

Quick Guide to Cigna ID Cards for 2018

On April 20, 2018, the digital and PDF versions of the 2018 Quick Guide to Cigna ID Cards is available, and is attached. Updates to the guide include:

- Cigna SureFit® network – additional market-specific network logos added
- Some ID cards, plan descriptions, and network descriptions updated

In addition, the guide continues to include useful resource sections for the myCigna® Mobile app and Important contact information, where providers can find the contacts they need to get in touch with us for information about their patients with Cigna coverage.

To access the digital version of the guide, go to one of the sites listed below.

- Cigna for Health Care Professionals website (CignaforHCP.com) > View Sample ID Cards or
- Cigna.com > Health Care Professionals > Sample ID Cards

EFT payments – enhancement to increase payment frequency for customers with GWH-Cigna and “G” ID cards

On April 10, 2018, we announced to medical and behavioral health providers currently enrolled in electronic funds transfer (EFT) notifying them of an enhancement to their payment schedule. The enhancement will increase the frequency of EFT payments for their patients with GWH-Cigna and “G” ID cards.

Beginning the week of April 16, 2018, providers will receive EFT payments for their patients with GWH-Cigna and “G” ID cards up to three times per week instead of once per week. We also communicated this enhancement in the January 2018 Network News.

Uniform Billing revenue code list expansion, effective July 15, 2018

The Uniform Billing Editor (UBE) provides detailed information about Centers for Medicare & Medicaid Services (CMS) UB billing requirements, including a list of revenue codes that require a Healthcare Common Procedure Coding System (HCPCS) or Current Procedural Terminology (CPT®) code.

Effective for claims processed on or after July 15, 2018, we will expand the list to include additional revenue codes not listed under the CMS UB billing requirements. The new policy will be available on the Cigna for Health Care Professionals website (CignaforHCP.com), and included in an April 2018 Network News article. A list of affected revenue codes will be available on CignaforHCP.com in advance of the effective date.

Electronic funds transfer payments not received by providers

A number of providers recently began reporting a failure to receive electronic funds transfer (EFT) payments on April 4, 2018 as expected per their April 2, 2018 direct deposit activity report (DDAR) statement or electronic remittance advice.

After researching these reports, we determined that there was an internal systems error that affected claims pended in the Power MHS system on March 31, 2018. As a result, 2,788 providers did not receive EFT payments as expected on April 4, 2018. The payments would have had a paid and issue date of March 30, 2018.

Please note that claims paid via paper check were not affected.

Next steps

Files to transmit the EFT payments to affected providers were created and transmitted to the appropriate banks on April 16, 2018. All payments should be distributed to providers on April 18, 2018.

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