

New York State Department of Health Bureau of Early Intervention, State Fiscal Agent

Using Cigna's Website to Obtain Policy & Plan Information,
for Service Coordinators



Introduction

- As part of their Standard Operating Procedure, Service Coordinators are responsible for the accurate collection of insurance information.
- This insurance information collected also includes obtaining details regarding a child's specific policy and plan information.
- Service Coordinators may have to contact insurance companies to obtain this information and verify eligibility.

Purpose

- This guide is designed specifically to instruct Service Coordinators on how to contact Cigna for obtaining plan and policy information of a specific child.
- A step-by-step format is provided, and also includes additional details & tips on how to navigate Cigna's website.

Service Coordinator Duties

- Accurate information collection is only one part of the Service Coordinator's duties.
- Further detail on the Service Coordinator's role can be explored by visiting 'Training 103, Part I', available on the Training tab of the EIBilling Website (www.eibilling.com).

Cigna versus EI Terminology

Cigna sometimes uses terms that differ from the EI World.
See below for a conversion table.

Cigna	EI World
Patient	Child
Product Type	Plan Type (Insurance)
Commercially Funded	Regulated

Prior to Calling

Prior to accessing the Cigna website, be sure to have the following pieces of information:

1. Login Credentials – ID and Password
2. Child Name and Date of Birth (DOB)
3. Member ID
4. Provider Tax ID Number

Accessing Cigna's Website

Step-by-Step Procedure

Cigna Website Checklist

1. Enter Web Address <https://cignaforhcp.cigna.com/web/public/guest> into internet browser
2. Enter ID and Password
3. Choose 'Patient Search' Tab
4. Enter Child (Patient) ID number, DOB, and name (optional)
5. Obtain and Review Results
 - Review Plan & Coverage Details
 - Troubleshooting - Inactive Plans & Patients Not Found

Step 1 – Enter Web Address

Open internet browser of choice – Internet Explorer, Firefox, Chrome, etc., and type in the following web address:

<https://cignaforhcp.cigna.com/web/public/guest>



Reminder – Cigna/EI Language

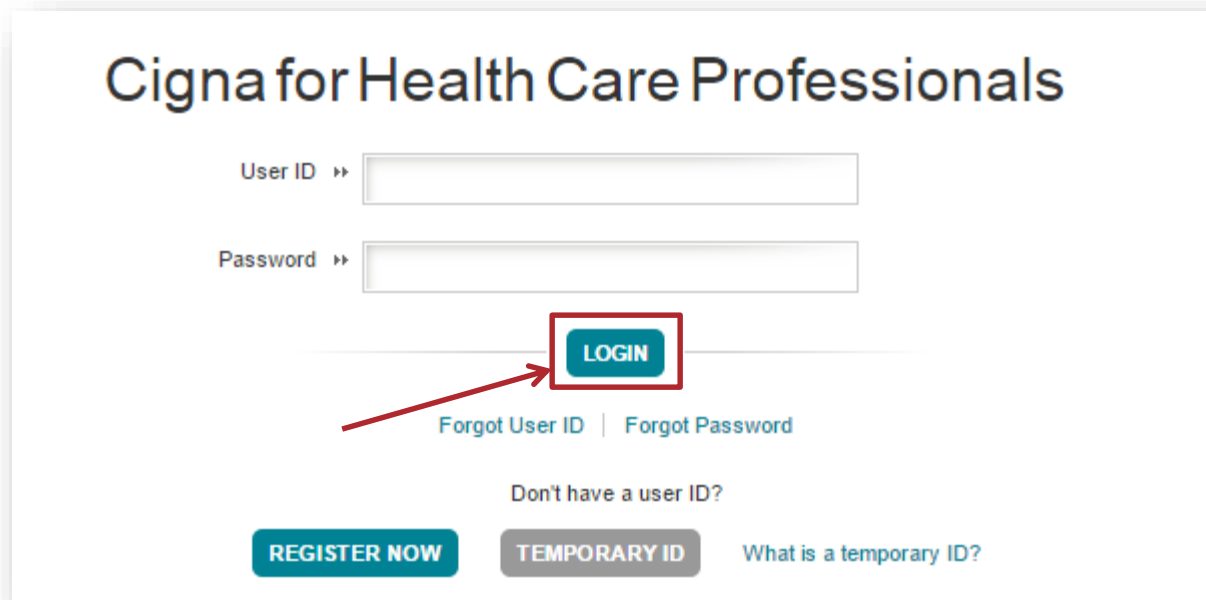
As a reminder, Cigna sometimes uses terms that differ from the EI World.

See below for a conversion table.

Cigna	EI World
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Step 2 – Enter ID and Password

Enter the User ID and Password, then click 'Login'.



The image shows a login page for Cigna for Health Care Professionals. The page has a white background with a light gray border. At the top, the title "Cigna for Health Care Professionals" is displayed in a dark blue font. Below the title, there are two input fields: "User ID" and "Password", each with a small blue arrow pointing to the right. Below the password field, there is a blue button with the word "LOGIN" in white capital letters. A red rectangle highlights the "LOGIN" button, and a red arrow points to it from the left. Below the "LOGIN" button, there are two links: "Forgot User ID" and "Forgot Password", separated by a vertical line. Below these links, there is a link "Don't have a user ID?". At the bottom, there are three buttons: "REGISTER NOW" in blue, "TEMPORARY ID" in gray, and "What is a temporary ID?" in blue.

Step 3 – Choose the 'Patient Search' Tab

Click the 'Patient Search' Tab

The screenshot shows a web application dashboard with a top navigation bar and a main content area. The top navigation bar has four tabs: 'DASHBOARD', 'REMITTANCE REPORTS', 'CLAIMS SEARCH', and 'PATIENT SEARCH'. The 'PATIENT SEARCH' tab is selected and highlighted with a red box. A red arrow points to the 'PATIENT SEARCH' tab. Below the navigation bar, there are two buttons: 'FLAGGED PATIENTS' and 'FLAGGED CLAIMS'. The main content area has a header with a checkbox for 'REMOVE UNFLAGGED PATIENTS', a 'VIEW' button, and a dropdown menu for 'All Coverage Statuses'. Below this is a table with columns: Patient ID, Date Flagged, Date of Birth, Patient Last Name, Patient First Name, and Coverage Status. The table contains four rows of data. A tooltip message is displayed over the table, stating: 'Your dashboard is empty because you have no flagged patients. Learn how to get started.'

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
U00000000	04/12/2012	01/01/1951	AUSTIN	ALLISON	Active
U00000000	02/11/2012				Active
R00000000	03/01/2012				Pending
R00000000	06/11/2012				Active


Step 4 - Enter Child ID and Date of Birth (DOB)




- Enter the Child ID (in the Patient ID field) and DOB.
- Entering Child Last Name and First Name are optional.
- Click 'Search'.

Patient Search

Instructions: You can search past, present and future coverage detail for up to 10 patients. [?](#)

Search using the ID number found on the patient's ID card. You can search on all fields or with any combinations: Patient ID and Date of Birth OR Patient ID, Last Name and First Name OR Patient Date of Birth, Last Name and First Name.

ELIGIBILITY AS OF: >> 03/09/2015 

Patient ID	Patient Date of Birth	Patient Last Name	Patient First Name	
<input type="text" value="123456789"/>	<input type="text" value="01/01/2010"/> 	<input type="text"/>	<input type="text"/>	REMOVE
<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	REMOVE
<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	REMOVE

[ADD NEW PATIENT](#)

[SEARCH](#)

Data Entry Errors

In cases of potentially invalid data:


- Verify accuracy of information and re-enter.
- If Child (Patient) ID is invalid – see below, remove that number and enter all other fields, and click ‘Search’.


Patient Search

Instructions: You can search past, present and future coverage detail for up to 10 patients. ?

Search using the ID number found on the patient's ID card. You can search on all fields or with any combinations: Patient ID and Date of Birth OR Patient ID, Last Name and First Name OR Patient Date of Birth, Last Name and First Name.

ELIGIBILITY AS OF: >> 03/09/2015

Patient ID	Patient Date of Birth	Patient Last Name	Patient First Name	
<div> The Patient ID is incorrect. ID numbers may begin with the letter "U".</div>				REMOVE

 The Patient ID is incorrect. ID numbers may begin with the letter "U".

Data Entry Guidelines & Tips

- At a minimum, the Child (Patient) ID and DOB must be populated.
- If the Child (Patient) ID is invalid, it may be left blank.
 - However, the DOB, Last Name, and First Name fields must be populated.
- If the error message persists, at least one piece of data is incorrect and you cannot continue.
 - Validate the information and re-try.

Entering Multiple Children

- A maximum of ten (10) names can be entered.
- Click 'Add New Patient' to add rows 4-10.

Patient Search

Instructions: You can search past, present and future coverage detail for up to 10 patients.



Search using the ID number found on the patient's ID card. You can search on all fields or with any combinations: Patient ID and Date of Birth OR Patient ID, Last Name and First Name OR Patient Date of Birth, Last Name and First Name.

ELIGIBILITY AS OF: >> 03/09/2015

Patient ID

123456789

Patient Date of Birth

01/10/2010

Patient Last Name

Patient First Name

REMOVE

U234567891

01/11/2010

REMOVE

U345678912

01/12/2010

REMOVE

ADD NEW PATIENT

SEARCH

Step 5 – Obtain and Review Results

Below is the main page after a successful search.

- Click 'Patient ID' to continue.

If Coverage Status was 'Inactive':

- A date would be listed in the 'Coverage To' field.
- The 'Patient ID' link, in some cases, may be unclickable.

Patient Search

MODIFY SEARCH

NEW SEARCH


[-] HIDE RESULTS | ?

PATIENT RESULTS AS OF 03/09/2015

	Patient ID	Date of Birth	Patient Last Name	Patient First Name	Coverage From	Coverage To	Coverage Status	Account	Notes
	1234567890	2/29/2011	Child	This	04/01/2012	Present	Active	--	

Coverage Details


- 'Medical' tab is active by default.
- Other tabs available based on plan coverage and benefits.
- Scroll down the page to view plan details.


This Child  [VIEW DETAILS IN NEW TAB](#)

MEDICAL MENTAL HEALTH VIEW CLAIMS ▾

Coverage Details | Estimate Costs

SCROLL TO: ▾ DETACH | USEFUL LINKS ▾ | ? ▾

ELIGIBILITY AS OF: ▾ 03/09/2015  UPDATE Patient ID: 1234567890 Coverage From: 04/01/2012 Coverage To: Present
Account #: 00000000 Account Name: -- Plan: Open Access Plus

 This is not a guarantee of coverage or that the coverage amounts shown will remain unchanged until the date services are rendered. Any claim submitted is subject to all plan provisions including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.

[Expand/Collapse All Categories](#)

Plan Details

- Child (Patient) and Plan Detail is shown below
- The highlighted box represents key plan data
- Scroll further down for additional information

▼ PATIENT AND PLAN DETAIL			
Patient Detail	Subscriber Detail	Plan and Network Detail	Contacts
Name: This Child ID#: 1234567890	Name: That Parent Date of Birth: 02/29/1974	Plan Type: Open Access Plus Plan Funding Type: ASO Other Insurance: Unknown	Provider Services: 866.494.2111
Gender: Male Date of Birth: 09/25/2011		Initial Coverage Date: 04/01/2012 Current Coverage From: 04/01/2012 Current Coverage To: Present	Claims: Cigna 1000 Great-West Drive Kennett, MO 63857-3749
Relationship: Dependent Address: <input type="text"/>		Account # 00000000 Account Name: --	Electronic Claims http://www.cigna.com/EDivendors

Back to Top

▼ PLAN LEVEL COINSURANCE, DEDUCTIBLES AND MAXIMUMS	
In-Network	Out-of-Network

Inactive Plans & Patients Not Found

- If a plan is *Inactive*, only the details shown are available
- Patients may also not be found based on the data entered
 - 'Modify Search' to edit search criteria
 - 'New Search' to re-start

Patient Search

[MODIFY SEARCH](#) [NEW SEARCH](#) [\[- \] HIDE RESULTS](#) [?](#)

PATIENT RESULTS AS OF 03/09/2015 VIEW All Coverage Statuses

	Patient ID	Date of Birth	Patient Last Name	Patient First Name	Coverage From	Coverage To	Coverage Status	Account	Notes
	1234567890	11/08/2014	Patient	Other	11/08/2014	12/31/2014	Inactive	--	Change coverage Date 12/31/2014
	Used Subscriber SSN	06/08/2014						--	Patient Not Found
	Used Subscriber SSN	04/30/2012						--	Patient Not Found

Unsuccessful Search and Next Steps

If the child is not found, the following message is displayed:

Patient Search



Patient Not Found

This may be because this patient is not covered by a Cigna plan or this patient's plan may not be supported online.
Check the Patient ID card and search again using Patient Date of Birth, Patient Last Name and Patient First Name.

- Verify the accuracy of the information and re-try the search.
- If the child's information cannot be located in the database, or if you are not satisfied with the results, contact the Cigna Service Center at 1-800-882-4462.

Wrap-Up

- Service Coordinators (SC's) are responsible for accurate insurance information collection, and may have to contact insurance companies to obtain/validate this information.
- This procedure outlines the specific steps the SC can take to obtain information via Cigna's website.
- The role of the SC can be reviewed by viewing SC Training 103, Part I, available on the Training tab of www.eibilling.com.

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