

## EASILY ACCESS detailed patient coverage information

Get the patient eligibility\* and benefits information you need, when you need it, using the automated solutions that fit your needs: the Cigna for Health Care Professionals website (CignaforHCP.com), electronic data interchange (EDI), or our automated phone system.

Use these tools to verify information in advance of your patients' appointments to have a better understanding of their Cigna medical coverage, to avoid claim rejection, and to help educate your patients about their out-of-pocket expenses.

### CignaforHCP.com options

- View medical benefit specifics, including coordination of benefits, coinsurance and deductibles, benefit maximums, and amounts applied to date for coinsurance.
- View detailed information on benefit types including preventive care, vision, maternity, infertility, allergy injections, and well-child care.
- View services including chiropractic care, durable medical equipment, external prosthetics, home health care, short term rehabilitation, MRI, and preventive care.
- Access information about a patient's prior medical coverage if their coverage has terminated.
- Access subscriber information, patient's method of funding, and coordination of benefits details.
- Flag patients and medical claims to quickly access records you need most.

If you're not yet registered for the Cigna for Health Care Professionals website, go to CignaforHCP.com and click "Register Now."

### EDI options

- Easily submit eligibility and benefit inquiries to multiple payers through your EDI vendor or using Post-n-Track® software.
- Receive a real-time response in less than 20 seconds.
- Obtain general and detailed benefit information, including preventive care, vision, maternity, infertility, allergy injections, and well-child care.

\*Eligibility information is based upon data currently available to Cigna and may not reflect unreported coverage termination.

- Receive coinsurance and remaining health plan deductible amounts.
- Obtain coordination of benefits, shared administration, or alliance information.

You have two options for exchanging EDI transactions with Cigna – by directly connecting to the Cigna system using software from Post-n-Track®, or through other EDI vendors.

**Post-n-Track** – Post-n-Track software is available at no cost to health care professionals in the Cigna network, is easy to use and install, and can be downloaded in less than five minutes. No changes are required to your existing claim system. To enroll, call Post-n-Track at 860.257.2030, or log in to Post-n-Track.com and click "Enroll."

**Other EDI vendors** – To provide you with more connectivity options, Cigna continues to add to the list of connected EDI vendors. For the latest list of EDI vendors and transactions they support, visit Cigna.com/EDIVendors. If you have questions about transactions submitted through your EDI vendor, please contact the vendor directly.

### Automated phone system options

- Obtain instant access to information through your telephone.
- Receive medical benefit, eligibility, and coverage effective date (or termination date) information using a single prompt.
- Choose to listen to the information over the phone, or have it sent to you by fax.
- Speak with a Cigna representative 24 hours a day, seven days a week, if you need additional assistance.

To access our automated phone system, call 1.800.88Cigna (882.4462).

### Use the automated solution that best fits your needs

To learn more about accessing eligibility and benefits through CignaforHCP.com or EDI, log in to CignaforHCP.com > Resources > eCourses, or call 1.800.88Cigna (882.4462).



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