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([**CignaforHCP.com**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148086A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=iq3XWd2oysXRvwgcN2KUuX1F40ARevW11IRsdV4KnMQ&e=)) offers free, convenient tools for eligibility and benefit inquiries, patient liability estimates, precertification, claim status and claim payment and explanation.  **Top reasons to visit us online**   |  |  | | --- | --- | | • | Check claim status | | • | Find helpful guidelines and administrative information quickly and easily | | • | Enroll in electronic funds transfer (EFT) for potentially quicker claims payments | | • | Learn what’s going on in Cigna's behavioral health organization |   **What you'll find**   |  |  |  |  | | --- | --- | --- | --- | | • | Enhanced online services let you check patient eligibility, benefit levels, and claim status | | | | • | Cigna's Medical Necessity Criteria – Objective criteria for medical necessity decisions | | | | • | Clinical support tools – Practice guidelines, treatment support tools, and educational materials | | | | • | The Medical Management Program Guide for behavioral health includes: | | | |  | – | Clinical Practice Guideline summaries and tools to help you meet the complex health needs of Cigna customers | | |  | – | Treatment recordkeeping standards, audit tools, new technologies, and information on the importance of continuity and coordination of care | | |  | – | Toll-free numbers for accessing our staff about the utilization management process | | |  | – | An overview of the utilization management process and your right to discuss utilization management decisions with a peer reviewer | | |  |  | • | Statement about utilization management, incentives and compensation, and customer rights and responsibilities | |  | – | Cigna's information validation and your right to review your credentialing file and update your information | | |  | – | Your right to inquire about the status of your recredentialing application | | |  | – | State-specific policies and standards | | | • | The Transformations newsletter features updates on topics such as: | | | |  | – | Quality program information and results for behavioral health | | |  | – | Results related to network access and availability | | |  | – | Our policies on the collection, use, and disclosure of customer protected health information | | |  | – | Information about preventive health, online self-management tools, behavioral screening programs and coaching, and case management services available to your patients with Cigna coverage | | |  | – | Patient safety information and how Cigna monitors safety, including care transitions, telephone responsiveness, language translation, and assistance to the hearing and speech impaired | |   **Additional information**   |  |  | | --- | --- | | • | Learn more about the site’s features and how to register. Visit [**CignaforHCP.com**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148086A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=iq3XWd2oysXRvwgcN2KUuX1F40ARevW11IRsdV4KnMQ&e=) > Resources > [**Behavioral Health Education and Training**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148089A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=1LzGPVzM1rr_WX6FTmM5iC-R4r310EutryQ6AQiAja8&e=). | | • | Whether you’re new to our network or would like a refresher about Cigna administrative processes, watch our 20-minute New Provider Orientation tutorial for individual providers and clinics at [**CignaforHCP.com**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148086A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=iq3XWd2oysXRvwgcN2KUuX1F40ARevW11IRsdV4KnMQ&e=) > Resources > Behavioral Health Resources > Communications > [**New Provider Orientations**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148087A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=DaBlx8cjMsO2I8r_LbsfBpW0EMCsZVeA9GD2NsWj8UU&e=). Online orientations are also being developed for facilities and applied behavior analysis (ABA) providers. | | • | Watch our website for frequently updated COVID-19 guidance for behavioral providers at [**CignaforHCP.com**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148086A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=iq3XWd2oysXRvwgcN2KUuX1F40ARevW11IRsdV4KnMQ&e=) > Resources > Behavioral Resources > Doing Business with Cigna > [**COVID-19: Interim guidance**](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.waymail.com_maximail_link.htm-3Ftrlnkid-3D148088A93193A181579236&d=DwMCaQ&c=xn8flH6DOXBk6JKHH02eLJq194X6KF7E4brKNzAQIFY&r=_cnKA8bxU5E8JC0Ey4kgoKiT6j7mot8S4lNsEDAh-No&m=6w5bh73oiWMJw8AB-8_MHJOts8iskR8D6KhhjE1VtCc&s=47BOs4vsOWDA68yHLp9NulP3vXw4jnvTUdH3pTAc8wo&e=). |   All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. 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