

# Online Remittance Reports

At CIGNA, we want to help you make the most of your time and provide the tools you need to handle the administrative details of health care. Receiving your remittance reports online can help you more easily store and search payment information, share it with your office staff, and obtain copies of reports anytime, just by visiting the CIGNA for Health Care Professionals website ([www.cignaforhcp.com](http://www.cignaforhcp.com)).

## What reports can be accessed online?

When you enroll to receive electronic funds transfer (EFT) from CIGNA, you can access remittance reports that explain your processed claims, such as direct deposit activity reports (DDARs) or checkless explanations of payment (EOP).

## What are the benefits of receiving remittance reports online?

- View your remittance reports online the same day you receive your deposit
- Easily reconcile payments using a single remittance tracking number:
  - Ask your bank to provide the payment related information from field 3 of record 7 on the EFT report they send to you
  - “Reference Identification Field” (or TRN02) on your electronic remittance advice (ERA)
  - Number located on the right side of the first page of your online remittance report
- Search and download online reports to share with your staff
- Reduce the amount of paperwork you receive
- View each claim within the deposit, including the service line detail paid amount and patient responsibility amount
- Search within the remittance report for specific patients or claims

## Easily locate the reports you need

- Log in to [www.cignaforhcp.com](http://www.cignaforhcp.com)
- Search for your remittance reports using several options:
  - Member Name or ID: allows you to search for any remittance reports that include a specific member – complete either:
    - Member ID and Date of Birth, or
    - Member ID, Subscriber Name, and Member First Name, or
    - Subscriber Last Name, Member Date of Birth, and Member First Name
  - Claim/Reference Number: the CIGNA-assigned claim/reference number located on your EOP, claim remittance advice, DDAR and provider explanation report
  - Remittance Tracking Number: the number CIGNA assigns to your EFT; the remittance tracking number is included on the EFT file to the bank

– Deposit Amount: search for specific deposit amount or deposits made within a specific date range

- If you conduct a claim inquiry search, you can also view the remittance report for that specific claim by clicking the “Remittance Report Tracking Number” link at the bottom of the page

## How can I start receiving online remittance reports?

Remittance reports for your payments are available through the CIGNA for Health Care Professionals website.

- If you’re already registered for the website and have access to claims status inquiry, you automatically have access to online remittance reports
- *Primary Administrators:* If you have staff that will need access to online remittance reports, log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) > Assign Access > Add a New User/Modify a User > Check Claim Status

If you’re not yet registered for the CIGNA for Health Care Professionals website, go to [www.cignaforhcp.com](http://www.cignaforhcp.com) and click “Register Now.” Once you complete the registration information and it has been validated, you can access your remittance reports online. For step-by-step registration directions, go to [www.cignaforhcp.com](http://www.cignaforhcp.com) and click “Learn How to Register and Log In.”

### Two ways to access your remittance reports online!

Access your reports directly by logging in to the CIGNA for Health Care Professionals website at [www.cignaforhcp.com](http://www.cignaforhcp.com)

Select Inquiry Tools, and choose how you want to search for your report – by Member Name or ID, Claim/Reference Number, Remittance Tracking Number, or Deposit Amount.

**or**

View a remittance report for a specific claim by clicking the “Remittance Report Tracking Number” link when viewing a claim on the website.

For step-by-step directions on how to view online remittance reports, log in to [www.cignaforhcp.com](http://www.cignaforhcp.com) > Education and Help > Online Remittance Reports course.

**Questions? Call 1.800.88CIGNA (882.4462)**

