

CIGNA CLAIMS STATUS INQUIRY



Quickly check the status of your Cigna claims

Reduce the time you spend tracking claim submissions using an electronic solution that fits your needs. We offer two options – the Cigna for Health Care Professionals website (CignaforHCP.com) and electronic data interchange (EDI).

CignaforHCP.com claims inquiry options

- ▶ Look up a medical, dental or behavioral claim using the patient's Cigna ID number, date of birth, name, the claim or reference number or the patient account number assigned by your office
- ▶ View the service line detail for each claim, including:
 - Amount not covered
 - Patient responsibility
 - Remark codes, explaining how the service line was processed
- ▶ View claim payment information, including:
 - Claim paid amount
 - Check or remittance tracking number
 - When the check or electronic funds transfer (EFT) was issued, the payment method and the date it cleared
- ▶ View remittance reports for EFT payments
- ▶ Quickly send required documentation to Cigna on pended claims using the "Upload Supporting Documentation" link on the Pended Claim Details screen

If you're not yet registered for the Cigna for Health Care Professionals website, go to CignaforHCP.com and click "Register Now."

EDI claims inquiry options

- ▶ Easily track claim status with multiple payers through an EDI vendor
- ▶ Receive a response within seconds
- ▶ Look up a claim using the patient's name, Cigna ID number and date of service or the claim or reference number
- ▶ Obtain claim status for your medical, dental or behavioral claims using the HIPAA standard health care claim status codes
- ▶ View claim payment information, including:
 - Amount paid
 - When the check or EFT was issued, and the date it cleared

For the list of EDI vendors and transactions they support, visit Cigna.com/EDIVendors. If you have questions about transactions submitted through your EDI vendor, please contact the vendor directly.



Use the automated solution that best fits your needs

To learn more about claims status inquiry using CignaforHCP.com or EDI, log in to CignaforHCP.com > [Resources](#) > [eCourses](#)

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