CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

Enhancement to electronically submit attachments for pended claims



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.



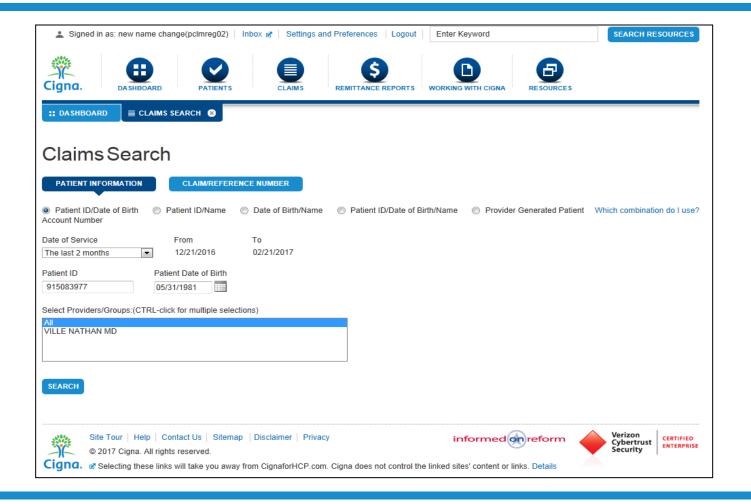
ABOUT FILE ATTACHMENTS

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.

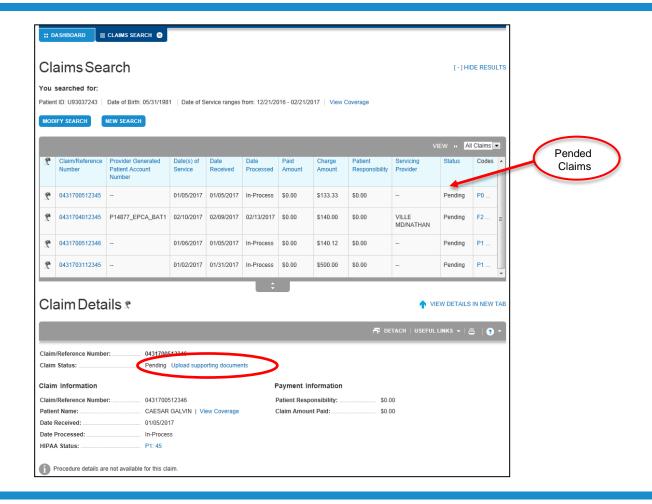


Perform a claim search



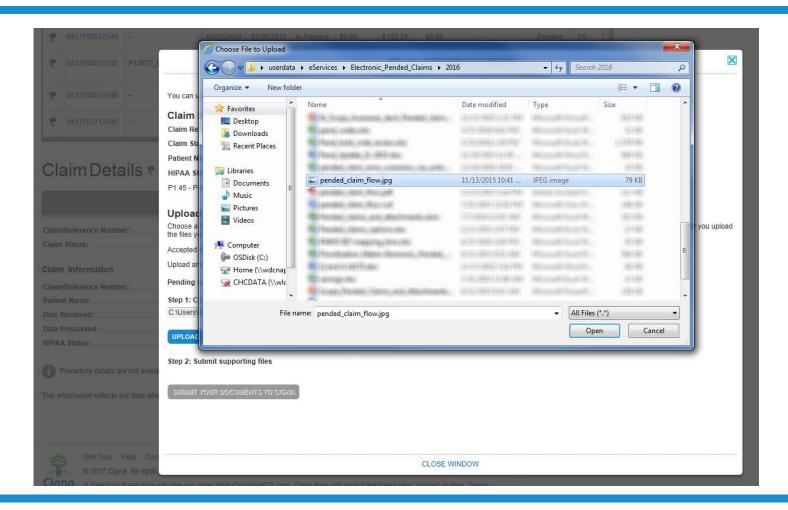


Select Claim Details and then "Upload supporting documents"



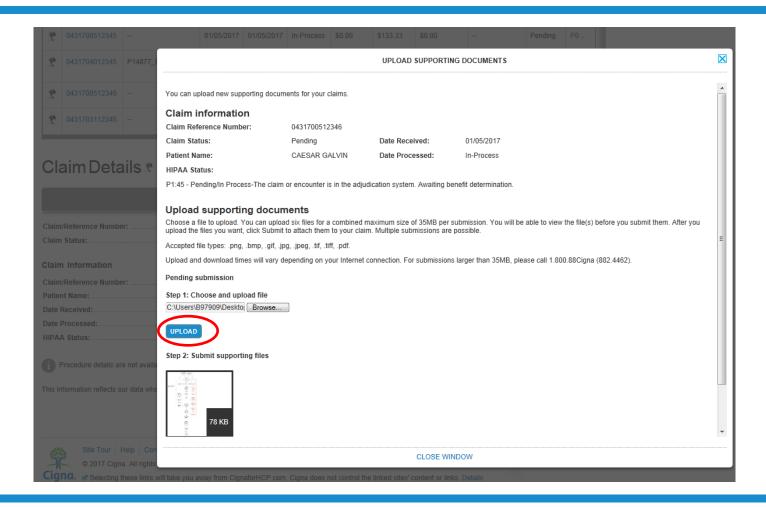


Browse to select file(s)



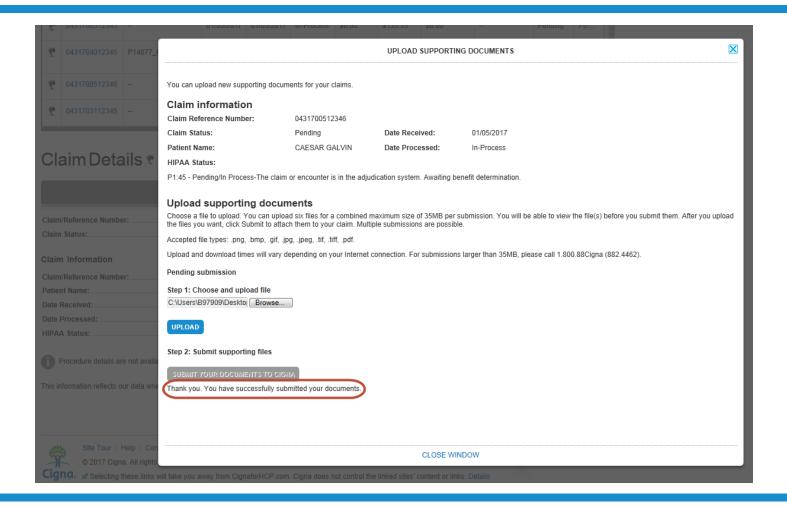


Upload attachment(s)





Click "Submit your documents to Cigna"





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