

# EFT PAYMENTS FOR YOUR PATIENTS WITH GWH-CIGNA AND “G” ID CARDS

For Health Care Professionals

May 2015

Health care professionals who are enrolled in electronic funds transfer (EFT) will begin receiving claim payments for their patients with GWH-Cigna or “G” ID cards through electronic funds transfer beginning August 17, 2015. This change will become effective over the course of three months.

## Questions and answers

### 1. What date can I expect to start receiving these claim payments by EFT?

The date that EFT claim payments begin for your patients with GWH-Cigna or “G” ID cards will be based on the last digit of your Tax Identification Number (TIN):

Last digit of TIN	Start date*
0-1	August 17, 2015
2-5	September 17, 2015
6-9	October 16, 2015

\* You will begin receiving deposits in your designated bank account on the next payment cycle after the date shown.

### 2. Is there anything I need to do?

No. Since you are already enrolled in EFT, there is nothing you need to do. The funds will be automatically deposited into your designated bank account based on your current enrollment preference.

### 3. What day of the week will these EFT payments be sent?

The day of the week your claims will be paid for your patients with GWH-Cigna or “G” ID cards will be based on the last digit of your Taxpayer Identification Number (TIN). This may be a different day from when you receive other electronic payments from Cigna. (Note that payments will typically be deposited into your bank account two to three business days after the date shown below.)

Last digit of TIN	Payment date
0-3	Monday
4-6	Tuesday
7-9	Wednesday

### 4. Is there a calendar with EFT payment dates?

Yes. You can find the “GWH-Cigna or ‘G’ ID Card EFT Payment Calendar” on the Cigna for Health Care Professionals website ([CignaforHCP.com](http://CignaforHCP.com) > Resources > Reimbursement and Payment Policies > Reimbursements > Electronic Funds Transfer > [Payment Calendars](#)). Note that you do not need to be a registered user of the website to access the calendar.



**5. Can I continue to receive these claim payments by paper check?**

No. If you are enrolled in EFT, all of your claims will be paid electronically.

**6. Will I still receive paper remittance reports?**

No. You will no longer receive paper remittance reports [direct deposit activity reports (DDARs) and checkless explanations of payment (EOPs)]. Instead, they will be available the same day as the deposit. You can access them by logging in to [CignaforHCP.com](http://CignaforHCP.com) > Remittance Reports.

If you are not registered to use the website, go to [CignaforHCP.com](http://CignaforHCP.com) > Register Now.

**7. Who can I contact if I have questions?**

Please call Cigna Customer Service at 1.800.88Cigna (882.4462).

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