

SPECIAL COMMUNICATION UPDATE

January 29, 2018

EFT payment scheduling update.

On January 29, 2018, we will send an email to providers alerting them to a change in the electronic funds transfer (EFT) claim payment schedule for their patients with GWH-Cigna and “G” ID cards.

Beginning the week of February 19, 2018, the scheduled payments will increase from once per week to three times per week to be consistent with the payment schedule of our other claims systems. The funds will continue to be automatically deposited into providers’ designated bank accounts based on their current enrollment preferences. Since these providers are already enrolled in EFT, no action is required on their part.

Providers can access all EFT payment calendars by visiting the Cigna for Health Care Professionals website (CignaforHCP.com) > Review clinical reimbursement and payment policies > Reimbursement > Electronic Funds Transfer (EFT) > Payment Calendars. Log in is not required.

#