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.

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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.

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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).

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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

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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

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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

🔒 https://cignaforhcp.cigna.com/web/public/guest

Reminder – Cigna/EI Language
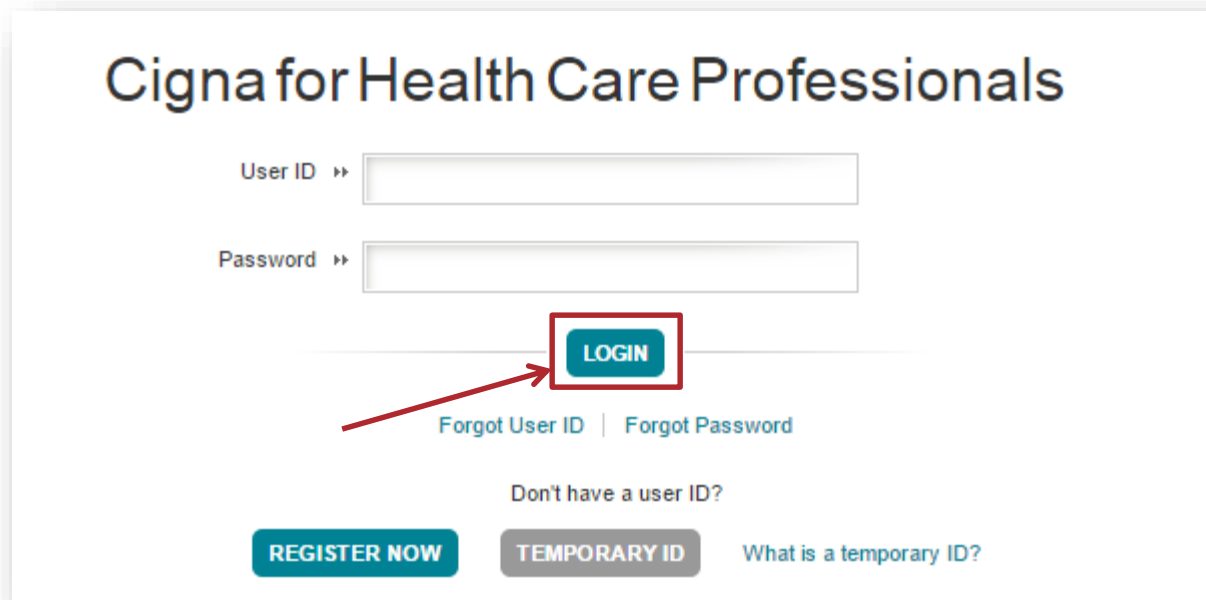
As a reminder, Cigna sometimes uses terms that differ from the EI World.

See below for a conversion table.

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Step 2 – Enter ID and Password

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

Step 3 – Choose the 'Patient Search' Tab

Click the 'Patient Search' Tab

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'.

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'.

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.

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Entering Multiple Children

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

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	--	

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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.

Plan Details

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

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

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.

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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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