



May 03, 2024

Re: Cigna Healthcare to make digital claim and precertification correspondence available on the Cigna for Health Care Professionals website



One of our core goals is to provide you with a digital-first experience. A key way we are doing this is by making digital claim and precertification correspondence available on the Cigna for Health Care Professionals website (CignaforHCP.com).*

What this means to you

Digital correspondence will allow you to receive centralized claim and precertification-related information faster than mail delivery. Website access managers can also designate multiple individuals within your practice to have access to digital correspondence, therefore reducing time and potential errors associated with internally forwarding paper letters.

Following is the timeline for your transition to digital claim and precertification correspondence.

Date	Action
June 20, 2024	<ul style="list-style-type: none">Digital claim correspondence for providers with a Taxpayer Identification Number (TIN) ending in 4897 will be available via the Messaging Center on CignaforHCP.com.Website users in your practice who have the claim entitlement will have access to digital correspondence notifying them that new claim letters are available, or action is required to continue processing.
July 18, 2024	<ul style="list-style-type: none">Digital precertification correspondence for providers with a TIN ending in 4897 will be available via the Messaging Center on CignaforHCP.com.Website users in your practice who have the precertification entitlement will have access to digital correspondence notifying them that new precertification letters are available, or action is required to continue processing.
August 9, 2024	<ul style="list-style-type: none">Your TIN will no longer receive claim or precertification-related paper letters.

Communication preferences

Starting May 23, 2024, you will be able to designate the following communication preferences by logging into CignaforHCP.com > Setting and Preferences > Communications Settings.

- Setup communication preferences related to:
 - The type of correspondence you want to receive (e.g., emails and/or alerts) when digital correspondence is available.
 - Email notifications and frequency to alert you when new digital correspondence is available.
- Website access managers can select to continue receiving claim and/or precertification-related paper letters.

* You may continue to receive some paper letters for claim and/or precertification correspondence. Currently, digital correspondence only applies to certain PPO plans.

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Additional information

If you have questions about digital correspondence, please refer to the FAQs located at <https://providernewsroom.com/cigna-healthcare/correspondence-center-faq/>. You can also contact the Cigna Healthcare Provider Service Line at **800.88Cigna (882.4462)**.

Sincerely,

Cigna Healthcare

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