

Precertification link moving for medical providers

On November 7, 2018, the "View & Submit Precertifications" link on the Cigna for Health Care Professionals website (CignaforHCP.com) will move to the "Patient Eligibility & Benefits" section. This change only affects medical providers. To view or submit precertification requests, users will first need to conduct a patient search. Alternatively, users may go directly to Navinet.com to submit precertification requests for their patients with Cigna coverage.

New registration and access process phased rollout began November 7, 2018

This month, we will implement a new way for all medical, dental, and behavioral providers to register and obtain access to CignaforHCP.com. These changes are being rolled out in phases, the first of which was implemented on November 7, 2018.

The website access manager will have these key responsibilities:

- Obtain access for, and approve new users at their practice for CignaforHCP.com.
- Assign and manage the level of access each user has to the website. This will help ensure users can view and perform functions on the website that are aligned and relevant to their job. For example, users who need electronic funds transfer (EFT) banking information to perform their job will have access to it; others will not.
- Remove access for users who no longer need it.

Rollout schedule and external communications

- The implementation of the new registration and access process will occur in phases, which began on November 7, 2018 with all website access managers. Website access managers will receive an email informing them that their new role started on that day.
- Following the November 7, 2018 website access manager rollout, changes will be implemented to CignaforHCP.com users in subsequent phases.
- When they are included in a scheduled rollout, we will send an email to all website users informing them of the changes.
- Messages on CignaforHCP.com will alert users of coming changes and let them know that they may notice a change in their ability to access certain functions on the website. If users need to change their access level, they will be directed to contact their website access manager.