

ELECTRONIC DATA INTERCHANGE (EDI)

Electronic Payment and Remittance Advice for Medical and Behavioral Health Care Professionals

What's Inside?

- Explanation of electronic funds transfer (EFT)
- Explanation of electronic remittance advice (ERA)
- How to enroll in EFT and ERA
- Helpful information on working with vendors

WELCOME

At Cigna, we want to help you make the most of your time and provide the tools to help lower your administrative costs.

Using electronic funds transfer (EFT) with electronic remittance advice (ERA) can reduce costs and improve cash flow.

This course will provide you with information about EFT and ERA, including how to enroll for these services.

WHAT IS EFT?

Electronic funds transfer (EFT), also known as direct deposit, offers a secure method for funds to be deposited directly into your bank account for claim fee-for-service and capitated payments.

By enrolling in EFT, you can:

- Eliminate paper check mail delivery and handling
- Access funds on the same day of the deposit
- Increase efficiency and improve cash flow

When you enroll in EFT, you can also access a separate remittance report [also known as a direct deposit activity report (DDAR)] for each deposit on the Cigna for Health Care Professionals website (CignaforHCP.com). The DDAR shows the deposit transaction and details, the claims processed, and payments included in that deposit.

When you enroll in EFT and ERA together, you can access the information about your payments as quickly as you can access the funds.

ENROLLING IN EFT IS EASY

Two ways to enroll in EFT*

- With multiple payers, including Cigna, through the Council for Affordable Quality Healthcare (CAQH) website: <https://Solutions.CAQH.org>, or
- Directly with Cigna on CignaforHCP.com
 - If you're already registered to use the website:
 - Log in to CignaforHCP.com > Working with Cigna > Enroll in Electronic Funds Transfer (EFT) Options.
 - Complete the required information.
 - Cigna will send a “pre-note” transaction to your bank to verify that the account information is correct.
 - Unless additional verification is needed, you will begin receiving EFT on the next payment cycle.
 - If you're not yet registered for the Cigna for Health Care Professionals website:
 - Go to CignaforHCP.com and click “Register Now”.
 - Once you complete the registration process and your information has been validated, you can sign up for EFT by following the steps above.

To learn more about enrolling in EFT using CignaforHCP.com, access the CHCP EFT and Online Remittance Report eCourse on CignaforHCP.com > Resources > eCourses.

*EFT is not currently available for patients with GWH-Cigna or “G” ID cards.



PAYMENT BULKING

Cigna offers two payment bulking options for EFT:

- Taxpayer Identification Number (TIN) and payment address
By electing TIN bulking, all of your claims will be grouped into a single payment* based on your TIN and payment address.
- National Provider Identifier (NPI)
By electing NPI bulking, all of the claims will be grouped into a single payment* for each “Billing Provider” NPI from the submitted claim.
 - The ERA or DDAR will be bulked by TIN or NPI, depending on your payment bulking preference.
 - You can elect a separate bank account for each “Billing Provider” NPI.
 - A primary or default bank account must be identified for any payments where the submitted claim does not include a NPI tied to a bank account.
 - NPI bulking does not apply to capitated or Collaborative Accountable Care (CAC) payments.

To update your payment bulking preference, log in to CignaforHCP.com > Working with Cigna > Manage EFT Settings.

* Separate payments will be sent by each claim system.

IMPORTANT TIPS FOR EFT

- For savings account deposits, you must first verify that your bank supports EFT.
- The enrollment process typically takes four to six weeks, depending on the length of the verification (pre-note) process.
- If you have more than one TIN, you must complete the steps to “Enroll in a New EFT Account” for each TIN, NPI, and bank account combination.
- You can view a calendar of EFT payment dates by logging in to CignaforHCP.com > Resources > Reimbursement and Payment Policies > Reimbursement > Electronic Funds Transfer (EFT).
- If your TIN, billing address, or bank account changes, you must submit a change request to Cigna. Log in to CignaforHCP.com > Working with Cigna > Manage EFT Settings.

WHAT IS ERA?



Electronic remittance advice (ERA), or the 835, is the HIPAA-compliant detailed explanation of how a submitted health care claim was processed.

Depending on your accounts receivable software, payments may be automatically posted without manual intervention, which can:

- Help reduce costs
- Save time
- Reduce posting errors
- Shorten the payment cycle
- Reduce the amount of manual work needed to submit coordination of benefit (COB) claims

By enrolling with EFT and ERA together, you can access your funds and complete your accounts receivable posting while avoiding mail delays.

RECONCILING ERA WITH THE PAYMENT

Easily reconcile payments using the single remittance tracking number

For payments sent by check

The check or payment number from your check is located in the “Reference Identification Field” (TRN02) on your ERA.

For payments sent by EFT

- Ask your bank or financial institution to provide the payment-related information (CCD+ Addenda) from field 3 of record 7 on the EFT report they send to you. Cigna sends the CCD+ information to your financial institution as part of the EFT transaction.
- To re-associate the EFT with the ERA, you can match the information from the CCD+ record with the BPR and TRN segments of your ERA.

CCD+ Re-association Data Elements			Corresponding ERA (835 V5010) Data Elements	
CCD+ Record #	Field #	Field Name	Data Element Segment	Data Element Name
5	9	Effective Entry Date – Date the payer intends to provide funds to the payee via EFT	BPR16	EFT Effective Date
6	6	Amount	BPR02	Payment Amount
7	3	Payment Related Information – Payment-related ASC X12 data segments	TRN02 and TRN03	EFT Trace Number and Payer Identifier



PAYMENT BULKING ELECTION IMPACT ON YOUR ERA

- Your ERA will be bulked based on your payment bulking preference.
- You must be enrolled in EFT to receive ERAs bulked by NPI.
 - Payments will be bulked by the “Billing Provider” NPI from the submitted claim.
 - You can enroll with a separate EDI vendor or clearinghouse for each “Billing Provider” NPI.
 - During ERA enrollment, a primary or default EDI vendor must be identified for any remittance reports where the submitted claim did not include a NPI with a specific vendor.
- A “Provider Summary” (TS3) segment is included on the ERA to identify the NPI of the “Billing Provider” from the submitted claim.
 - NPI bulking:
 - The “Payee” NPI will be the “Billing Provider” NPI from the submitted claim.
 - A single “Provider Summary” segment will include the “Billing Provider” NPI from the submitted claim.
 - TIN bulking:
 - The “Payee” NPI will be the “Billing Provider” NPI from the first claim within the remittance advice.
 - The claims within the ERA will be grouped by each submitted “Billing Provider” NPI, and a separate “Provider Summary” segment will identify the Billing Provider NPI.

INFORMATION NEEDED TO RECONCILE YOUR ACCOUNTS IS PROVIDED ON THE ERA

- The patient account number you submitted on the claim
- The charge amount, paid amount, and patient responsibility for the claim
- The charge amount and paid amount for each service line, except for claims that may be paid at a claim level (e.g., DRG and per diem claims)
- The amount and explanation of adjustments between the charge amount and the paid amount
- The allowed amount for each service line
- Adjustments not related to a specific claim (for example, late payment interest or refund acknowledgments)

CIGNA CHOICE FUND® REIMBURSEMENT ACCOUNTS

Since many Cigna patients have a Cigna Choice Fund reimbursement account, such as a Health Reimbursement Account (HRA) or Health Savings Account (HSA), more than one ERA may be received for the claim. Most payments from the patient's account are sent in the same EFT and ERA as the medical payment.

This information below can help you identify payments from these accounts:

- When payment is made from the patient's account, the ERA indicates the remaining patient responsibility and contains a claim status code:
 - 19 = Processed as Primary for the underlying plan payment, but with associated patient account payment
 - 20 = Processed as Secondary for the underlying plan payment, but with associated patient account payment
 - 21 = Processed as Tertiary for patient account payment, but with associated additional patient account payment
- The ERA for the patient's account payment has a claim status code of 2 (processed as secondary) or 3 (processed as tertiary) and claim adjustment reason codes:
 - OA/187 = Consumer spending account payments (includes but is not limited to Flexible Spending Account, HSA, HRA, etc.)
 - OA/23 = The impact of prior payer(s) adjudication including payments and/or adjustments.
OA/23 is used to balance the patient's account payment with the medical payment.

When Cigna is not able to have the reimbursement account sent within the same ERA file, the reimbursement account is sent in a different deposit or check, and an ERA may not be sent.

ENROLLING IN ERA

ERA offers you the flexibility to work with vendors of your choice.

You can use one user ID and password to work with multiple payers, including Cigna.

You do not have to purchase additional software to work with Cigna.

Signing up for ERA is easy:

- Notify your vendor or Post-n-Track^{®*} that you would like to enroll for Cigna ERA.
 - Provide enrollment information as instructed by your vendor or Post-n-Track (If you use more than one TIN, complete a separate enrollment information for each TIN.)
 - If you are enrolling with multiple vendors using your NPI, include the NPI that should be used to route payments to each vendor within your enrollment.
 - Your vendor or Post-n-Track will send the completed enrollment information to Cigna for processing; Cigna will finalize your registration within 10 business days of receiving it.
 - You may begin receiving ERAs on your next payment cycle.
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- You can connect directly to Cigna using the Post-n-Track web service, or through an EDI vendor. The Post-n-Track web service is free to health care professionals in the Cigna network. To enroll, contact Post-n-Track at 860.257.2030, or visit Post-n-Track.com/Cigna.



WORKING WITH VENDORS TO RECEIVE ERA

How does this work?

1. Cigna creates your ERA in the ANSI X12 format.
2. Your vendor reformats the ERA information into a readable format.

Important: How the information is displayed **to you** can vary by vendor.

Companion Guides, which provide detailed information explaining our data guidelines, are available from vendors who directly contract with Cigna to receive ERAs.

For the latest information on our EDI vendors and the transactions they support, visit Cigna.com/EDIVendors.



Congratulations!
You've completed the
Electronic Data Interchange (EDI)
Electronic Payment and Remittance Advice eCourse

Bookmark CignaforHCP.com today!

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