

Payment information at YOUR FINGERTIPS

Now you can access your Cigna remittance reports* online the same day you receive your electronic deposit. Search, store, and share medical payment information without the delays of mailed reports or the hassle of paper.

Benefits of online remittance reports

- View explanations of your processed medical claims (direct deposit activity reports [DDARs] or checkless explanations of payment [EOPs]) at your convenience.
- Easily reconcile payments using a single remittance tracking number on your electronic funds transfer (EFT) report, electronic remittance advice (ERA), or online remittance report:
 - EFT report: Field 3 of record 7 on the report your bank sends to you (ask your bank to provide this payment-related information to you.)
 - ERA: "Reference Identification Field" (or TRN02)
 - Online remittance report: Number located on the right side of the first page
- Reduce the amount of paperwork you receive.
- View each medical claim within the deposit, including the service line detail paid amount and patient responsibility amount.
- Search within the remittance report for specific patients or claims.

Easily locate the reports you need

- Log in to the Cigna for Health Care Professionals website (CignaforHCP.com) > Remittance Reports.
- Search for your remittance reports using several options:
 - Deposit Amount: Search for a specific deposit amount or deposits made within a specific date range.
 - Patient Information: Search for a specific patient by entering:
 - Member ID and Date of Birth, or
 - Member ID, Subscriber Name, and Member First Name, or
 - Subscriber Last Name, Member Date of Birth, and Member First Name
 - Claim/Reference Number (the Cigna-assigned claim/reference number located on your EOP, claim remittance advice, DDAR, and provider explanation report)

*Online reports are only available if you are enrolled to receive electronic funds transfer (EFT) from Cigna. Remittance reports for behavioral EFT payments are not currently available electronically (paper remittance reports will be mailed to you).

- Remittance Tracking Number (the number Cigna assigns to your EFT; the remittance tracking number is included on the EFT file to the bank)
- If you conduct a claim inquiry search, you can also view the remittance report for that specific claim by clicking the remittance report link at the bottom of the page.

Start receiving online remittance reports

- If you are enrolled to receive EFT from Cigna, remittance reports for your medical payments are available on CignaforHCP.com.
- If you're already registered for the website and have access to claims status inquiry, you automatically have access to online remittance reports.
- Primary Administrators: If you have staff that will need access to online remittance reports, log in to CignaforHCP.com > Working with Cigna > Modify Existing Users/Add New Users.

If you're not yet registered for the Cigna for Health Care Professionals website, go to CignaforHCP.com and click "Register Now." Once you complete the registration information and it has been validated, you can access your remittance reports online. For step-by-step registration directions, go to CignaforHCP.com and click "Learn How to Register."

If you're not yet enrolled for EFT with Cigna for your medical service payments, log in to CignaforHCP.com > Working with Cigna > Enroll in Electronic Funds Transfer (EFT) Options and complete the electronic form. To enroll to receive EFT for behavioral service payments, visit www.CignaBehavioral.com > Providers > Tools and Forms.

Two ways to access your remittance reports online



- Log in to CignaforHCP.com > Remittance Reports, then choose how you want to search for your report – by Deposit Amount, Patient Information, Claim/Reference Number, or Remittance Tracking Number
- Click the remittance report link when viewing a specific claim on the website

To learn more, log in to CignaforHCP.com > Resources > eCourses, or call 1.800.88Cigna (882.4462).

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