

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

Online Precertification

This eCourse explains how to use the website to:

- Determine if precertification is required for your Cigna patients*
- Submit an online precertification request
- View the status of a precertification request submitted by phone, fax, or online

* Online precertification is currently available only for patients with a Cigna ID card and is not yet available for patients with GWH-Cigna or "G" ID cards.



WHAT ARE THE ADVANTAGES OF ONLINE PRECERTIFICATION?

GET ANSWERS FAST

- Determine if precertification is required for your Cigna patients.
- Get an immediate response to your precertification request.
- Print responses for your records.
- View the status of any precertification request – including those submitted by phone or fax.

INFORMATION AT YOUR FINGERTIPS

Once you enter some basic information online, you'll receive one of three responses:

Approved – includes a tracking number for future inquiries.

Service Does Not Require Precertification – informs you that the service does not require precertification. Includes a tracking number for future inquiries.

Pended* – includes the reason the request is pended and a tracking number for future inquiries.

* Pended requests are reviewed within five business days or sooner if required by state or federal law.

LOG IN TO THE WEBSITE

Log in to CignaforHCP.com

Cigna. **RESOURCES**

Enter Keyword **SEARCH RESOURCES**

LOGIN / REGISTER **LEARN HOW TO REGISTER** **SITE BENEFITS**

Cigna for Health Care Professionals

i Don't worry, you're in the right place. We are redesigning the site with YOU in mind to help you save time and make your work easier. We think you'll like what you see. Stay tuned for more information! Remember to add this new website to your Favorites.

User ID **▶▶**

Password **▶▶**

LOGIN

[Forgot User ID](#) | [Forgot Password](#)

[Don't have a user ID?](#)

REGISTER NOW **TEMPORARY ID** [What is a temporary ID?](#)

Type your User ID and Password, then click LOGIN.

VIEW & SUBMIT PRECERTIFICATIONS

To begin, click Patients > View & Submit Precertifications

Signed in as: Mary Martin(mmartin1) | Inbox | Settings and Preferences | Logout | Enter Keyword | SEARCH RESOURCES

Cigna. DASHBOARD PATIENTS CLAIMS REMITTANCE REPORTS WORKING WITH CIGNA RESOURCES

Search Patients (Verify Eligibility, Estimate Patient Liability)

[View & Submit Precertifications](#)

FLAGGED PATIENTS

FLAGGED PATIENTS | VIEW | All Coverage Statuses

Flag	Patient ID	Date Flagged	First Name	Coverage Status
🚩	U92973527	10/03/2014		Active
🚩	U92975185	10/03/2014		Active

USEFUL LINKS

- Provider Directory
- Drug List
- Policies & Procedures
- Precertification Policies

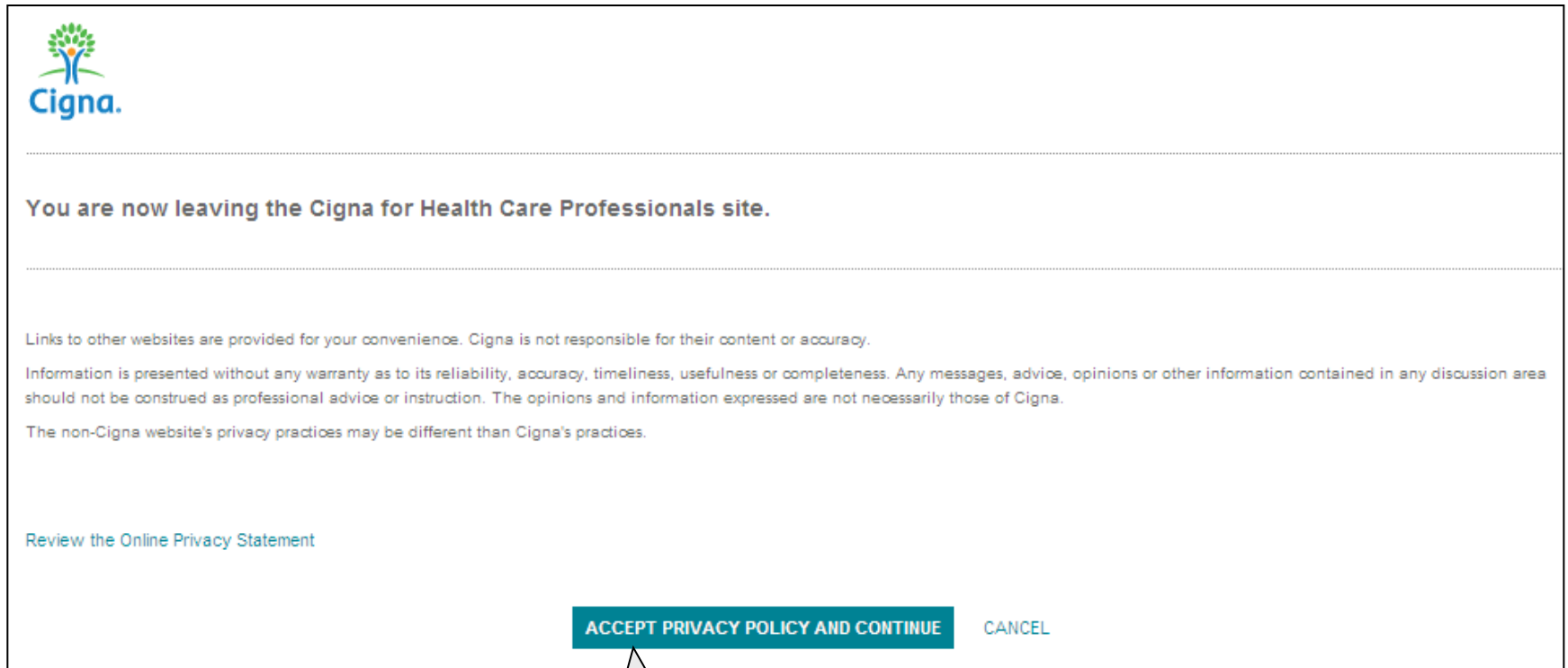
LATEST UPDATES

CUSTOMER SUPPORT

If you do not see this link, talk to the Primary Administrator in your office about updating your access to include precertification.

VIEW & SUBMIT PRECERTIFICATIONS

A new window will open indicating that you are entering the NaviNet website.



The screenshot shows a notification window with the Cigna logo in the top left corner. Below the logo is a horizontal dotted line. The main text reads: "You are now leaving the Cigna for Health Care Professionals site." This is followed by another horizontal dotted line. Below this, there are three paragraphs of disclaimer text: "Links to other websites are provided for your convenience. Cigna is not responsible for their content or accuracy.", "Information is presented without any warranty as to its reliability, accuracy, timeliness, usefulness or completeness. Any messages, advice, opinions or other information contained in any discussion area should not be construed as professional advice or instruction. The opinions and information expressed are not necessarily those of Cigna.", and "The non-Cigna website's privacy practices may be different than Cigna's practices." Below the text is a link: "Review the Online Privacy Statement". At the bottom of the window are two buttons: "ACCEPT PRIVACY POLICY AND CONTINUE" (highlighted in teal) and "CANCEL".

Click ACCEPT PRIVACY POLICY AND CONTINUE.

VIEW & SUBMIT PRECERTIFICATIONS

Click Precertifications to see the three available choices

The screenshot shows the NaviNet web application interface. The top navigation bar includes 'Plan Central', 'Services', 'Office Central', and 'NaviNet Central'. The main menu on the left lists 'Cigna HealthCare', 'Eligibility and Benefits Inquiry', 'Claim Status Inquiry', 'Precertifications', and 'Enable Precertifications'. A dropdown menu is open under 'Precertifications', showing three options: 'Precertification Inquiry', 'Precertification Submission', and 'Is Precertification Required?'. A mouse cursor is pointing at 'Is Precertification Required?'. A callout box on the left contains the text: 'Determine if precertification is needed by clicking **Is Precertification Required?**'. Another callout box on the right contains the text: 'Click **Precertification Inquiry** to see the status of all your requests, whether submitted online, by phone, or by fax.' A third callout box on the right contains the text: 'If you already know precertification is required, click **Precertification Submission**.' The main content area of the page displays a welcome message: 'Welcome to Cigna HealthCare Plan Central on NaviNet'. Below this, it states 'Precertification is here!' and 'Now your office can use NaviNet for Cigna HealthCare precertification submissions and inquiries.' It then lists 'Use the new NaviNet for Cigna HealthCare precertification transactions for:' followed by a bulleted list: 'Submission of precertification:' (with sub-bullets for 'Inpatient services', 'Outpatient services (when required by a Cigna Healthcare plan)', and 'Injectable medications (when covered under the medical plan)'), and 'Inquiring about the status of your precertification submissions'. Below this, it says 'Getting access' and 'NaviNet Security Officers or Cigna HealthCare Primary Administrators must grant access to users for NaviNet for Cigna HealthCare precertification transactions.' It then lists two sub-bullets: 'NaviNet Security Officers and Users: [Learn how to enable precertification transactions](#)' and 'Cigna Primary Administrators: [Learn how to enable precertification transactions](#)'.

Let's start with Is Precertification Required?



IS PRECERTIFICATION REQUIRED - OUTPATIENT

IS PRECERTIFICATION REQUIRED - OUTPATIENT

Follow the steps to conduct a member search.

The screenshot shows the NaviNet Member Search page. At the top, there are navigation links for Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. The main heading is "Cigna HealthCare | Is Precertification Required > Member Search". Below this is the Cigna logo and the title "Member Search".

The search instructions state: "Please choose one of the three search type options, enter the required data for that option, and click Search." The "Search tips" section highlights "Subscriber Last Name" with the instruction: "Enter the subscriber's full last name. (Optional)".

The "Search Type" section has two radio buttons: "Member ID and Member Date of Birth" (unselected) and "Subscriber Last Name, Member First Name, and Member Date of Birth" (selected).

The form fields are as follows:

- Member ID: [Empty]
- Member Date of Birth: 07/20/1950
- Subscriber Last Name: Smith
- Member First Name: Ja
- Service Start Date: 10/02/2012
- Service End Date: 10/03/2012

Buttons for "Search" and "Clear" are located below the form fields.

The search results table is shown below:

Member ID	Member First Name	Member Last Name	DOB	Subscriber Last Name	
U98765432101	Jane	NOT AVAILABLE	07/20/1950	Smith	Select
U98765432888	Jacinda	NOT AVAILABLE	07/20/1950	Smith	Select

Choose the type of search.

Complete the member information fields.

Complete Service Start and End dates.

Search Tip: Search by Provider Type, Last Name and City for best results.

Click Search. Scroll down to display the results.

Click Select to choose the member.




IS PRECERTIFICATION REQUIRED – OUTPATIENT

NaviNet New Admin Messages | New Action Items | Log Off

Plan Central Services Office Central NaviNet Central Action Items Customer Support

Cigna | Is Precertification Required > Member Search > Precertification Request Print page



Is Precertification Required

Member ID:	U9300869501
Member Date of Birth:	03/09/1982
Service Start Date:	08/15/2014
Service End Date:	08/15/2014

1. Complete Questions

Are the requested services covered by Worker's Compensation? No ▾

What is the Place of Service for this request? Hospital: Outpatient ▾

If this request involves a Transplant, indicate the Transplant status: ▾

Do the requested services require an assistant surgeon? Yes No

Note: An Assistant Surgeon is a second physician surgeon, not a physician assistant, resident physician, or nurse practitioner.

2. Services Requested

Type of Service All other Types of Service ▾ [Tell me more...](#)

Choose the answers to the questions.

Choose the Type of Service (Chiropractic, DME, Home Health Care, Radiation Therapy, Sleep Management, All other Types of Service).



IS PRECERTIFICATION REQUIRED – OUTPATIENT

Enter diagnosis and procedure codes. If you don't know the codes, you can search for them by number or key words.

3. Diagnosis Code(s):
Please enter diagnosis codes below in ICD-9 format.

Primary Code		Search	Description
<input type="text"/>			

Add Diagnosis Code(s)

Click Add Diagnosis Code(s) if you wish to add additional codes.

If you know it, enter the diagnosis code.

Click Search to find a diagnosis code. If you don't know the exact code when conducting a search, you can use the beginning numbers of the code or description words for the code.

4. Procedure Code(s):

Primary Code		Search	Description	Units	Unit Type
<input type="text"/>				<input type="text"/>	Choose One

Add Procedure Code(s)

Click Add Procedure Code(s) if you wish to add additional codes.

Add units and unit type.

If you know it, enter the CPT or HCPCS procedure code.

Click Search to find a diagnosis code. If you don't know the exact code when conducting a search, you can use the beginning numbers of the code or description words for the code.



IS PRECERTIFICATION REQUIRED – OUTPATIENT

Choose or search for the ordering or admitting provider.

Select an ordering or admitting provider from the preferred provider list, or click Search to find one.

5. Ordering or Admitting Provider (Select one option below)

Select a Preferred Provider:

Search for a Provider:

Provider Details: Add to Preferred Provider List

Complete the fields to search for an ordering or admitting provider.

 **Provider Search**

Select the Provider Type and enter search criteria to search for a provider.

Search tips: **Provider Type**
Select the type of provider you are searching for. (Required)

Provider Type: Facility/Association Name:

Provider First Name: Provider Last Name:

Provider Tax ID: City:

State: Zip Code:

Name	Specialty	Address	
Lauren Smith, MD	NEUROLOGY	299 Cambridge St. Boston, MA 02114	<input type="button" value="Select"/>

Click Search.

Click Select to choose the desired ordering or admitting provider.



IS PRECERTIFICATION REQUIRED - OUTPATIENT

Choose or search for the facility, location or rendering provider.

5. Ordering or Admitting Provider (Select one option below)

Select a Preferred Provider:

Search for a Provider:

Provider Details: Lauren Smith, MD
NEUROLOGY
299 Cambridge St. Boston, MA 02114

Add to Preferred Provider List

Once you select an Ordering or Admitting Provider, the provider appears here.

6. Facility, Location or Rendering Provider (Select one option below)

Select a Preferred Provider:

Search for a Provider:

Provider Details:

Once you select it, the provider appears here.

Add to Preferred Provider List

Select a Facility, Location or Rendering provider from the preferred provider list, or click Search to find one.


Click 'Is Precertification Required' below to determine whether a Precertification is required for the services you entered.

Click Is Precertification Required.

IS PRECERTIFICATION REQUIRED – OUTPATIENT

You will receive an immediate response to your question whether precertification is required.

[Print page](#)



Is Precertification Required

Member ID: U9300869501
Member Date of Birth: 03/09/1982
Service Start Date: 08/15/2014
Service End Date: 08/15/2014

Precertification is required for the services you indicated. If you would like to submit this precertification click the Continue button.

1. Complete Questions

Are the requested services covered by Worker's Compensation?

What is the Place of Service for this request?

If this request involves a Transplant, indicate the Transplant status:

Do the requested services require an assistant surgeon? Yes No

Note: An Assistant Surgeon is a second physician surgeon, not a physician assistant, resident physician, or nurse practitioner.

2. Services Requested

Type of Service: [Tell me more...](#)

Click 'Is Precertification Required' below to determine whether a Precertification is required for the services you entered.

Note: As a registered Cigna and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations with inaccurate information may not be valid.

[Go to top](#)

Click Continue to submit the precertification request.



IS PRECERTIFICATION REQUIRED – OUTPATIENT

You will receive an immediate response to your precertification submission.

[Print page](#)



Precertification Response

Precertification number 773890K2 has been approved, however, precertification is not a guarantee of coverage. Coverage and benefits are contingent upon the member's eligibility on the date(s) services are rendered and the member's benefit plans and policies. Coverage and benefits also may be dependent on your Cigna network participation. If you are not a participating provider in the plan's network, out-of-network benefits may apply.

You receive a tracking number for future inquiries. You can print this page, or look up this precertification request at any time.

Precertification Information

Precertification Status: APPROVED

Service Start Date: 09/30/2014

Benefit Level: In-Network for Contracted Provider

Precertification Number: 773890K2

Service End Date: 10/01/2014

Transplant Zone:

Member Information

Member Name: Smith, Jane

Member ID: U98765432101

For a pended submission, you'll be contacted within 48 hours, or sooner if required by state or federal law.

Provider Information

Ordering or Admitting Provider: Lauren Smith, MD

Facility, Location, or Rendering Provider: Healthcare Center West

Place of Service: Hospital: Outpatient

Assistant Surgeon: No

Diagnosis Details

	Diagnosis Code	Description
Primary	722.73	INTERVERTEBRAL LUMBAR DISC DISORDER WITH MYELOPATHY, LUMBAR REGION

Services

(+) Show Services Requested

	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	63042 - LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL FACETECTOMY, FORAMINOTOMY AND/OR EXCISION OF HERNIATED INTERVERTEBRAL DISK, REEXPLORATION, SINGLE INTERSPACE; LUMBAR	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Approved	



IS PRECERTIFICATION REQUIRED - INPATIENT

IS PRECERTIFICATION REQUIRED - INPATIENT

Member Search

Please choose one of the three search type options, enter the required data for that option, and click Search.

Search tips: **Subscriber Last Name**
Enter the subscriber's full last name. (Optional)

Search Tip: Search by Provider Type, Last Name and City for best results.

Search Type: Member ID and Member Date of Birth
 Subscriber Last Name, Member First Name, and Member Date of Birth

Member ID: **Member Date of Birth:**

Subscriber Last Name: **Member First Name:**

Service Start Date: **Service End Date:**

Member ID	Member First Name	Member Last Name	DOB	Subscriber Last Name	
U98765432101	Jane	NOT AVAILABLE	07/20/1950	Smith	<input type="button" value="Select"/>
U98765432888	Jacinda	NOT AVAILABLE	07/20/1950	Smith	<input type="button" value="Select"/>

Choose the type of search.

Complete the member information fields.

Complete Service Start and End dates.


Click Search. Scroll down to display the results.

Click Select to choose the provider.



IS PRECERTIFICATION REQUIRED – INPATIENT

[Print page](#)



Is Precertification Required

Member ID: U9300869501
Member Date of Birth: 03/09/1982
Service Start Date: 08/15/2014
Service End Date: 08/15/2014

1. Complete Questions

Are the requested services covered by Worker's Compensation?

What is the Place of Service for this request?

Admit From:

Access Type:

If this request involves a Transplant, indicate the Transplant status:

Do the requested services require an assistant surgeon? Yes No

Note: An Assistant Surgeon is a second physician surgeon, not a physician assistant, resident physician, or nurse practitioner.

2. Services Requested

Type of Service: [Tell me more...](#)

3. Diagnosis Code(s):

Please enter diagnosis codes below in ICD-9 format.

Primary Code	<input type="text" value="233"/>	<input type="button" value="Search"/>	Description	CARCINOMA IN SITU OF BREAST AND GENITOURINARY SYSTEM
Diagnosis Code 2	<input type="text"/>	<input type="button" value="Search"/>	Description	

4. Procedure Code(s):

If the procedure code is not applicable check here

Primary Code	Description	Units	Unit Type	Bed Type
<input type="text" value="19357"/>	BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION			<input type="text" value="Medical/Surgical"/>

Choose Type of Service (Chiropractic, DME, Home Health Care, Radiation Therapy, Sleep Management, All other Types of Service)

Search for and choose Diagnosis and Procedure Codes.

Choose the answers to the questions.



IS PRECERTIFICATION REQUIRED - INPATIENT

Choose or search for the Ordering or Admitting Provider and the Facility, Location or Rendering Provider.

5. Ordering or Admitting Provider (Select one option below)

Select a Preferred Provider:

Search for a Provider:

Provider Details: Lauren Smith, MD
NEUROLOGY
299 Cambridge St. Boston, MA 02114

Once you select an Ordering or Admitting provider, the provider appears here.

6. Facility, Location or Rendering Provider (Select one option below)

Select a Preferred Provider:

Search for a Provider:

Provider Details: Healthcare Center West
NEUROLOGY
299 Cambridge St. Boston, MA 02114

Add to Preferred Provider List

Once you select a Facility, Location, or Rendering Provider, the provider appears here.


Click 'Is Precertification Required' below to determine whether a Precertification is required for the services you entered.

Click Is Precertification Required.

IS PRECERTIFICATION REQUIRED – INPATIENT

You will receive an immediate response to your question whether precertification is required.

[Print page](#)



Is Precertification Required

Member ID: U9300869501
Member Date of Birth: 03/09/1982
Service Start Date: 08/15/2014
Service End Date: 08/15/2014

Precertification is required for the services you indicated. If you would like to submit this precertification click the Continue button.

1. Complete Questions

Are the requested services covered by Worker's Compensation? No

What is the Place of Service for this request? Hospital: Inpatient

Admit From: Acute Care Hospital

Access Type: Urgent

If this request involves a Transplant, indicate the Transplant status:

Do the requested services require an assistant surgeon? Yes No

Note: An Assistant Surgeon is a second physician surgeon, not a physician assistant, resident physician, or nurse practitioner.

request. Providing inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.

[Go to top](#)


Continue Save View Referral/Auth Review Notes

Click Continue to submit the precertification request.



IS PRECERTIFICATION REQUIRED - INPATIENT

You may be asked to answer some additional medical necessity questions.



Precertification Request

Member Name: Smith, Jane
Service Start Date: 11/27/2012

Member ID: U98765432101
Service End Date: 11/28/2012

Medical Necessity Questions for: Breast Reconstruction Following Mastectomy or Lumpectomy

1. What type of procedure will be performed for breast reconstruction following mastectomy or lumpectomy?

Reconstruction procedure performed on the diseased/effected breast (i.e., breast on which the mastectomy or lumpectomy was performed)

Reconstruction performed on the non-diseased/unaffected/contralateral breast, in order to produce a symmetrical appearance

[Continue](#)

Links to related Coverage Positions (will open in a new browser window):

- [Breast Implant Removal](#)
- [Breast Reconstruction Following Mastectomy or Lumpectomy](#)
- [External Breast Prosthesis for Post Mastectomy Patients](#)
- [Prophylactic Mastectomy](#)
- [Reduction Mammoplasty for Macromastia](#)
- [Surgical Treatment for Chest Wall Deformities \(Pectus Excavatum/Carinatum\) and Poland Syndrome](#)


As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.

Answer each question that appears on the screen.

Click Continue.



IS PRECERTIFICATION REQUIRED - INPATIENT

 **Precertification Request**

Your request has been pended for review by our medical management unit. Please provide any additional supporting medical necessity information for this request that will assist us in rendering our decision.

Please enter any additional clinical information. You cannot enter any of the following characters: < > ! @ % ^ * () =

Type your contact information and any additional supporting information.

You may also fax or mail additional clinical information to Cigna HealthCare.
Cigna HealthCare:
Mailing Address
City, ST 00000
999-999-9999

Please indicate if you intend to send additional information by checking this box:

Check this box if you are sending additional information in support of the precertification request


Note: As a registered Cigna HealthCare and/or NaviNet user, it is your responsibility to provide accurate information to ensure appropriate processing of your request. Entering inaccurate information may result in inappropriate processing of your request. Authorizations issued based upon inaccurate information may not be valid.

Click Continue.

[Continue](#) [Save](#) [View Referral/Auth](#) [Review Notes](#) [Go](#)

IS PRECERTIFICATION REQUIRED - INPATIENT

[Print page](#)



Precertification Response

Request for precertification number 773890K2 is pended for additional review. You may be contacted by telephone for additional information.

Precertification Information

Precertification Status: PENDING Service Start Date: 11/27/2012 Benefit Level: In-Network for Contracted Provider	Precertification Number: 773890K2 Service End Date: 11/28/2012 Transplant Zone:
---	---

Member Information

Member Name: Smith, Jane	Member ID: U98765432101
--------------------------	-------------------------

Provider Information

Ordering or Admitting Provider: Lauren Smith, MD Facility, Location, or Rendering Provider: Healthcare Center West Place of Service: Hospital: Inpatient Access Type: Elective Assistant Surgeon: No	Admit From: Physician Referral Bed Type: Medical/Surgical
--	--

Diagnosis Details

	Diagnosis Code	Description
Primary	233.0	CARCINOMA IN SITU BREAST

Services

[\(+ Show Services Requested\)](#)

Decision	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	19357 - BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Pending	

Please contact Cigna directly with questions regarding the data presented.

[Go to top](#)

A precertification submission may be immediately approved or pended for further review.

You can print this page for your records.

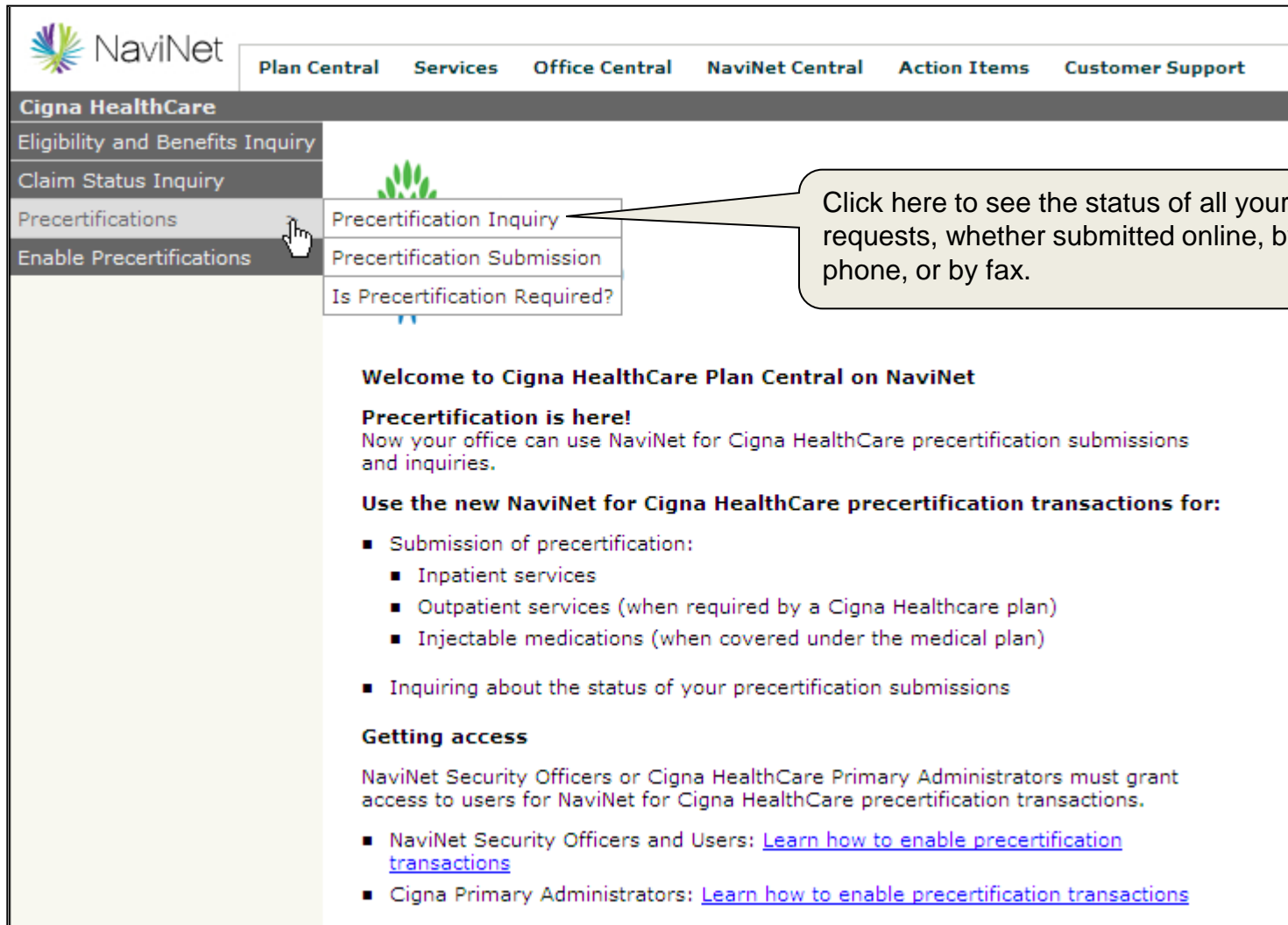
For a pended submission, you'll be contacted within 48 hours or sooner if required by state or federal law.



PRECERTIFICATION INQUIRY

PRECERTIFICATION INQUIRY

You can view the status of any precertification request submitted by phone, fax, or online for up to two years from its original submission date.



The screenshot shows the NaviNet website interface. At the top, there is a navigation bar with links for Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. Below this is a Cigna HealthCare logo and a sidebar menu with options: Eligibility and Benefits Inquiry, Claim Status Inquiry, Precertifications, and Enable Precertifications. The 'Precertifications' menu item is highlighted, and a dropdown menu is visible with three options: Precertification Inquiry, Precertification Submission, and Is Precertification Required?. A callout box points to the 'Precertification Inquiry' link with the text: "Click here to see the status of all your requests, whether submitted online, by phone, or by fax."

Welcome to Cigna HealthCare Plan Central on NaviNet

Precertification is here!
Now your office can use NaviNet for Cigna HealthCare precertification submissions and inquiries.

Use the new NaviNet for Cigna HealthCare precertification transactions for:

- Submission of precertification:
 - Inpatient services
 - Outpatient services (when required by a Cigna Healthcare plan)
 - Injectable medications (when covered under the medical plan)
- Inquiring about the status of your precertification submissions

Getting access

NaviNet Security Officers or Cigna HealthCare Primary Administrators must grant access to users for NaviNet for Cigna HealthCare precertification transactions.

- NaviNet Security Officers and Users: [Learn how to enable precertification transactions](#)
- Cigna Primary Administrators: [Learn how to enable precertification transactions](#)

PRECERTIFICATION INQUIRY



Precertification Inquiry

[Print page](#)

Please choose one of the three search type options, enter the required data for that option, and click Search.

Search tips: **1. Precertification Number**
Enter a Precertification Number. (Only required if searching by Precertification Number).

Search Type: Precertification Number
 Member ID
 Member Name and DOB

Precertification Number:

Member ID:

Member DOB:

Member Last Name:

Member First Name:

Provider Name:

Service Start Date:

Service End Date:

Service Start Date	PreCert #	Member ID	Member Name	Place of Service	Requesting Provider	Servicing Provider	Diagnosis Code	Status	
08/28/2012	773890K2	U98765432101	Smith, Jane	Hospital: Inpatient	Lauren Smith, MD	Healthcare Center West	233.0 - CARCINOMA IN SITU BREAST	APPROVED	Select

[Go to top](#)

Select the Search Type.

Complete the search fields.

Click Search, then scroll down to display the precertification status details.

Click Select.



PRECERTIFICATION INQUIRY

The Precertification Details page shows all the information for the inquiry.

[Print page](#)



Precertification Details

Precertification Information

Precertification Status: APPROVED
Service Start Date: 08/28/2012
Benefit Level: In-Network for Contracted Provider

Precertification Number: 773890K2
Service End Date: 11/28/2012
Transplant Zone:

Member Information

Member Name: Smith, Jane
Member ID: U98765432101

Provider Information

Ordering or Admitting Provider: Lauren Smith, MD
Admit From: Physician Referral
Servicing Provider: Healthcare Center West
Place of Service: Hospital: Inpatient
Access Type: Elective

Diagnosis Details

	Diagnosis Code	Description
Primary	233.0	CARCINOMA IN SITU BREAST

Services

(+) Show Services Requested

	Service	Start Date	End Date	Units	Bed Type	Precertification Status	Secondary Status
Approved	19357 - BREAST RECONSTRUCTION, IMMEDIATE OR DELAYED, WITH TISSUE EXPANDER, INCLUDING SUBSEQUENT EXPANSION	01/10/2007	01/11/2007	Days: 1	Medical/Surgical	Approved	

A Precertification status indicating "Approved" is not a guarantee of payment. Payment is subject to eligibility on date of service, plan benefits limitations and exclusions, pre-existing condition limitations, and patient liability under the plan.

Please contact Cigna directly with questions regarding the data presented.

You can print this page for your records.



REFERRAL/AUTHORIZATION LOG

REFERRAL/AUTHORIZATION LOG

Use this tool if you need to search for and/or complete a precertification submission. This tool is only available to users who log in directly to NaviNet.net.

The screenshot shows the NaviNet web application interface. At the top, there is a navigation bar with the NaviNet logo on the left and several menu items: Plan Central, Services, Office Central, NaviNet Central, Action Items, and Customer Support. On the far right of the navigation bar, there are links for 'New Admin Messages', 'New Action Items', and 'Log Off'. Below the navigation bar, there is a sidebar on the left with a 'Cigna HealthCare' logo and a list of menu items: Eligibility and Benefits Inquiry, Claim Status Inquiry, Precertifications (with a right-pointing arrow), and Enable Precertifications. The main content area features a large 'Cigna' logo on the left. A red rectangular box highlights the 'Office Central' menu item, which has opened a dropdown menu. The dropdown menu contains the following items: Referral/Auth Log (with a mouse cursor pointing to it), Patient List, Office Providers, Additional Specialists/Facilities, Preferred Providers, and Reports. A callout box with a pointer to the 'Referral/Auth Log' item contains the text: 'After you log in to NaviNet.net, from the Cigna Plan Central page, click Office Central > Referral/Auth Log.' Below the main content area, there is a 'Welcome to Cigna HealthCare Plan Central on NaviNet' section, followed by a 'Precertification is here!' section, a 'Use the new NaviNet for Cigna HealthCare precertification transactions for:' section with a bulleted list of services, and a 'Getting access' section. On the right side of the page, there is a 'Popular Links' section with sub-sections for 'General Information', 'Claims Information' (with links for Forms, Policies and Procedures, Editing Procedures, and Reimbursement), 'Patient Information' (with links for ID Card Information and Referral Policy), and 'Provider Information' (with links for Provider Directory, Requesting Provider Directory Changes, Credentialing, and National Provider Identifier (NPI)).

REFERRAL/AUTHORIZATION LOG

1. Select the search criteria.

Referral/Authorization Log

Quick Search : Display referrals/authorizations where the

Patient's Name Begins With:

Request Date From:

Request Date To:

2. Enter the search data.

Quick Search Results
Records 1-1 of 1, page: 1

	Patient Plan	DOB Plan Member ID	Status Auth. Code	Referring Provider Specialist	Req Type Req Date	# Visits Exp Date
Notes	Smith, Jane	07/20/1950	Incomplete	Lauren Smith, MD	Precertification Submission	12 req
Delete	Cigna HealthCare	U98765432101	N/A	N/A	11/27/2012	N/A
Notes	Smith, Jane	07/20/1950	Approved	Lauren Smith, MD	Precertification Submission	1 app
	Cigna HealthCare	U98765432101	1504012001489	N/A	11/28/2012	02/26/2013

Records 1-3 of 3, page: 1

3. Click Go to display the results.

4. Click the patient's name to view the precertification submission.
If a submission is incomplete, the link will open to where you left off where you were last in the process of submitting the precertification request.

NAVINET CUSTOMER SUPPORT

NAVINET CUSTOMER SUPPORT

NaviNet Customer Support contains useful information that can answer many of your questions.

The screenshot shows the NaviNet web application interface. At the top, there are navigation tabs: Plan Central, Services, Office Central, NaviNet Central, and Action Items. A 'Customer Support' tab is highlighted with a red box, and a mouse cursor points to a link that says 'Click Here for NaviNet Customer Support'. Below the navigation is the Cigna logo and a welcome message: 'Welcome to Cigna HealthCare Plan Central on NaviNet'. The message states: 'Precertification is here! Now your office can use NaviNet for Cigna HealthCare precertification submissions and inquiries. Use the new NaviNet for Cigna HealthCare precertification transactions for:'. A list of transactions follows: 'Submission of precertification: Inpatient services, Outpatient services (when required by a Cigna Healthcare plan), and Injectable medications (when covered under the medical plan);' and 'Inquiring about the status of your precertification submissions'. Below this is a 'Getting access' section. On the right side, there is a 'Popular Links' section with categories: 'General Information', 'Claims Information' (Forms, Policies and Procedures, Editing Procedures, Reimbursement), 'Patient Information' (ID Card Information, Referral Policy), and 'Provider Information' (Provider Directory, Requesting Provider Directory Changes, Credentialing, National Provider Identifier (NPI)).

Congratulations!
You've completed the
Cigna for Health Care Professionals Website
Online Precertification eCourse

Bookmark CignaforHCP.com today!

"Cigna" is a registered service mark and the "Tree of Life" logo are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. All models are used for illustrative purposes only.

© 2014 Cigna. Some content provided under license.

