# CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE

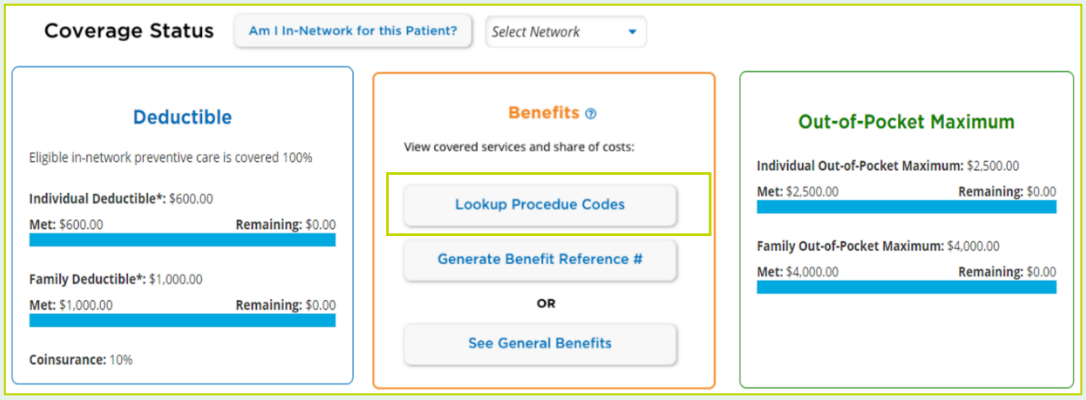
## Procedure code benefit look up

December 2020

**Access your patient's benefit information with ease by using a procedure code.**

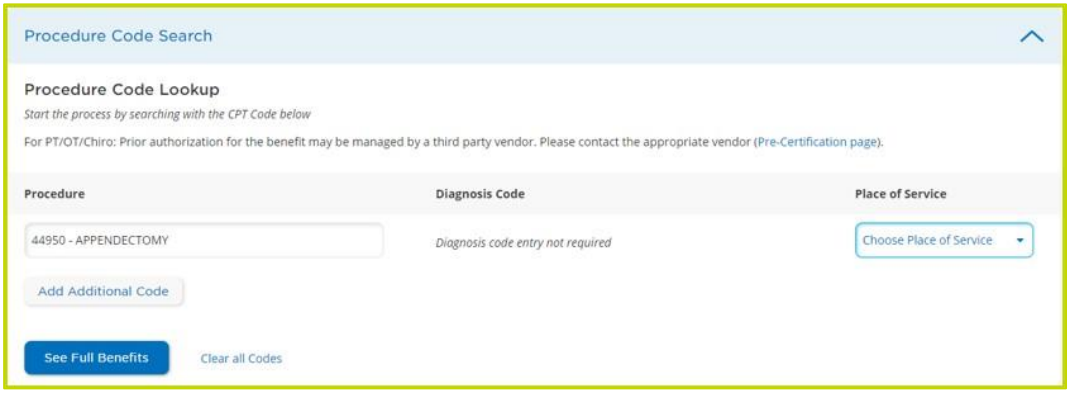
### Benefit search

After locating your patient from the Patient Detail screen, start your benefit search here.



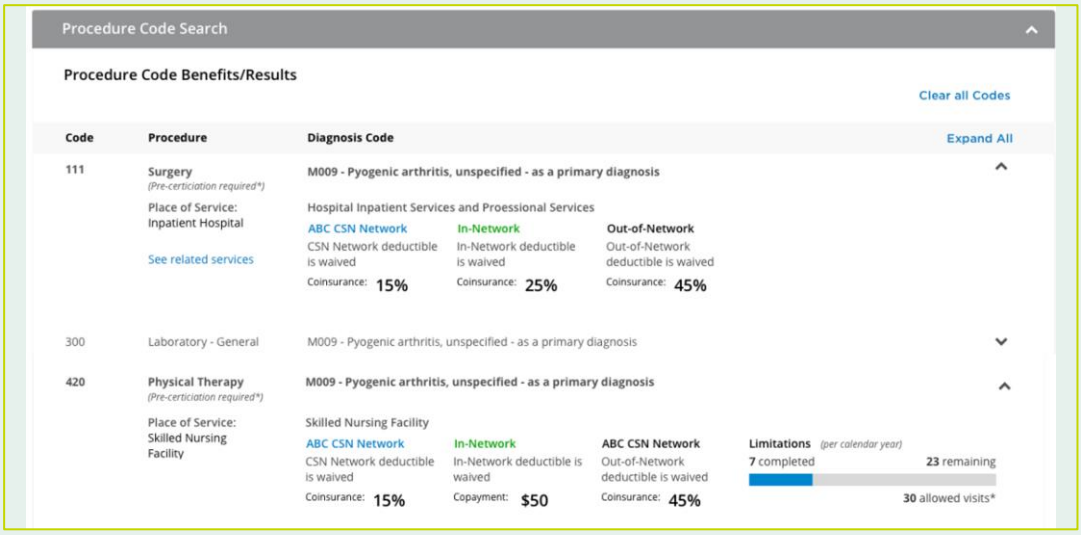

### Code lookup

Enter the procedure code, or search by description. You may be prompted to include the diagnosis code and/or the place of service.




### Results

- View benefits by code and procedure.
- Open the benefits for related services.
- See the completed and remaining status bar when the benefit has limitations.

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## What's happening?

Beginning December 4, 2020, you will be able to access your patient's benefit information for certain procedure codes in selected specialties when performing an eligibility and benefit search on the Cigna for Health Care Professionals website (CignaforHCP.com). Additional procedure codes and specialties will become available throughout 2020.

With this enhancement, you will be able to enter a Current Procedural Terminology (CPT®) code, Healthcare Common Procedure Coding System (HCPCS) code, revenue (REV) code, or American Dental Association (ADA) code on CignaforHCP.com instead of calling Customer Service. In addition, you will have a summary of specific eligibility and benefits searches.

## Frequently asked questions

1. **What procedure codes will I be able to look up on December 4, 2020?**
   You will be able to look up codes that fall within the specialties listed below.

   - Chiropractic Care
   - Diagnostic Medical: Including CT/MRI/X-ray/Lab
   - Durable Medical Equipment
   - Family Planning
   - In/Out Patient Hospital
   - Occupational Therapy
   - Physician Visits
   - Physical Therapy
   - Rehabilitation
   - Renal Care
   - Speech Therapy
   - Surgical
   - Urgent/Emergent Care

2. **Will all CignaforHCP.com users have access to this feature?**
   No. A CignaforHCP.com user must have the Patient Search entitlement to access the feature.

3. **What information does a procedure code lookup include?**
   When you perform a procedure code lookup, you will be able to view the patient's:
   - Deductible and remaining deductible.
   - Maximums.
   - Coinsurance and copayment.
   - Frequencies and limitations, when applicable.
   - Precertification requirement. The user will receive a link to the precertification list and the following message: *Modifiers are not used in benefit determinations. The addition of a modifier may change precertification requirements.*

   Future enhancements will include related services.

4. **If I receive a message indicating the procedure code I entered is valid but not available, what does it mean?**
   You entered a code that is not within the specific specialty and is not available yet. As the year progresses, more specialties and codes will become available.

5. **How can I save my query and results?**
   You may generate a benefit reference number (BRN), which you may use to populate your electronic medical record (EMR) system. You may download or print a detail summary for your records.

6. **How long will the BRN be available on CignaforHCP.com?**
   BRN history is available for two years after the request is made.

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