

# CIGNA ONLINE PRECERTIFICATION



## Easily submit and track precertification requests

Spend less time on the phone or printing and faxing paperwork by submitting your patients' precertification of coverage requests online. You can receive an immediate answer in some cases, and can also view the status of all of your requests online.

### Get answers fast

- › Learn if precertification is required for a particular covered medical service.
- › Submit and check the status of precertification of coverage requests for:
  - Inpatient medical services.
  - Certain outpatient medical services, when required.
  - Injectable medications, when covered under the medical plan.
- › Get an immediate response and tracking number for all your precertification of coverage requests – some may get immediate approval. You will receive one of these responses:
  - Service does not require precertification of coverage.
  - Approved.
  - Pended (This response includes the reason the request is pended and a tracking number for future inquiries. Requests are reviewed within five business days or sooner if required by state or federal law.) For more complex medical services, you may be asked to submit additional clinical information. If your precertification of coverage request is denied, you will receive notification, including the reason for denial and how to appeal the decision.
- › Print responses for your patient records.

### Check the status of your request anytime.

No matter how you submit your precertification of coverage request – online, by fax or by phone – you can view the status of a previously submitted request online using the precertification tracking number or patient name.

Note: Online precertification is currently not available for behavioral health, substance use or dental requests. If precertification of certain services is delegated to a third party (such as high-tech imaging), you will be directed appropriately.

### Two free ways to access precertification information online

- › Cigna for Health Care Professionals website (**CignaforHCP.com**).
  - If you are registered for CignaforHCP.com as a Primary Administrator, you have automatic access to the online precertification feature. Simply log in to **CignaforHCP.com > Patients > View & Submit Precertifications**.
  - If a Primary Administrator in your office delegated access to you, ask them to update your access to include precertification.
  - If you are not registered to use the website, go to **CignaforHCP.com** and click “Register Now.”
- › Cigna at **NaviNet.net**.
  - NaviNet® is an easy-to-use, multi-payer website that links you to leading health plans, including Cigna.
  - If you do not have access to the online precertification feature, ask your NaviNet Security Officer to give you access.
  - To find your Security Officer, log in to **NaviNet.net** and click “My Profile” from the NaviNet Central menu.
  - If you are not registered to use NaviNet, go to **NaviNet.net** and click “Sign Up.”

If you have questions related to transactions, need to add or edit providers in your office, or would like to register, call NaviNet Customer Care at **888.482.8057**.



### Start submitting precertification requests online today!

To learn more about online precertification, log in to **CignaforHCP.com > Resources > eCourses**, or call **800.88Cigna (882.4462)**.

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