Provider.Evernorth.com

Site overview

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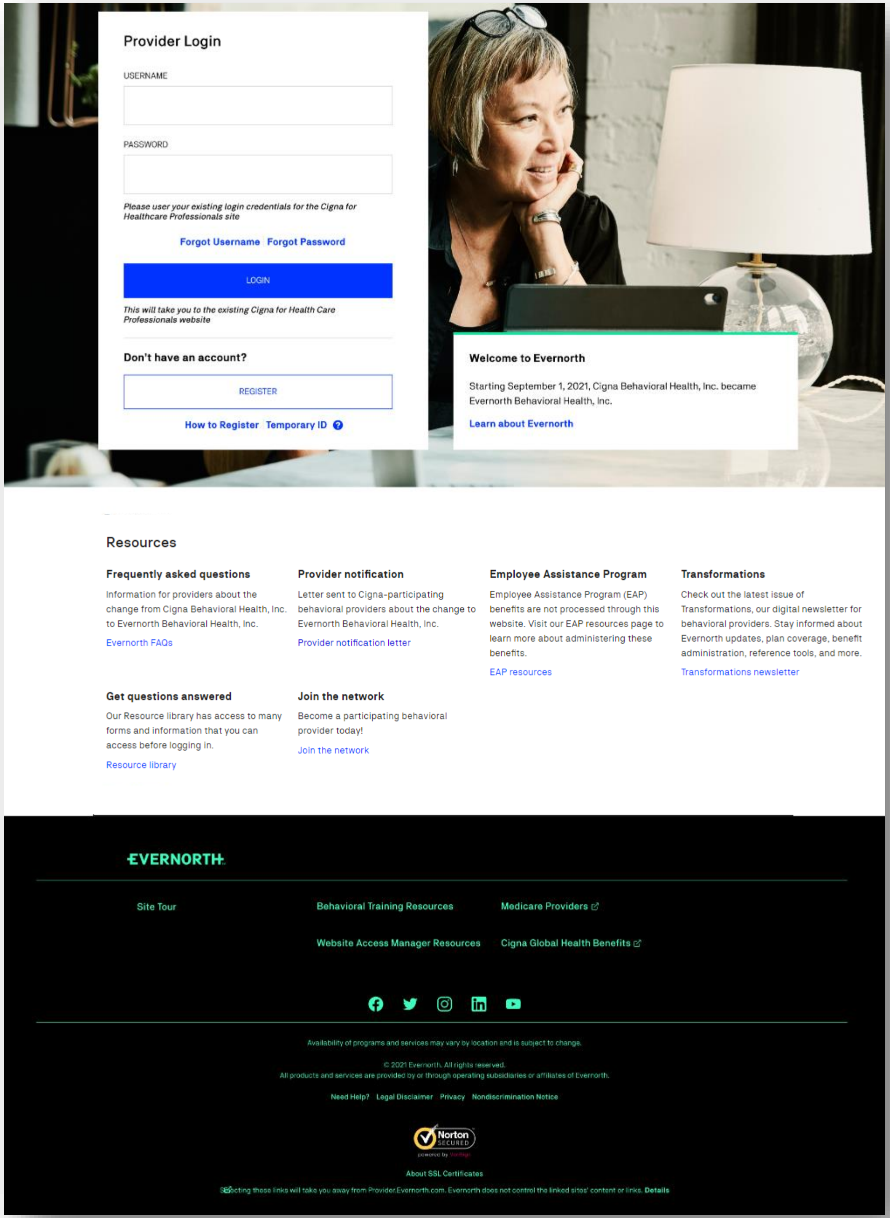
Provider.Evernorth.com landing page



Quickly access frequently used resources without logging in

Help content, training resources and other websites are located in the footer

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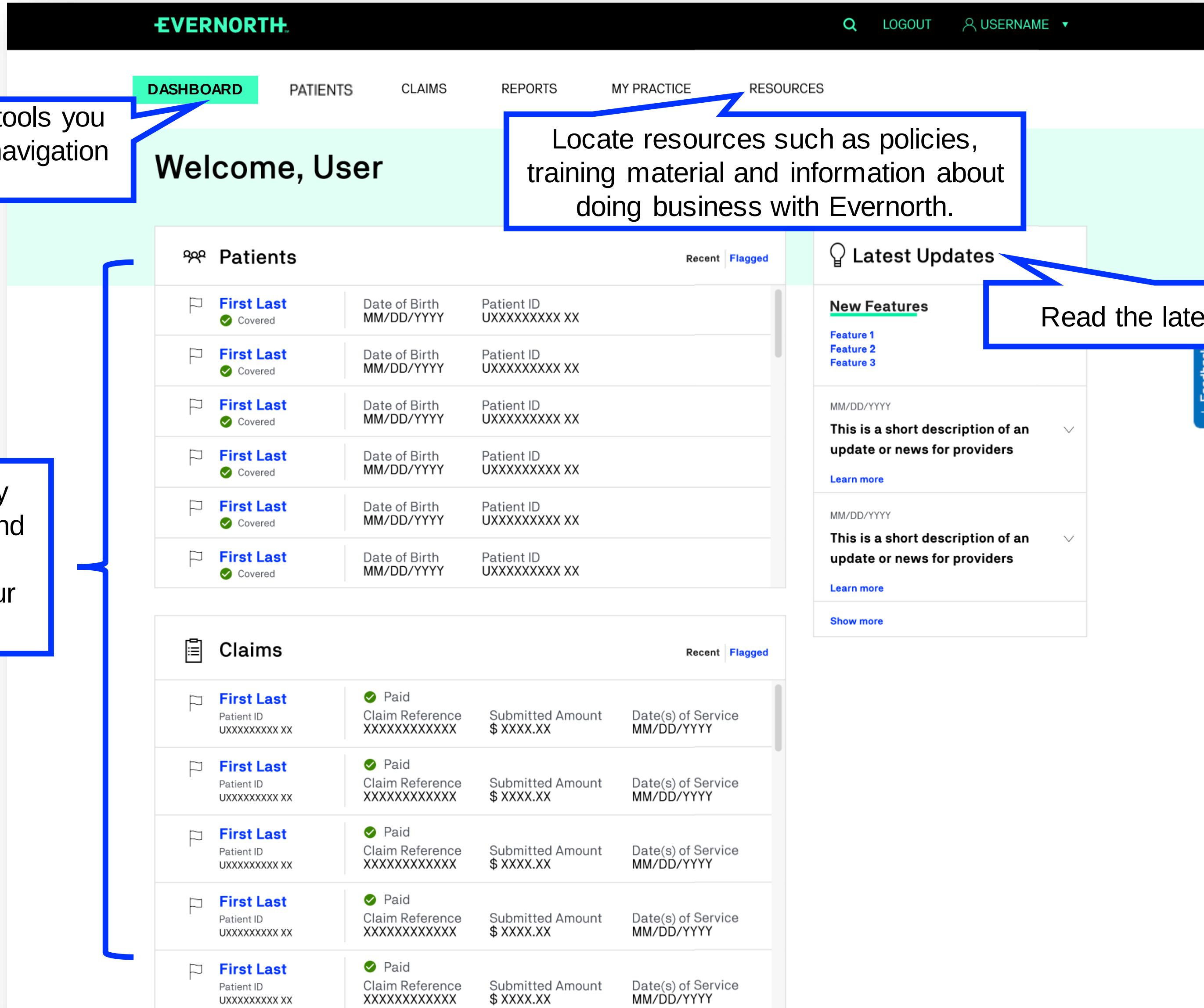
Dashboard

Quickly access the tools you need using the top navigation menus

Locate resources such as policies, training material and information about doing business with Evernorth.

Read the latest updates

Flagged or recently searched patients and claims are easily accessible from your dashboard



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Patients

View patient coverage details for both Evernorth Behavioral and Cigna administered plans and solutions.

Search up to 10 patients at a time.

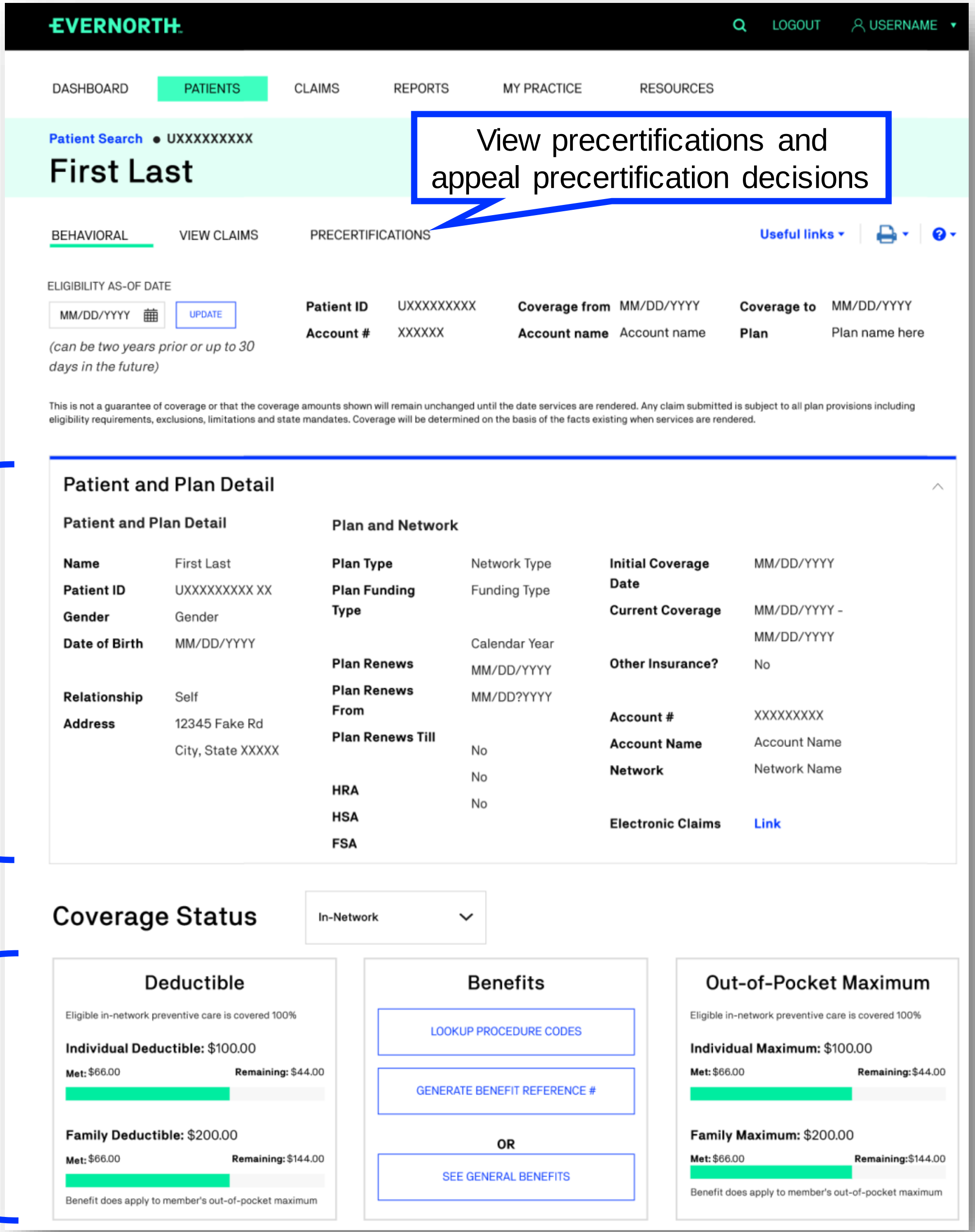
View patient's plan details including:
- Plan type
- Plan renewal information
- Funding type
- Health account info
- Other insurance information

View patient's:
- **Deductibles and Maximums**

Look up benefits:
- By procedure code
- General benefits - browse all categories

Generate benefit reference number allows you to save the benefit details you viewed

View precertifications and appeal precertification decisions



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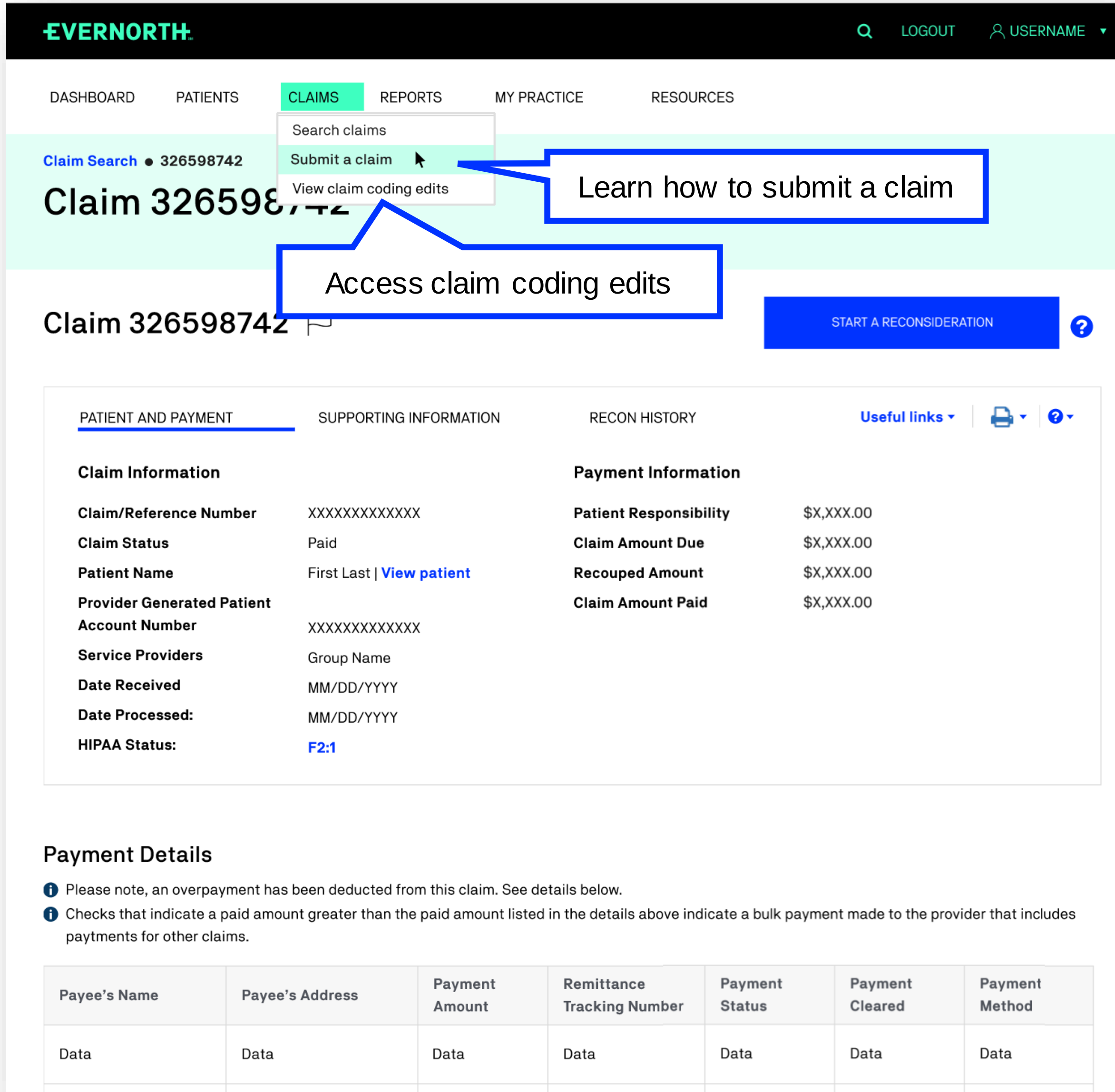
Claims



Search claims:

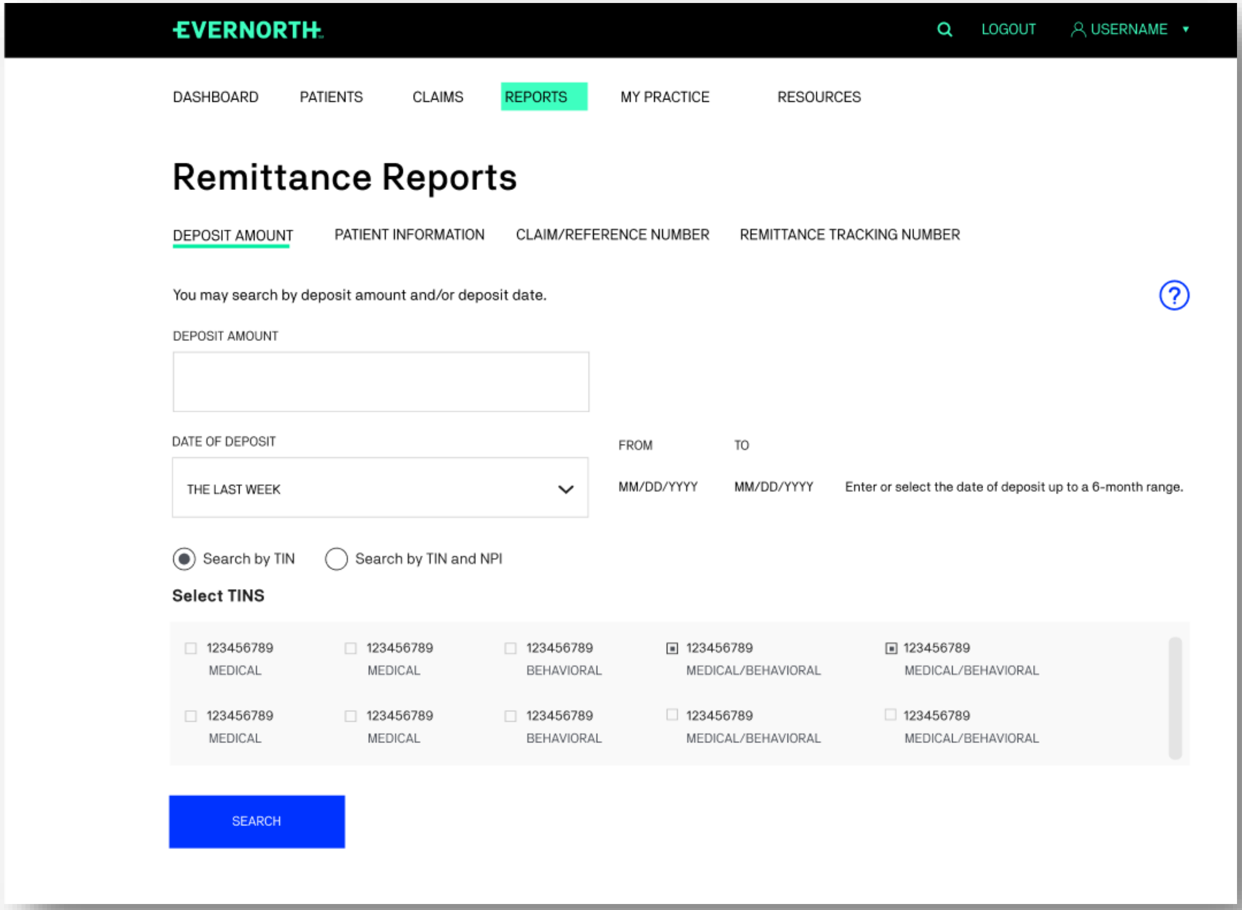
- **Search** for claims using patient information and date of service range or your patient account number
- **Verify** claim processing details including, allowed amount, patient liability, remark codes and reasons
- View **payment details**
- **Attach supporting documentation** for pended claims
- Submit **online appeals or adjustment requests** using the reconsideration button

Remittance Reports

Search by:

- Deposit amount and/or date range (up to 2 years in the past)
- Patient information
- Claim reference number
- Remittance tracking number

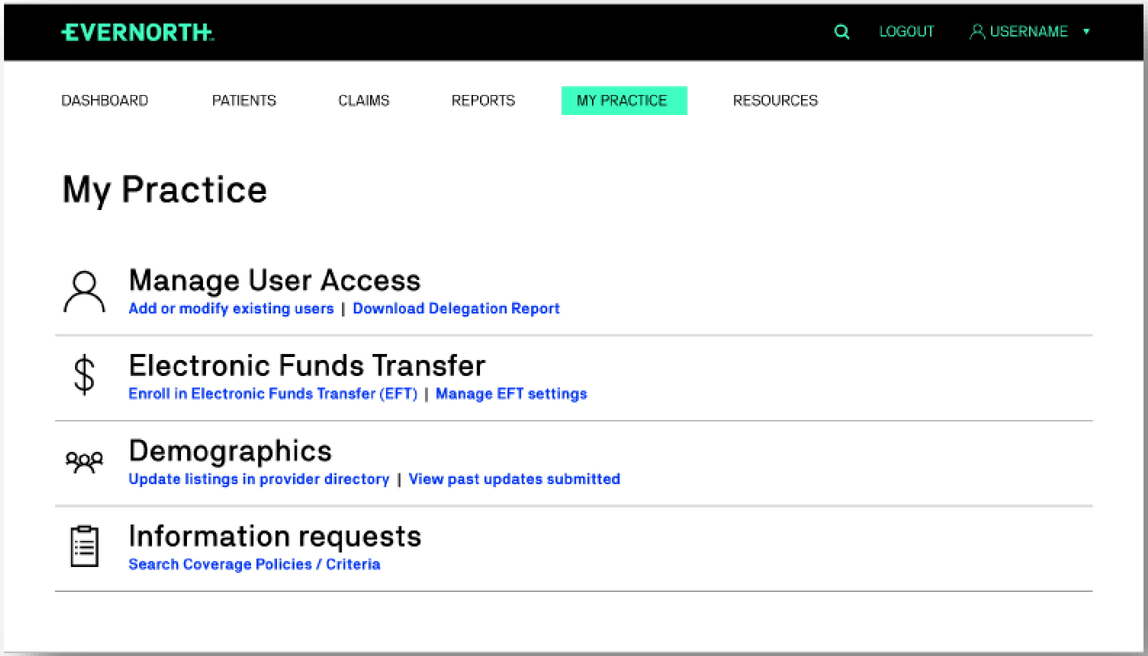
PDF can be saved to your computer or printed



My Practice

The My Practice tab contains useful tools to help manage your practice:

- Manage user's access to Provider.Evernorth.com
- Set up or manage Electronic Funds Transfer accounts
- Update your demographic information in the directory
- Search our coverage policies

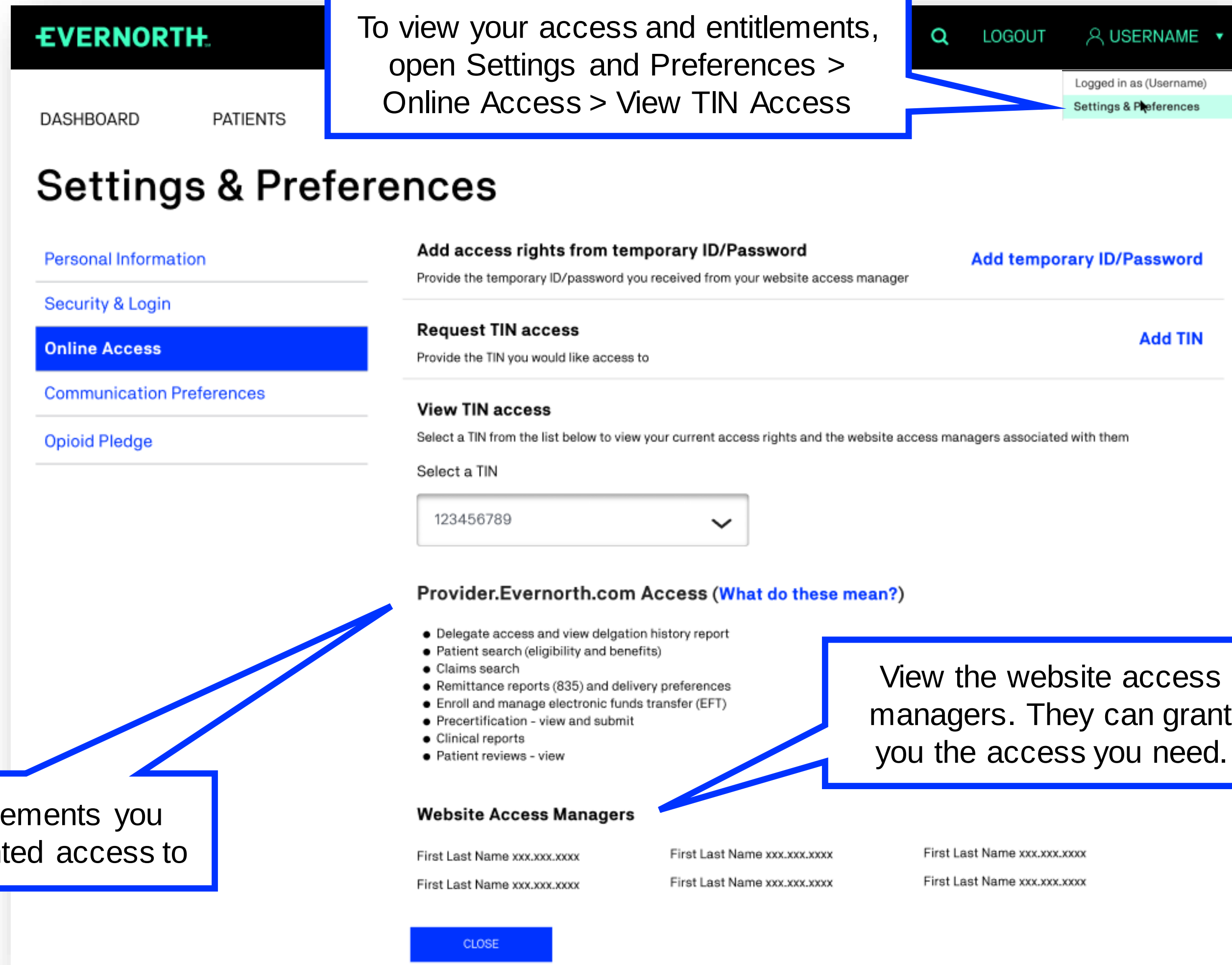


Access and Entitlements

Access to Provider.Evernorth.com is controlled by your website access manager.

Access to all of the website's features is granted through entitlements.

To view your access and entitlements, open Settings and Preferences > Online Access > View TIN Access



View the entitlements you have been granted access to

View the website access managers. They can grant you the access you need.

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CONGRATULATIONS!

You have completed the Provider.Evernorth.com site overview

Images contained in this presentation are subject to change and may not represent the most current version of Provider.Evernorth.com