ELECTRONIC DATA INTERCHANGE

CLAIM STATUS INQUIRY

What's Inside?

- Information needed to submit a claim status inquiry
- Details received on a claim status response
- Working with vendors to use EDI

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WELCOME

At Cigna, we want to help you make the most of your time and provide the tools to help lower your administrative costs.

Electronic data interchange (EDI) transactions can give you access to the information you need in seconds, allowing you to spend more time assisting your patients.

This course is designed to provide you with information about EDI claim status inquiry and response with Cigna.

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WHAT IS EDI?

EDI is the electronic exchange of health care information between health care professionals and facilities, payers, and vendors.

Patient information is transferred between health care professionals and payers in a standardized, secure way.

Research* has shown that health care professionals who use EDI transactions can save time and money through:

- Reduced time spent on the phone

- Real-time access to the status of claims, including pended, paid, or denied

- Accessing the check number and payment date for paid claims

- One user ID and password to access and interact with multiple health plans

Health Care Professional

Vendors → Vendors → Vendors

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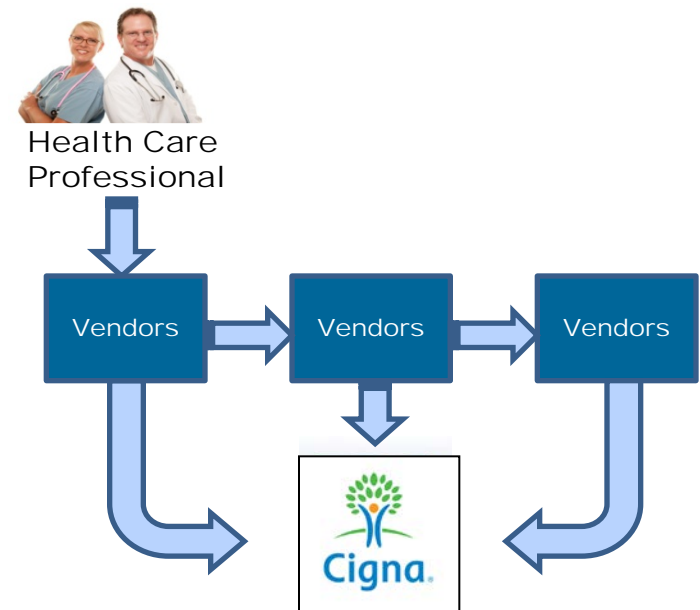
* Source: Milliman, "Electronic Transaction Savings Opportunities for Physician Practices," 2006.

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EDI 276 AND 277 INQUIRIES AND RESPONSES

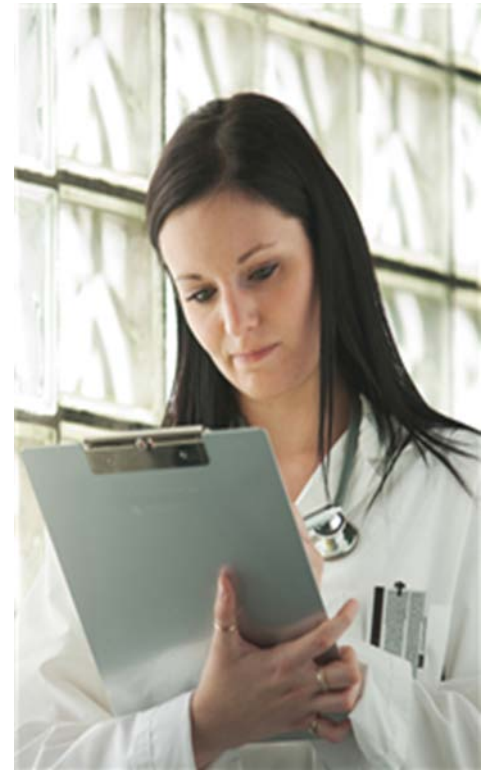These transactions allow you to obtain information on the most current status of your claims.

You can submit claim status inquiries through your EDI vendor or practice management system.

- **276** Used to submit claim status *inquiries* to Cigna

- **277** Your *response* from Cigna appears in seconds

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EDI TRANSACTION TYPES

276 Inquiries

1. Patient information needed to submit a successful claim status inquiry:

   - Patient's ID number
     - Can be submitted with or without the suffix, for example: U12345678 or U12345678**01**

   - Patient's date of birth

   - Patient's first and last name

2. To narrow the response to a specific claim, or set of claims, supply:

   - Date of service (a single date or range of dates)

   - Cigna-assigned claim number

   - Total submitted charges

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3. Name and Taxpayer Identification Number (TIN) or National Provider Identifier (NPI) from the original claim

- Inquiries submitted with a TIN will return all claims submitted with the same TIN

- Inquiries submitted with a NPI will return claims submitted with the same NPI.

  - Professional or HCFA 1500 claims will use both the Billing and Rendering Provider NPI to identify corresponding claims

  - Institutional or UB04 claims will identify claims using the Billing Provider NPI

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EDI TRANSACTION TYPES

277 Responses

You receive a response in seconds!

The claim status response can assist with claim research by providing:

- Status of each claim using the standard HIPAA claim status and claims status category codes

- Cigna claim number

- Total charge and paid amounts

- Claim processed date

- Payment date, method (check or electronic funds transfer), and check number

- Claim status history available for two years

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WORKING WITH VENDORS

EDI offers flexibility in working with vendors of your choice.

- You can use one user ID and password to work with multiple payers, including Cigna.

- You do not have to purchase additional software to work with Cigna.

- You can connect directly to Cigna using the Post-n-Track® web service, or through an EDI vendor.

  - The Post-n-Track web service is free to health care professionals in the Cigna network. To enroll, contact Post-n-Track at 860.257.2030, or visit Post-n-Track.com/Cigna.

  - For the latest information on our EDI vendors and the transactions they support, visit Cigna/EDIvendors.com.

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WORKING WITH VENDORS TO SEND INQUIRIES

How does this work?

1. Cigna transmits claim status information in the ANSI X12 format.

2. Your vendor reformats the information into a readable format.

3. How the information is displayed can vary by vendor.

Companion Guides, providing detailed information regarding our required data guidelines, are available from vendors who directly contract with Cigna to exchange claim status inquiries and responses.

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Congratulations!
You've completed the
Electronic Data Interchange (EDI)
Claim Status Inquiry eCourse

Bookmark CignaforHCP.com today!

GO YOU℠

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