Cigna.com refresh

On May 18, 2018, Cigna.com will be updated to make the site more usable, useful, and engaging for Cigna's core audiences. The Health Care Professionals page of Cigna.com underwent a visual refresh only, meaning all pages were built with previously existing content from Cigna.com. There is no new content.

Electronic remittance advice and direct deposit activity reports

Between May 1, 2018 and May 9, 2018, providers received a deposit to their accounts but did not receive electronic remittance advice (ERA, also known as 835), and direct deposit activity reports (DDARs) were not posted on the Cigna for Health Care Professionals website (CignaforHCP..com). This delay in reporting was limited to the Facets system. No other reporting systems were affected. Payments associated with these reports were not affected and were still issued as scheduled.

The Provider Digital Solutions team is working with the Facets team and other stakeholders to determine the cause of this issue. In the meantime, Facets payments are being monitored to ensure the teams can work to prevent excessive delays in the future as they continue to determine why this issue occurred.

As of May 10, 2018, the Facets May DDARs were displayed online and Facets began transmitting the missing ERAs for May.

Genetic testing updates

Earlier this year, two changes became effective for our genetic testing policies related to:

•   Multigene testing panels

•   Pretest genetic counseling requirements for genetic testing for hereditary cancer syndromes in customers with recently diagnosed breast cancer

This information was included in the April edition of Network News.

New precertification information website page on CignaforHCP.com

On May 8, we launched a new precertification information website page for providers on CignaforHCP.com. The new page, available by clicking a "Learn about the precertification process" link from the CignaforHCP.com homepage (or by visiting CignaforHCP.com/precertification directly), includes:

•   A step-by-step guide on:

- How providers can determine if precertification is required for a specific service (note: providers will be directed to log in to our existing precertification page on CignaforHCP.com to see a list of services that require precertification); and
- How to request precertification for medications, medical procedures that Cigna manages, and medical procedures that our delegated ancillary providers manage.
- Information about our national ancillary providers, including what each ancillary provider manages for us, how to request precertification through them (when necessary), and how to contact each.
- Information about ancillary providers that don't manage precertification for us, but work with us to manage a network of providers (e.g., laboratory services) or the administration of the service (e.g., hearing aid devices).
- Frequently asked questions about our precertification process, including the benefits of requiring precertification and who has to request it.

To ensure providers have easier, more streamlined access to view this information all in one place, this page does not require a log in to view. With this, providers should have a clearer understanding of what services require precertification and how to request it – leading to quicker and more easily obtained approvals for appropriate and necessary patient care.

Communications

To support the launch of this new website page, we are developing a number of communications and educational tools to support providers and our provider-facing staff:

- A new "Learn about the precertification process" link will be available on the homepage of CignaforHCP.com beginning in the evening of May 8, 2018.

- An article will be included in the July 2018 edition of Network News.

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