

ONLINE APPEALS AND CLAIM RECONSIDERATION NOW AVAILABLE

For Health Care Providers
November 2020

Now you can submit appeals and claim reconsideration requests online for medical claims using the Cigna for Health Care Professionals website (CignaforHCP.com). This is an enhancement you've been asking for and we've been working hard to provide you with an easy-to-use tool.

Why submit claim reconsideration requests and appeals online?

- Avoid having to call Customer Service.
- Save time – no need to fax or mail.
- Use the notes section to explain your request.
- Use the upload feature to attach supporting documentation.
- Be confident your request was received via a reference number.
- View the status of the reconsideration request or appeal.

Who can use the new feature?

To:	You'll need this entitlement:
Submit a reconsideration request	Claim search, Reconsideration
Check the status of a reconsideration request	Claim search
Appeal a precertification decision for a claim that wasn't submitted yet	Patient search, Precertification

To register for the website, go to CignaforHCP.com > [Register](#).

How to use the new feature

Log in to CignaforHCP.com.

To submit a claim reconsideration request or appeal:

- Search for the claim.
- Review the details of the claim.
- If an adjustment or appeal is needed, click the Start a Reconsideration button at the top of the page and follow the steps.

To appeal a precertification decision:

- Search for the patient.
- Click the precertification tab.
- Select the precertification you want to appeal.
- Click the Start Appeal button at the bottom of the page and follow the steps.

Learn more about the new feature

Join us for a virtual webinar to learn how to use the new features and ask questions

Date	Time	Meeting number
Thursday, November 12, 2020	12:30 ET	173 258 6965
Friday, November 13, 2020	2:00 ET	173 772 6200
Tuesday, November 17, 2020	3:00 ET	173 162 7016
Thursday, November 19, 2020	12:30 ET	129 319 7768

Preregistration is required for each webinar:

1. Click the link on the date of the webinar you'd like to attend from the options above.
2. Click the Register button.
3. Enter the requested information and click Register.
4. You'll receive a confirmation email with meeting details and link to join the session.

We want to hear what you think

We appreciate your feedback as we continue to enhance CignaforHCP.com, and hope you enjoy the latest improvements. Please tell us about your experience by using the feedback button on the right side of each website page.



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