Cigna Logins for OrthoFi

The practice login must be the account Access Manager. OrthoFi needs the practice to create an account, if one does not already exist, and contact Cigna to be added as the Access Manager. Once the practice login is recognized as the Access Manager, we will need assistance from the practice by adding the pre-existing Cigna OrthoFi login as an authorized user.

Frequently Asked Questions

- How do I register an account with Cigna?
  - Cigna Website

- How do I contact Cigna to add my practice as an Access Manager?
  - To set up your access a call is required by the practice to Cigna. Cigna can be reached at 800-853-2713.

- What is an Access Website Manager?
  - The website Access Manager at each practice manages how providers within the group register for and obtain the appropriate level of access to the website.
  - Website Access Managers have three key responsibilities:
    - Obtain access and approve new users in your group for CignaforHCP.com
    - Assign or modify the website functions to which users in your group have access
    - Remove access for users in your group who no longer need it.

- How do I add the OrthoFi login as an authorized user?
  - Once logged in to the Cigna website, click on "Working With Cigna". Under the first option, "Manage User Access", select "Awaiting approval".
  - Select the box for [Orthofi Username] and select "View and edit selected User(s)".
  - Next, assign access by individual TIN. When selecting permissions please click boxes for patient search, claims search/reconsideration, remittance reports, and enroll and manage electronic funds transfer (EFT).
  - Once these have been selected click "Review" then "Submit".

EFT Process (*as applicable*)

- How do I grant EFT access to the OrthoFi login?
    - Once logged in, click on "Working With Cigna". Under the first option, "Manage User Access", select "Add or modify existing users".
    - Select the box for [Orthofi Username] and select "View and edit selected User(s)".
    - Next, assign access by individual TIN, when selecting permissions please click the box for enroll and manage electronic funds transfer (EFT). Click "Review" then "Submit".

Solution

Once the practice has an Access Manager login, OrthoFi will confirm the username that needs to be added as an authorized user to the account. Once OrthoFi's username is added as an authorized user, OrthoFi will be able to effectively perform eligibility verification, perform follow-up on claims, and pull ERAs/EOBs for carrier deposits.

Practice Registration and Access Info:

- **CIGNAFORHCP.COM WEBSITE ACCESS MANAGER**

Step by Step Instructions:

1. Log in to the Cigna website. Upon logging in you will be on the dashboard. From there, click on "Working With Cigna."
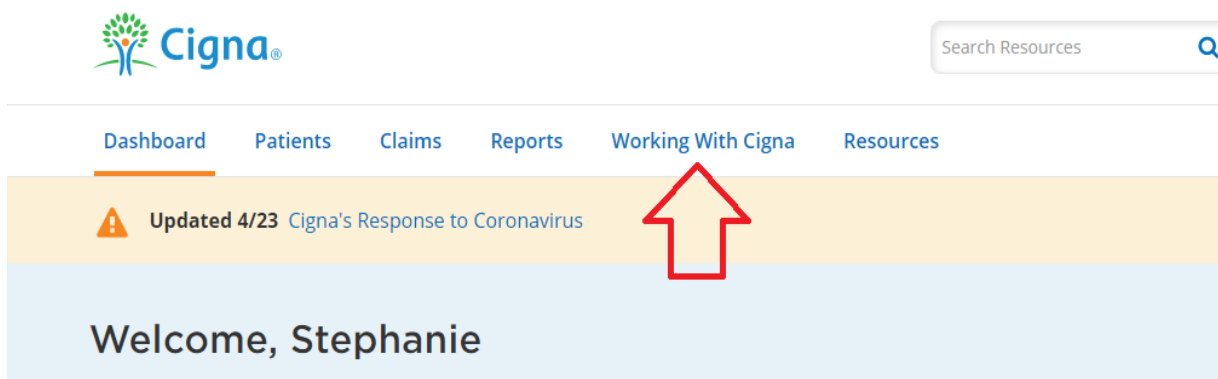
2. On the next screen the first option is "Manage User Access." Click on "Add or modify existing users".

3. Click the box next to OrthoFi's information. Once you have clicked it, the box at the bottom of the page that says "View and edit selected User(s)" will light up blue. Click it.

4. On the next screen, leave "ASSIGN ACCESS BY INDIVIDUAL TIN" selected and click the next button.

Manage User Access

How Do You Want To Assign Access	Assign TIN & Levels Of Access	Confirm Entitlements	Receive Credentials

How do you want to assign access?
Please select the way you would like to assign access

➡ ● **ASSIGN ACCESS BY INDIVIDUAL TIN**
You have the option to assign different levels of access to each TIN and user combination

○ **ASSIGN ACCESS BY GROUP OF TINS**
You can assign the same level of access for all users and desired TINs

Next   Cancel

⬆

5. On the next screen you will be able to delegate access. Please grant us access for patient search, claims search/reconsideration, remittance reports, and enroll and manage electronic funds transfer (EFT).

Entitlements

Apply entitlements based on Job role | Revert to existing access

☐ Delegate access and view delegation history report   ➡ ☑ Remittance reports (835) and delivery preferences

➡ ☑ Patient search (eligibility and benefits)   ☐ Directory updates

➡ ☑ Claims search   ➡ ☑ Enroll and manage electronic funds transfer (EFT)

➡ ☑ Reconsideration

Previous   **Review**   Cancel

⬆

6. Once those boxes have been marked, click the "Review" button at the bottom of the page.

Manage User Access

Confirm Entitlements

You're about to assign access levels and roles to these users for the practices and facilities listed below. Check the chart carefully. Click 'SUBMIT' if everything is correct. To make changes, click 'EDIT'.

User	TINs		Line of Business
▮▮▮▮▮▮ Practice or office management/administration insurance@orthofi.com ▮▮▮▮	▮▮▮▮▮▮ + Patient search + Claims search Reconsideration + Remittance reports + Enroll and manage EFT	▮▮▮▮▮▮▮	**Identified** Dental **Preferred** Medical

[Previous]   [**Submit**]   Cancel

7. Review that proper access has been assigned and select "Submit".