

ELECTRONIC FUNDS TRANSFER



Use Cigna eServices to receive your payments faster

Improve your office workflow and productivity, and shorten the payment cycle, by enrolling in electronic funds transfer (EFT). When used together, EFT and electronic remittance advice (ERA) can help eliminate claims payment paperwork and improve your cash flow - no more waiting for paper checks to clear.

What is EFT?

EFTs are electronic deposits, fee-for-service claims or capitated payments paid directly into your bank account.

Benefits of enrolling in EFT

- › Eliminate paper check mail delivery and handling
- › Access funds on the same day of the deposit, which can increase efficiency and improve cash flow
- › View a separate remittance report online for each deposit, which shows the:
 - Deposit transaction
 - Details about the claims processed
 - Payments included in that fund transfer
- › Reconcile payments easily using a single remittance tracking number.
 - Ask your bank to provide the payment-related information from field 3 of record 7 on the EFT report they send to you
 - Find the “Reference Identification Field” (or TRN02) on your ERA
 - Locate the number located on the right side of the first page of your online remittance report

Payment bulking options

Choose between two options to receive your payments.

- › Taxpayer Identification Number (TIN) and payment address - By electing TIN bulking, all claims will be grouped into a single payment based on TIN and payment address
- › National Provider Identifier (NPI) - By electing NPI bulking, all claims will be grouped into a single payment for each “Billing Provider” NPI from the submitted claim
 - The ERA or remittance report will be bulked by TIN or NPI, depending on your payment bulking preference with your electronic data interchange (EDI) vendor
 - You can elect a separate bank account for each “Billing Provider” NPI

EFT enrollment guidelines

- › For savings account deposits, verify that your bank will support EFTs
- › The enrollment process typically takes four to six weeks
- › If you use more than one TIN, you must complete a separate enrollment for each one

Together, all the way.®



- If your TIN, billing address or bank account changes, you must submit a change request by logging in to the Cigna for Health Care Professionals website at **CignaforHCP.com** > Working with Cigna > Manage EFT Settings

Enroll in EFT - there are two options

- Enroll in EFT and manage EFT accounts with multiple payers, including Cigna, using the Council for Affordable Quality Health Care (CAQH) website: <https://solutions.CAQH.org>
- Enroll in EFT directly with Cigna by logging in to **CignaforHCP.com** > Working with Cigna > Enroll in Electronic Funds Transfer (EFT) Options
 - Complete the electronic enrollment form
 - Cigna will send a “pre-note” transaction to your bank to verify all the banking information is correct
 - If the pre-note is not returned to Cigna, you will begin receiving EFTs on your next payment cycle
 - If the pre-note is returned with errors, Cigna will contact you to obtain correct banking information
 - To check the status of your EFT application, log in to **CignaforHCP.com** > Working with Cigna > Manage EFT Settings

Not registered for the Cigna for Health Care Professionals website?

- Go to **CignaforHCP.com** and click Register Now.
- For step-by-step registration instructions, go to **CignaforHCP.com** and click Learn How to Register.

Shorten your payment cycle.
Enroll in EFT and ERA today.



- To enroll in ERA, contact your EDI vendor
- To learn more, log in to **CignaforHCP.com** > Resources > eCourses

