

ELECTRONIC DATA INTERCHANGE

Electronic precertification submission eCourse
for medical and behavioral providers
to help you successfully submit electronic precertification requests

Together, all the way.



WELCOME

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

Using electronic precertification submission* (ANSI 278 transaction) is faster than using paper, allows Cigna to process your requests faster, and is less expensive than manual and phone requests.

This course will provide you with information about submitting electronic precertification requests to Cigna.

* Cigna does not require precertification submission for referrals to specialists.



WHAT IS ELECTRONIC DATA INTERCHANGE?

Electronic data interchange (EDI) is the electronic exchange of health care information between providers and facilities, payers, and vendors.

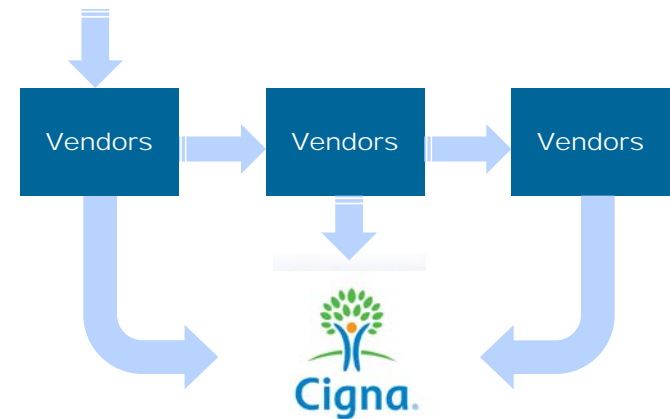
With EDI, patient information is transferred between providers and payers in a standard and secure way.

Research* shows that health care professionals who use EDI transactions can save time and money by:

- Reducing paperwork, and eliminating printing and mailing expenses
- Saving time on the phone and fax when they electronically submit precertification requests



Providers



EDI includes electronic precertification, also known as the ANSI 278 transaction. This is an industry-wide, standard electronic transaction.

* Source: Council for Affordable Quality Healthcare (CAQH), "2013 U.S. Healthcare Efficiency Index[®]", 2014



ELECTRONIC PRECERTIFICATION REQUEST CHANNELS

Cigna offers options for you to complete electronic precertification requests

NaviNet

There are two ways to access NaviNet to submit precertification requests to Cigna*:

- **Cigna for Health Care Professionals website** (CignaforHCP.com)

Note that as a registered user of this website, you will also have access to other functionality and information.

- **NaviNet website** (NaviNet.net)
You can directly submit precertification requests to multiple payers at this website.

To learn more about precertification requests using NaviNet, [click here](#).

278 transaction

The rest of this lesson will focus on how to successfully submit precertification requests using the 278 transaction.

* NaviNet is currently not available for behavioral health, substance abuse, dental requests, or for patients with GWH-Cigna or “G” ID cards.



INFORMATION THAT WILL HELP SUCCESSFULLY PROCESS YOUR 278 ELECTRONIC PRECERTIFICATION REQUEST*

The tables on this and the next two pages contain information you can add to your 278 transaction that will help Cigna process your request faster and more efficiently.

Requester information

These items help identify you as the requester:

Requester Name
Requester Address
Requester City, State, ZIP Code
Requester Contact Information
Requester Provider Information

Subscriber information

Details about the subscriber:

Subscriber Name
Subscriber ID (from the patient's ID card)
Subscriber Address
Subscriber City, State, ZIP Code

* While the elements described on this page are not required in the ANSI 278 transaction, providing them to Cigna will help us to process your requests faster and more efficiently.



INFORMATION THAT WILL HELP SUCCESSFULLY PROCESS YOUR 278 ELECTRONIC PRECERTIFICATION REQUEST*

Dependent information (if different from subscriber) Information about the dependent involved in the precertification request:

Dependent ID (from the patient's ID card)
Dependent Address
Dependent City, State, ZIP Code
Dependent Date of Birth
Dependent Gender
Dependent Relationship to Subscriber

Patient event detail information
Information about the health events involved in the precertification request, as appropriate:

Previous Review Authorization Number
Date of Birth
Patient Diagnosis
Onset of Current Symptoms or Illness Date
Accident Date
Event Date
Admission Date
Discharge Date
Last Menstrual Period Date

* While the elements described on this page are not required in the ANSI 278 transaction, providing them to Cigna will help us to process your requests faster and more efficiently.



INFORMATION THAT WILL HELP SUCCESSFULLY PROCESS YOUR 278 ELECTRONIC PRECERTIFICATION REQUEST*

Patient event provider information

Information about the provider requesting precertification:

Requesting Provider Name
Requesting Provider Address
Requesting Provider City, State, ZIP Code

Service level information

Information about the details of the service being requested for precertification:

Previous Precertification Reference Number
Service Date

Service provider information

Information about the provider delivering the treatment requested for precertification:

Servicing Provider Name
Servicing Provider Supplemental Identification
Servicing Provider Address
Servicing Provider City, State, ZIP Code
Servicing Provider Contact Information

* While the elements described on this page are not required in the ANSI 278 transaction, providing them to Cigna will help us to process your requests faster and more efficiently.



PRECERTIFICATION INQUIRY CHANNELS

Cigna offers options for you to check the status of your precertification submissions.

NaviNet

There are two ways to access NaviNet to check the status of your precertification requests*. No matter how you submitted your precertification request – online, by fax, or by phone – you can view its status online using the precertification tracking number or patient name.

- **Cigna for Health Care Professionals website** (CignaforHCP.com)

As a registered user of this website, you will also have access to other functionality and information.

- **NaviNet website** (NaviNet.net)

You can directly check the status of precertification requests with multiple payers at this website.

If you have questions, call NaviNet Customer Care at 1.888.482.8057.

* NaviNet is currently not available for behavioral health, substance abuse, dental requests, or for patients with GWH-Cigna or “G” ID cards.

Cigna

Medical precertification
1.800.88Cigna (882.4462)

Behavioral precertification
1.800.926.2273



Congratulations!

You have completed the Electronic Data Interchange
Electronic Precertification Submission eCourse.

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