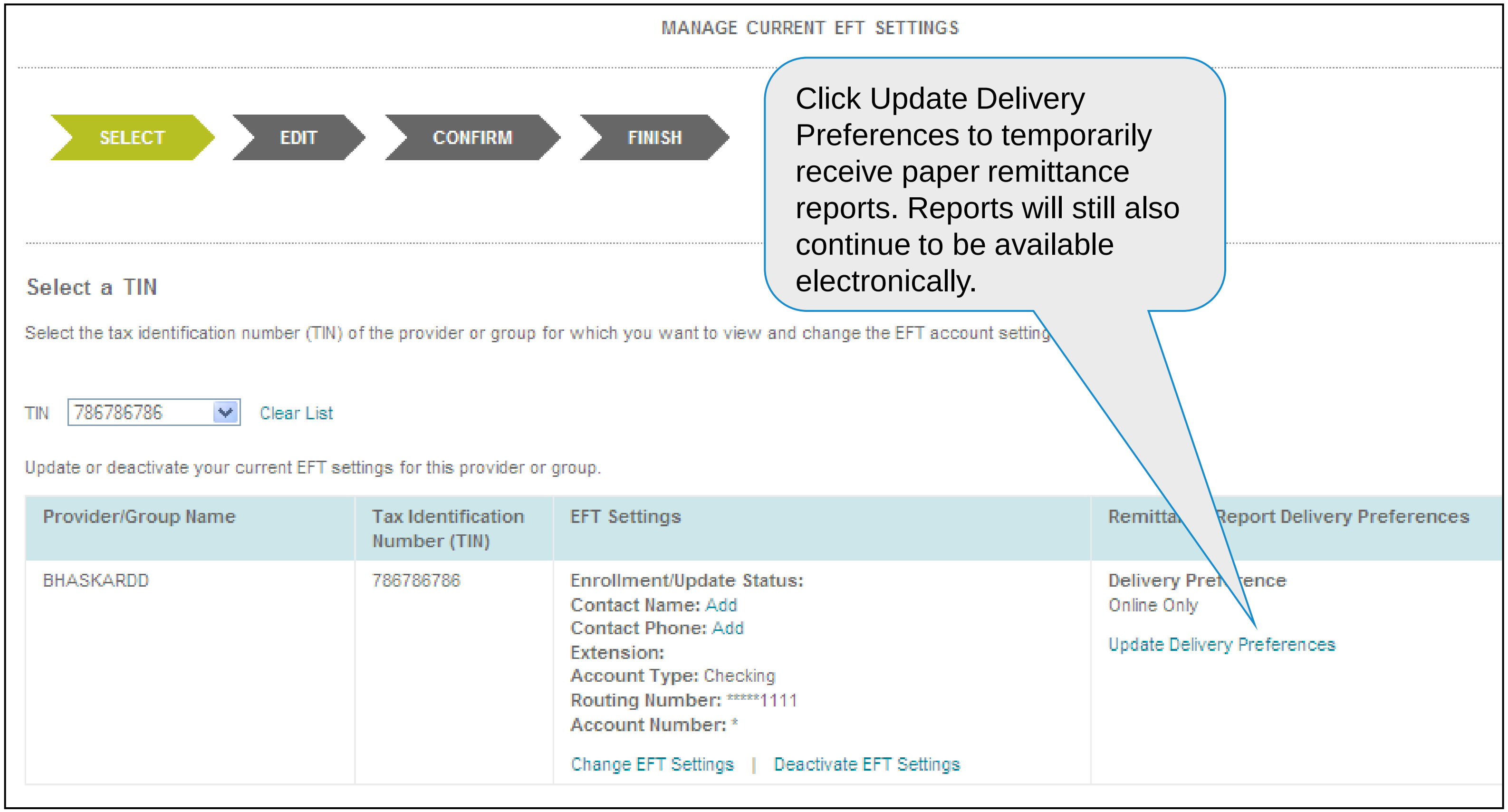
CHANGE REPORT DELIVERY PREFERENCES

CHANGE REPORT DELIVERY PREFERENCES

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



CHANGE REPORT DELIVERY PREFERENCES (CONT.)



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

All models are used for illustrative purposes only.