Cigna: Benefit Verification
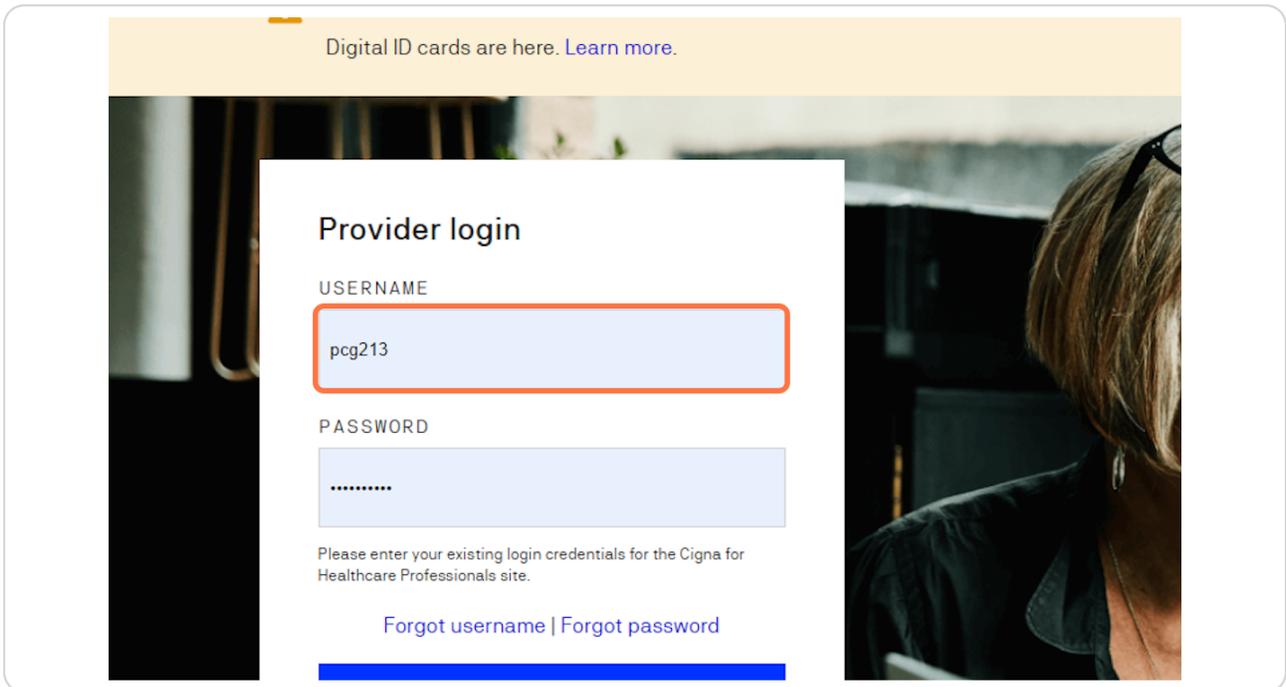
Steps to verifiy client insurance benefits via Cigna Provider Portal

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Created by

Progress Counseling Group

Creation Date

August 11, 2023

Last Updated

October 21, 2023

P **Access Evernorth Provider Portal**

https://provider.evernorth.com

STEP 1

Enter USERNAME

STEP 2

Enter PASSWORD
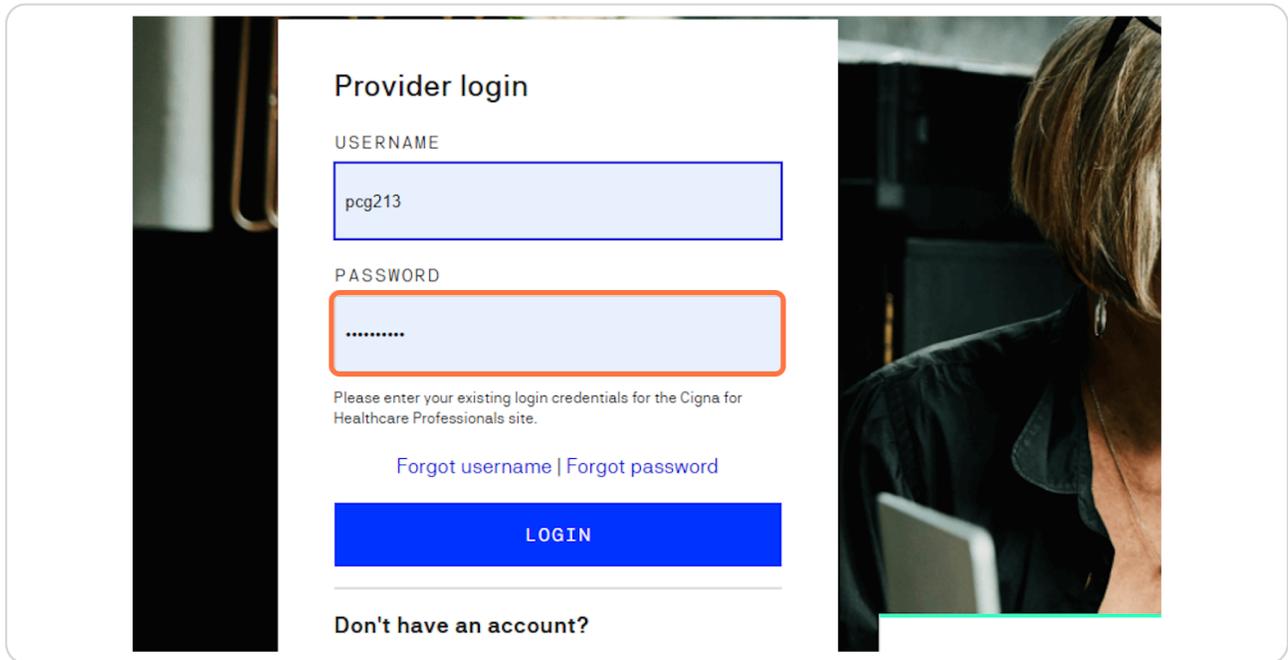
Provider login

USERNAME

pcg213

PASSWORD

•••••••••

Please enter your existing login credentials for the Cigna for Healthcare Professionals site.
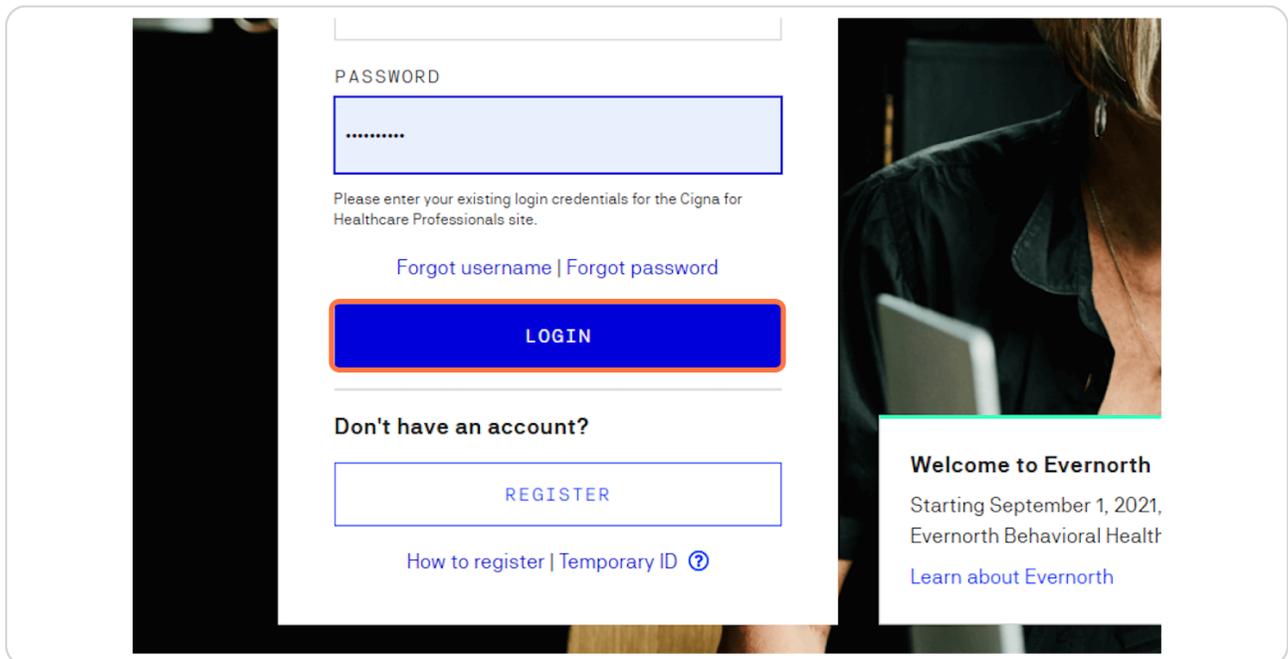
Forgot username | Forgot password

LOGIN

Don't have an account?

STEP 3

Click on LOGIN

PASSWORD

•••••••••

Please enter your existing login credentials for the Cigna for Healthcare Professionals site.

Forgot username | Forgot password

LOGIN

Don't have an account?

REGISTER

How to register | Temporary ID ?

Welcome to Evernorth

Starting September 1, 2021, Evernorth Behavioral Health

Learn about Evernorth

Click on Search Patients

Your password is expired. Please change it now to avoid being locked out

EVERNORTH
HEALTH SERVICES

DASHBOARD   PATIENTS   CLAIMS   REPORTS   MY

Search Patients

Updated 06/23 Evernorth Behavioral Health's Response to Coror

⚠ We are experiencing intermittent issues displaying some claim de

Digital ID cards are here. Learn more.

STEP 5

Enter Member ID #

ELIGIBILITY AS OF DATE *(CAN BE TWO YEARS PRIOR OR UP TO 30 DAYS IN TH*

08/11/2023   🗓

Patients

Patient ID (or SSN)   Patient Date of Birth   Last Name

123456789   🗓

🗓

🗓

Enter Date of Birth

23 🗓

ent ID (or SSN)   Patient Date of Birth   Last Name

27140603   08/03/1994 🗓

🗓

🗓

Click on SEARCH

🗓

🗓

ADD NEW PATIENT

SEARCH

Select Patient ID

PATIENT RESULTS AS OF 08/11/2023			
Patient ID	Date of Birth	Last Name	Fir Na
⚑ 123456789	08/03/1994		
⚑			

Click on CONFIRM PATIENT in Popup window

Name

DOB

ID

Address

*To update address information, the member should contact the customer service number listed on the back of their identification card.

CONFIRM PATIENT   Close

Click on In-Network

Initial Coverage Date

Current Coverage

Contract Year From

Contract Year To

Coverage Status   In-Network ⌄

The "Select Network" dropdown allows you to see benefits based on your patient'

Review DEDUCTIBLE and OUT OF POCKET MAXIMUM information

Contract Year From   10/01/2022
Contract Year To   09/30/2023

Coverage Status   In-Network ⌄

The "Select Network" dropdown allows you to see benefits based on your patient's network.

Deductible

Eligible in-network preventive care is covered 100%

Family Deductible: $2,800.00
Met: $2,800.00   Remaining: $0.00

- Benefit does apply to member's out-of-pocket maximum
- Out of network amounts apply to in-network
- Out-of-Network Deductible Cross Accumulates to In-Network Deductible

Coinsurance: 20%

- This benefit does apply to member's out-of-pocket maximum

Lifetime Maximum: Unlimited

-- Utilization Data is not available for this benefit.

Benefits ⓘ

LOOKUP PROCEDURE CODES

GENERATE BENEFIT REFERENCE #

OR

SEE GENERAL BENEFITS

Out-of-Pocket Maximum

Family Out-of-Pocket Maximum: $6,000.00
Met: $3,922.29   Remaining: $2,077.71

- Out of network amounts apply to in-network
- Out-of-Network Out-of-Pocket Maximum Cross Accumulates to In-Network Out-of-Pocket Maximum

BACK TO TOP

STEP 12

Click on LOOKUP PROCEDURE CODES

STEP 13

Enter Procedure Code or search by description

STEP 14

Select correct Procedure Code

STEP 15

Select Place of Service

11 = In Office
10 + Telehealth

Review Coinsurance/Copay information

Coinsurance % is the percentage of the contracted rate client is responsible for. This varies by client and procedure. Not necessary to quote a dollar amount.

Tango

Never miss a step again. Visit Tango.us