

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

Electronic funds transfer and online remittance reports
for medical and behavioral health care professionals

Together, all the way.



OVERVIEW

This course explains how to:

- Enroll in electronic funds transfer (EFT)
- Change EFT account information
- Access and view your online remittance reports
- Change report delivery preferences



EFT ENROLLMENT

Benefits and how to enroll

When your enroll, you'll be able to:

- Receive payments directly into your checking or savings account – no mail delays
- Have access to funds on the day of payment
- Receive bulk deposits instead of multiple separate checks
- Increase efficiency and improve cash flow
- View and share remittance reports on the day of payment

Two ways to enroll:

- Council for Affordable Quality Healthcare (CAQH) website:
<https://Solutions.CAQH.org>
Use this option to enroll in EFT with multiple payers, including Cigna.
- Cigna for Health Care Professionals website:
CignaforHCP.com*
Use this option to enroll in EFT with only Cigna.



* Requires the appropriate level of CignaforHCP.com access. Ask your office's primary administrator for this website to assign you access to this functionality.



LOG IN TO THE WEBSITE

Log in to CignaforHCP.com



SEARCH RESOURCES

CIGNA FOR HEALTH CARE PROFESSIONALS

Find the informational tools and resources you need to perform the day-to-day tasks that keep your office running smoothly.

[WATCH THE VIDEO](#)

Type your User ID and Password, then click LOGIN.

Login

User ID

Password

LOGIN

[Forgot User ID](#) | [Forgot Password](#)

Register

REGISTER NOW

TEMPORARY ID

[Learn how to register](#) | [What is a temporary ID?](#) | [Site tour](#)

How can we help you today?

[Review coverage policies](#)

Learn how to interpret Cigna standard health coverage plan provisions. Access the medical coverage policies.

[Review clinical reimbursement and payment policies](#)

Find appeal policies, claim editing procedures, and laboratory and reimbursement information. For the most recent medical necessity review list, precertification policies, and modifier policies, log in to CignaforHCP.com.

[Find a form](#)

Access the forms you need for authorizations, referrals, filing or appealing claims, or changing information about your office.

[Learn about electronic solutions](#)

Find out how to access patient information, check claim status, submit precertification requests, and more electronically.

[Submit a claim to Cigna](#)

Get quick tips and easy-to-follow instructions for submitting claims electronically to Cigna.

[Search the health care professional directory](#)

Find a health care professional in your patients' network. Select a directory, and find network-participating health care professionals that best fit your patients' needs, based on their coverage.

[Explore medical resources](#)

From newsletters, to wellness programs, to Cigna medical plans, and more, this is your source for information.

[Explore behavioral resources](#)

Find guidelines, materials and tools that can help you work more efficiently with Cigna.

[Looking for something else?](#)

[Browse our resources](#)



ENROLL IN A NEW EFT ACCOUNT

To enroll in a new EFT account or change an existing account, click WORKING WITH CIGNA.

-  Cigna.
-  DASHBOARD
-  PATIENTS
-  CLAIMS
-  REMITTANCE REPORTS
-  REPORTS
-  WORKING WITH CIGNA
-  RESOURCES



CHANGE AN EXISTING EFT ACCOUNT

WORKING WITH CIGNA

We want to make it as easy as possible for you to do business with us. This page contains the most popular transactions between your practice and Cigna.

Assign Access

[Modify Existing Users](#)

You can choose to view and modify active or inactive users; view all practices/facilities or selected ones; and search by either first or last name.

[Add New Users](#)

Add users and assign access for any practices/facilities where you are a primary or secondary administrator. You may only delegate access you have been given.

Delegation History Report

This report shows the complete history of all user activity. Select the practice or facility for which you would like a report. Microsoft Excel is the recommended application for viewing this report.

[DOWNLOAD](#)

Information Requests

[Search Coverage Policies / Criteria](#)

Find out if a patient is covered by Cigna for a particular treatment, procedure or drugs based on our coverage positions.

[Submit a coverage positions inquiry](#)

Can't find what you're looking for? Find out about the Cigna coverage criteria regarding medical or pharmacy technology topics that are not currently listed in a coverage position.

[Request Participating Provider Agreement](#)

Allow 30 days to process your request. The information you provide will be validated and, if accurate, you will receive a hard copy of your agreement via mail.

Update Demographic Information

[Update Listing in Health Care Professional Directory](#)

Update any HCP information that displays in our Health Care Professional Directory.

[View Past Updates Submitted](#)

Review past submissions.

Electronic Funds Transfer (EFT)

[Enroll in Electronic Funds Transfer \(EFT\) Options](#)

Enroll a new EFT account. Complete enrollment by confirming your information and agreeing to the Terms of Service.

[Manage EFT Settings](#)

You may select a Tax ID you want to view from the list and modify its existing EFT account settings.

Fee Schedules

[Request Fee Schedule](#)

If you are requesting your fee schedule for a particular billing code, complete the required fields, then submit the form.

[View Fee Schedule Changes](#)

INTERESTED IN JOINING THE CIGNA NETWORK?

Non-participating providers: If you are interested in joining the Cigna network, please refer to [Credentiaing and Recredentialing](#)

To enroll in a new EFT account, click Enroll in Electronic Fund Transfer (EFT) Options.

If you do not see this section on the page, you do not have the level of website access necessary to enroll in EFT. Ask your office's primary administrator for this website to assign you access to this functionality.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

1. Choose the Taxpayer Identification Number (TIN) you want to enroll in EFT.

2. Choose a payment bulking preference.

- **TIN bulking**
Groups all claims into a payment based on your TIN and payment address
- **NPI bulking**
Groups all claims into a payment based on each "Billing Provider" NPI from your submitted claims.

ENROLL A NEW ELECTRONIC FUNDS TRANSFER (EFT) ACCOUNT

TIN SELECTION ENROLL REVIEW CONFIRM

Enroll a New EFT Account

Begin your New EFT account enrollment by providing the information requested here.

Tax Identification Number (TIN)

EFT Payment Preference Tax Identification Number (TIN) National Provider Identifier (NPI)

i This preference applies to all EFT enrollments associated with this Tax Identification Number and to your ERA preference. Your EFT and ERA bulking preferences must match.

Select NPIs from the list below. If you do not see the NPI you want to choose you can add up to 5 NPIs on the next step. You must choose at least one NPI from the list to move to the next step.

All of the checked records below will be enrolled in EFT. You can uncheck records if you need to enroll them with a different bank account. This process needs to be completed for each bank account you want to enroll for your Tax Identification Number

Enroll	NPI	EFT Status
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	1043308174	Not Enrolled
<input checked="" type="checkbox"/>	1154419281	Not Enrolled
<input checked="" type="checkbox"/>	1366530404	Not Enrolled

[CLOSE WINDOW](#)

3. Click Next

All unenrolled records will automatically be selected for you. You can uncheck records if you need to enroll them in a different bank account. If you use more than one TIN or bank account you will need to complete an EFT enrollment for each TIN and/or bank account



ENROLL IN A NEW EFT ACCOUNT (CONT.)



Review the records selected for enrollment

▶ Help

Enroll a New EFT Account

Begin your New EFT account enrollment by providing the information requested here.

Review National Provider Identifiers (NPI) To Be Enrolled

NPI
1043308174
1154419281
1366530404

NOTE: You can add up to five new NPIs once you have selected an existing NPI from the list. If you do not wish to select an existing NPI, you may add up to five new NPI's by using the form found within the Profile Information on Working with Cigna section of your dashboard. Verification of NPIs may take 10 business days.

[+ Add NPI](#)

Add a New National Provider Identification (NPI) Number

NPI Number

Provider/Group Name

If you selected NPI bulking and you do not see the NPI number you need to enroll, you may click "+ Add NPI" and add up to 5 additional NPI numbers



ENROLL IN A NEW EFT ACCOUNT (CONT.)

1. Enter the Provider Contact Information of the person who will act as the contact for the EFT account.

2. Choose the type of account to which funds will be deposited. For savings account deposits, you must first verify that your bank will support EFT.

3. Enter the financial institution information of the account that will receive the electronic payments.

4. Click NEXT.

If you select NPI bulking and are depositing to multiple accounts, you must identify one of them as the default bank account. Otherwise, the first account you set up for EFT will be considered the default account.*

Provider Contact Information

Provider Contact Name
Title
Email Address
Telephone Number
Telephone Number Extension (optional)

Provide Financial Institution Account Information

This financial institution account will be set as your default account since it is the first time you have the selected NPI bulking.

Account Type Checking Savings
 Make this the default financial institution account

Financial Institution Name
Routing Number
Account Number

Check Stub:

PAY TO THE ORDER OF: _____ \$ _____
DATE: _____ 91-548 / 1221 2400
DOLLARS
FOR: _____
⑆ 22105278⑆ 6724301066* 2400*

Routing Number Account Number

PREVIOUS NEXT Cancel

* **With NPI bulking**, all NPIs under a TIN will receive EFT payments. EFT payments will be made into the default account for any NPIs that are not associated with a specific bank account.



ENROLL IN A NEW EFT ACCOUNT (CONT.)

You'll have an opportunity to review the TIN, NPI, Provider/Group, contact information, and bank account information you chose or entered before completing your EFT enrollment.

Terms of Service

I understand that, by checking this box:

I grant authorization to Cigna HealthCare, Inc. to credit said account at the financial institution named above for the purpose of transferring Cigna HealthCare, Inc. payments. Cigna HealthCare, Inc. is also granted authorization to correct inadvertent duplicate payment information. This authorization is to remain in effect until notification is given to Cigna HealthCare advising of a change, allowing reasonable time to implement such change.

I agree that I have legal authority to establish Electronic Funds Transfer (EFT) on behalf of the organization I am representing.

I agree that this authorization acts as my electronic signature.

PREVIOUS COMPLETE ENROLLMENT CANCEL

Check the Terms of Service box, then click COMPLETE ENROLLMENT.

What happens next in the EFT enrollment process?

We'll send a "pre-note transaction" to your bank to verify that all banking-related information is correct.

- *If the pre-note is not returned, you will begin receiving EFT on the next payment cycle*
- *If the pre-note is returned with errors, Cigna will contact you to obtain corrected information*

This process can take four to six weeks. You can check the status of your EFT enrollment by logging in to CignaforHCP.com > Working With Cigna > Manage EFT Settings.



CHANGE AN EXISTING EFT ACCOUNT



CHANGE AN EXISTING EFT ACCOUNT

WORKING WITH CIGNA

We want to make it as easy as possible for you to do business with us. This page contains the most popular transactions between your practice and Cigna.

Assign Access

[Modify Existing Users](#)

You can choose to view and modify active or inactive users; view all practices/facilities or selected ones; and search by either first or last name.

[Add New Users](#)

Add users and assign access for any practices/facilities where you are a primary or secondary administrator. You may only delegate access you have been given.

Delegation History Report

This report shows the complete history of all user activity. Select the practice or facility for which you would like a report. Microsoft Excel is the recommended application for viewing this report.

[DOWNLOAD](#)

Information Requests

[Search Coverage Policies / Criteria](#)

Find out if a patient is covered by Cigna for a particular treatment, procedure or drugs based on our coverage positions.

[Submit a coverage positions inquiry](#)

Can't find what you're looking for? Find out about the Cigna coverage criteria regarding medical or pharmacy technology topics that are not currently listed in a coverage position.

[Request Participating Provider Agreement](#)

Allow 30 days to process your request. The information you provide will be validated and, if accurate, you will receive a hard copy of your agreement via mail.

Update Demographic Information

[Update Listing in Health Care Professional Directory](#)

Update any HCP information that displays in our Health Care Professional Directory.

[View Past Updates Submitted](#)

Review past submissions.

Electronic Funds Transfer (EFT)

[Enroll in Electronic Funds Transfer \(EFT\) Options](#)

Enroll a new EFT account. Complete enrollment by confirming your information and agreeing to the Terms of Service.

[Manage EFT Settings](#)

You may select a Tax ID you want to view from the list and modify its existing EFT account settings.

Fee Schedules

[Request Fee Schedule](#)

If you are requesting your fee schedule for a particular billing code, complete the required fields, then submit the form.

[View Fee Schedule Changes](#)

INTERESTED IN JOINING THE CIGNA NETWORK?

Non-participating providers: If you are interested in joining the Cigna network, please refer to [Credentiaing and Recredentiaing](#)

To change an existing EFT account, click Manage EFT Settings.

If you do not see this section on the page, you do not have the level of website access necessary to change EFT settings. Ask your office's primary administrator for the website to assign you access to this functionality.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS ✕

SELECT **EDIT** **CONFIRM** **FINISH**

[▶ Help](#)

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN [Clear List](#)

Select the TIN for which you want to change EFT account information.

CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN [Clear List](#)

Update or cancel your current EFT settings for this provider or group.

Health Care Professional Identifiers	Enrollment Status	EFT Settings	Remittance Report Delivery Preferences
TIN : 841564824	ACTIVE	Enrollment/Update Status: Active EFT Payment Preference: NPI	Delivery Preference Online Only Update Delivery Preferences
Provider/Group Name: NUANTE NAKISTAM HOSDSAP		Provider Contact Name: aims Title: aima Email Address: jamuna.vellingiri@cigna.com Telephone Number: 548-721-8754 Telephone Number Extension: -	
NPI : 1245338284		Account Type: Checking , DEFAULT Financial Institution Name: finance Routing Number: *****3333 Account Number: *****3333	
		Change EFT Settings Cancel EFT Settings	

For the chosen Provider/Group, click Change EFT Settings.

If you want to terminate your EFT account, click Cancel EFT Settings.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

You can change your payment bulking preference to TIN or NPI

MANAGE CURRENT EFT SETTINGS

SELECT EDIT CONFIRM FINISH

Help

Edit EFT Settings

Review and update your provider contact information.

Tax Identification Number and NPI

TIN: 841564824
NPI: 1245338284

EFT Payment Preference : Tax Identification Number (TIN) National Provider Identifier (NPI)

Note: If you change your bulking preference, all of the NPIs associated with this TIN will be changed as well.

Note: This preference applies to all EFT enrollments associated with this Tax Identification Number and to your ERA preference as well. Your EFT and ERA bulking preferences must be the same.

Note: If you change your payment bulking preference, it will apply to **all** of the EFT enrollments associated with your TIN.

TIN bulking election groups all claims into a payment based on your TIN and payment address.

NPI bulking election groups all claims into a payment based on each "Billing Provider" NPI from your submitted claims.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

MANAGE CURRENT EFT SETTINGS

SELECT → EDIT → CONFIRM → FINISH

[▶ Help](#)

Edit EFT Settings

Review and update your provider contact information.

Tax Identification Number and NPI

TIN: 841564824
NPI: 1245338284

EFT Payment Preference : Tax Identification Number (TIN) National Provider Identifier (NPI)

i This preference applies to all EFT enrollments associated with this Tax Identification Number and to your ERA preference as well. Your EFT and ERA bulking preferences must match.

Review and Update Contact Information

Provider Contact Name	<input type="text" value="aims"/>
Title	<input type="text" value="aima"/>
Email Address	<input type="text" value="jamuna.vellingiri@cign"/>
Telephone Number	<input type="text" value="5487218754"/>

You can change the name, telephone number, and extension of the person who acts as the contact for the EFT account.



CHANGE AN EXISTING EFT ACCOUNT (CONT.)

You'll have an opportunity to review the TIN, NPI, Provider/Group, contact information, and bank account information you chose or entered before completing the change to your EFT enrollment.

Terms of Service

I am submitting this Change EFT Settings request.

PREVIOUS **SUBMIT** CANCEL

Check the Terms of Service box; then click SUBMIT.



VIEW REMITTANCE REPORTS



SEARCH FOR A REMITTANCE REPORT

Once your EFT enrollment is complete, you will be able to access and view your remittance reports online the same day you receive your electronic payment.

The screenshot shows the Cigna web portal interface for searching remittance reports. At the top, the user is signed in as Mary Martin. The navigation bar includes links for Dashboard, Patients, Claims, Remittance Reports (highlighted with a red circle), Working with Cigna, and Resources. Below the navigation bar, there are four search criteria buttons: Deposit Amount, Patient Information, Claim/Reference Number, and Remittance Tracking Number. The 'Remittance Reports' section is active, showing search criteria fields for Deposit Amount (499.98) and Date of Deposit (From and To). Below these fields are radio buttons for 'Search by TIN' and 'Search by TIN and TRF'. A dropdown menu for TINs is open, showing options: All, 012345678, 012811001, 042374071, and 043400617. A 'SEARCH' button is at the bottom left. Five callout boxes provide instructions: 1. Choose any of four ways to search for a remittance report. 2. Complete the search criteria fields. 3. Choose how you want to search. 4. Choose the TIN involved in your search. 5. Click SEARCH. A blue callout box on the left explains that deposit amounts can be zero. A blue callout box on the right notes that access to reports requires specific website permissions.

If searching by deposit, you can enter a dollar amount, leave the field blank for all deposits and zero pays, or enter 0 for zero pays only.*

1. Choose any of four ways to search for a remittance report.

2. Complete the search criteria fields.

3. Choose how you want to search.

4. Choose the TIN involved in your search.

5. Click SEARCH

If you do not see the Remittance Reports link, you do not have the level of website access necessary to view reports. Ask your office's primary administrator for this website to assign you access to this functionality.

* Limited search dates required for last two options due to volume.



SEARCH FOR A REMITTANCE REPORT

Once your EFT enrollment is complete, you will be able to access and view your remittance reports online the same day you receive your electronic payment.

The screenshot shows the Cigna Remittance Reports search page. At the top, it indicates the user is signed in as Mary Martin (mmartin1) and provides links for Inbox, Settings and Preferences, and Logout. A search bar is present with the placeholder text 'Enter Keyword' and a 'SEARCH RESOURCES' button. Below this is a navigation bar with icons for Cigna, Dashboard, Patients, Claims, Remittance Reports, Working with Cigna, and Resources. The main content area has a breadcrumb trail: DASHBOARD > WORKING WITH CIGNA > REMITTANCE REPORTS. The 'Remittance Reports' section is active, showing four filter tabs: DEPOSIT AMOUNT, PATIENT INFORMATION, CLAIM/REFERENCE NUMBER, and REMITTANCE TRACKING NUMBER. The 'REMITTANCE TRACKING NUMBER' tab is selected, showing a search input field with the value '1112200900000004' and a 'SEARCH' button. Three callout boxes provide additional information: one explains that searching by claim reference number will show all reports including that number; another notes that users without the necessary access level will not see the link; and a third lists the components of the Remittance Trace Reassociation Number (TRN).

When you search by claim reference number, all remittance reports that include the claim number searched will appear.

If you do not see the Remittance Reports link, you do not have the level of website access necessary to view reports. Ask your office's primary administrator for this website to assign you access to this functionality.

The Remittance Trace Reassociation Number (TRN) is:

- Sent to the bank with the deposit
- Included in the 835 Electronic Remittance Advice transaction
- Noted in the claim detail.



VIEW A REMITTANCE REPORT

A list of remittance reports meeting your search criteria will appear.

Remittance Reports

You Searched For:

Patient ID: U92973527 | Patient Date of Birth: 06/25/1967 | Date of Service ranges from: 11/11/2011 -

[MODIFY SEARCH](#)

[NEW SEARCH](#)

i Instructions: Reports that are more than 100 pages must be viewed in segments by selecting an option from the page range dropdown.

PRINT ALL | VIEW » Remittance Report

Remittance Tracking Number	Tax Identification Number	Payment Date	Deposit Amount	Product Type	Report Type	Number of Pages	Unread or Read	
120222090000005	042374071	02/26/2012	\$600.00	Network	Remittance Report	3		1-3 View PDF
120221190000223	042374071	--	--	Network	Remittance Report (Zero Dollar)	3		1-3 View PDF
110926070000001	275493148	09/27/2011	\$2,503.39	Network	Remittance Report	102		1-100 View PDF

Click the View PDF link to view the remittance report. Once you open the report, you can save it or send it to others.

Note: You can also view your remittance reports on the claim status screens. Click the Claims icon from the dashboard, and then "Search Claims."

clicking on the read  or unread  icons.

[Reader](#)

Once you view the PDF, the indicator will automatically change to Read. You can mark reports as Read or Unread.



CHANGE REPORT DELIVERY PREFERENCES



CHANGE REPORT DELIVERY PREFERENCES

Remittance reports are available electronically, although occasionally you may have a need to temporarily receive paper remittance reports as well.

The screenshot shows the Cigna provider portal interface. At the top, there is a navigation bar with icons for Dashboard, Patients, Claims, Remittance Reports, Reports, Working with Cigna (highlighted with a red box), and Resources. Below the navigation bar, the page title is "WORKING WITH CIGNA". The main content area is divided into several sections:

- Assign Access**: Includes links for "Modify Existing Users" and "Add New Users".
- Delegation History Report**: Includes a "DOWNLOAD" button and a dropdown menu for "All Practices/Facilities".
- Information Requests**: Includes links for "Search Coverage Policies / Criteria" and "Request Participating Provider Agreement".
- Update Demographic Information**: Includes links for "Update Listing in Health Care Professional Directory" and "View Past Updates Submitted".
- Electronic Funds Transfer (EFT)**: Includes links for "Enroll in Electronic Funds Transfer (EFT) Options" and "Manage EFT Settings".
- Fee Schedules**: Includes links for "Request Fee Schedule" and "View Fee Schedule".

A callout box points to the "Manage EFT Settings" link with the text: "To change your remittance report delivery preferences, click Manage EFT Settings."



CHANGE REPORT DELIVERY PREFERENCES (CONT.)

MANAGE CURRENT EFT SETTINGS

Select a TIN

Select the tax identification number (TIN) of the provider or group for which you want to view and change the EFT account settings.

TIN [Clear List](#)

Update or cancel your current EFT settings for this provider or group.

Health Care Professional Identifiers	Enrollment Status	EFT Settings	Remittance Report Delivery Preferences
TIN : 841564824	ACTIVE	Enrollment/Update Status: Active EFT Payment Preference: NPI	Delivery Preference Online Only
Provider/Group Name: NUANTE NAKISTAM HOSDSAP		Provider Contact Name: aim Title: aim Email Address: jamuna.vellingiri@cigna.com Telephone Number: 548-721-8754 Telephone Number Extension: -	Update Delivery Preferences
NPI : 1245338284		Account Type: Checking , DEFAULT Financial Institution Name: finance Routing Number: *****3333 Account Number: *****3333	
Provider Type : Group		Change EFT Settings Cancel EFT Settings	

Click **Update Delivery Preferences** to temporarily receive paper remittance reports. Reports will still also continue to be available electronically.



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

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All models are used for illustrative purposes only.

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