

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

Enhancement to electronically submit
attachments for pended claims

Together, all the way.



OVERVIEW

Enhancement to electronically submit attachments for pended claims

What's happening?

- A new feature on the Cigna for Health Care Professionals website (CignaforHCP.com) will allow you to submit supporting documentation for pended claims that is needed to process them.
- In addition, the pend reason codes will more clearly explain what additional information is needed.

You'll be able to:

- More easily determine what documentation is needed.
- Submit requested information quickly.
- Reduce administrative costs related to pended claims, such as conducting research, calling Cigna, gathering appropriate medical records, and mailing the documentation.
- Streamline processing times of pended claims.
- Potentially avoid claim denials as the result of missing submission deadlines.

When you use this feature, we'll be able to process your pended claims more quickly.



ABOUT FILE ATTACHMENTS

You can:

- Send up to six files at a time, for a total file size of 35 MB (max size for individual files is 10 MB).
- Submit them in any of these formats: BMP, GIF, JPEG, PDF, PNG, or TIF.
- Easily convert a Microsoft file into a PDF. Go to File > Save As > Save as Type (drop-down) > PDF.
- Name files with a maximum of 128 characters, including the file extension.



THE PROCESS TO UPLOAD ATTACHMENTS FOR PENDED CLAIMS

Perform a claim search

Signed in as: new name change(pclmreg02) | [Inbox](#) | [Settings and Preferences](#) | [Logout](#) | [SEARCH RESOURCES](#)

[DASHBOARD](#) [PATIENTS](#) [CLAIMS](#) [REMITTANCE REPORTS](#) [WORKING WITH CIGNA](#) [RESOURCES](#)

[DASHBOARD](#) [CLAIMS SEARCH](#)

Claims Search

[PATIENT INFORMATION](#) [CLAIM/REFERENCE NUMBER](#)

Patient ID/Date of Birth Account Number Patient ID/Name Date of Birth/Name Patient ID/Date of Birth/Name Provider Generated Patient [Which combination do I use?](#)

Date of Service: From: To:

Patient ID: Patient Date of Birth:

Select Providers/Groups:(CTRL-click for multiple selections)

- All
- VILLE NATHAN MD

[SEARCH](#)

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THE PROCESS TO UPLOAD ATTACHMENTS FOR PENDED CLAIMS (CONT.)

Select Claim Details and then “Upload supporting documents”

The screenshot displays the 'Claims Search' interface. At the top, there are navigation tabs for 'DASHBOARD' and 'CLAIMS SEARCH'. Below this, the 'Claims Search' title is followed by a search summary: 'You searched for: Patient ID: U93037243 | Date of Birth: 05/31/1981 | Date of Service ranges from: 12/21/2016 - 02/21/2017 | View Coverage'. There are buttons for 'MODIFY SEARCH' and 'NEW SEARCH'. A table of search results is shown with columns: Claim/Reference Number, Provider Generated Patient Account Number, Date(s) of Service, Date Received, Date Processed, Paid Amount, Charge Amount, Patient Responsibility, Servicing Provider, Status, and Codes. The 'Status' column for the first row is 'Pending'. A red circle and arrow highlight the 'Pending' status in the table. Below the table, the 'Claim Details' section is visible. It includes a 'VIEW DETAILS IN NEW TAB' link and a toolbar with 'DETACH', 'USEFUL LINKS', and other icons. The 'Claim/Reference Number' is 0431700512346. The 'Claim Status' is 'Pending', and a red circle highlights the 'Upload supporting documents' link next to it. The 'Claim Information' section shows: Claim/Reference Number: 0431700512346, Patient Name: CAESAR GALVIN | View Coverage, Date Received: 01/05/2017, Date Processed: In-Process, and HIPAA Status: P1: 45. The 'Payment Information' section shows: Patient Responsibility: \$0.00 and Claim Amount Paid: \$0.00. A note at the bottom states: 'Procedure details are not available for this claim.'

Claim/Reference Number	Provider Generated Patient Account Number	Date(s) of Service	Date Received	Date Processed	Paid Amount	Charge Amount	Patient Responsibility	Servicing Provider	Status	Codes
0431700512345	--	01/05/2017	01/05/2017	In-Process	\$0.00	\$133.33	\$0.00	--	Pending	P0 ...
0431704012345	P14877_EPCA_BAT1	02/10/2017	02/09/2017	02/13/2017	\$0.00	\$140.00	\$0.00	VILLE MD/NATHAN	Pending	F2 ...
0431700512346	--	01/06/2017	01/05/2017	In-Process	\$0.00	\$140.12	\$0.00	--	Pending	P1 ...
0431703112345	--	01/02/2017	01/31/2017	In-Process	\$0.00	\$500.00	\$0.00	--	Pending	P1 ...

Claim Details

Claim/Reference Number: 0431700512346

Claim Status: Pending **Upload supporting documents**

Claim Information

Claim/Reference Number: 0431700512346

Patient Name: CAESAR GALVIN | View Coverage

Date Received: 01/05/2017

Date Processed: In-Process

HIPAA Status: P1: 45

Payment Information

Patient Responsibility: \$0.00

Claim Amount Paid: \$0.00

Procedure details are not available for this claim.



THE PROCESS TO UPLOAD ATTACHMENTS FOR PENDED CLAIMS (CONT.)

Browse to select file(s)

The screenshot displays a web application interface for managing claims. A 'Claim Details' page is visible in the background, showing fields for Claim/Reference Number, Patient Name, Date Received, Date Processed, and HIPAA Status. A file upload dialog box is open in the foreground, titled 'Choose File to Upload'. The dialog box shows a file named 'pended_claim_flow.jpg' selected, with a size of 79 KB. The file name is entered in the 'File name' field. The dialog box also shows a list of files in the current directory, including 'pended_claim_flow.jpg' and several other files. The background page includes a 'SUBMIT YOUR DOCUMENTS TO CIGNA' button and a 'CLOSE WINDOW' button.



THE PROCESS TO UPLOAD ATTACHMENTS FOR PENDED CLAIMS (CONT.)

Upload attachment(s)

UPLOAD SUPPORTING DOCUMENTS

You can upload new supporting documents for your claims.

Claim information

Claim Reference Number: 0431700512346
Claim Status: Pending Date Received: 01/05/2017
Patient Name: CAESAR GALVIN Date Processed: In-Process
HIPAA Status: P1:45 - Pending/In Process-The claim or encounter is in the adjudication system. Awaiting benefit determination.

Upload supporting documents

Choose a file to upload. You can upload six files for a combined maximum size of 35MB per submission. You will be able to view the file(s) before you submit them. After you upload the files you want, click Submit to attach them to your claim. Multiple submissions are possible.

Accepted file types: .png, .bmp, .gif, .jpg, .jpeg, .tif, .tiff, .pdf.

Upload and download times will vary depending on your Internet connection. For submissions larger than 35MB, please call 1.800.88Cigna (882.4462).


Pending submission

Step 1: Choose and upload file

C:\Users\B97909\Desktop

UPLOAD

Step 2: Submit supporting files

 78 KB

[CLOSE WINDOW](#)

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THE PROCESS TO UPLOAD ATTACHMENTS FOR PENDED CLAIMS (CONT.)

Click “Submit your documents to Cigna”

UPLOAD SUPPORTING DOCUMENTS

You can upload new supporting documents for your claims.

Claim information

Claim Reference Number:	0431700512346		
Claim Status:	Pending	Date Received:	01/05/2017
Patient Name:	CAESAR GALVIN	Date Processed:	In-Process
HIPAA Status:	P1:45 - Pending/In Process-The claim or encounter is in the adjudication system. Awaiting benefit determination.		

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Pending submission

Step 1: Choose and upload file

C:\Users\B97909\Desкто

Step 2: Submit supporting files

Thank you. You have successfully submitted your documents.



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