



# Provider.Evernorth.com

Site overview

# 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

**Provider Login**

USERNAME

PASSWORD

Please use your existing login credentials for the Cigna for Healthcare Professionals site

[Forgot Username](#) [Forgot Password](#)

**LOGIN**

This will take you to the existing Cigna for Health Care Professionals website

**Don't have an account?**

[REGISTER](#)

[How to Register](#) [Temporary ID](#) [?](#)

**Welcome to Evernorth**

Starting September 1, 2021, Cigna Behavioral Health, Inc. became Evernorth Behavioral Health, Inc.

[Learn about Evernorth](#)

**Resources**

**Frequently asked questions**  
Information for providers about the change from Cigna Behavioral Health, Inc. to Evernorth Behavioral Health, Inc.  
[Evernorth FAQs](#)

**Provider notification**  
Letter sent to Cigna-participating behavioral providers about the change to Evernorth Behavioral Health, Inc.  
[Provider notification letter](#)

**Employee Assistance Program**  
Employee Assistance Program (EAP) benefits are not processed through this website. Visit our EAP resources page to learn more about administering these benefits.  
[EAP resources](#)

**Transformations**  
Check out the latest issue of Transformations, our digital newsletter for behavioral providers. Stay informed about Evernorth updates, plan coverage, benefit administration, reference tools, and more.  
[Transformations newsletter](#)

**Get questions answered**  
Our Resource library has access to many forms and information that you can access before logging in.  
[Resource library](#)

**Join the network**  
Become a participating behavioral provider today!  
[Join the network](#)

**EVERNORTH**

[Site Tour](#) [Behavioral Training Resources](#) [Medicare Providers](#) [Website Access Manager Resources](#) [Cigna Global Health Benefits](#)

[Facebook](#) [Twitter](#) [Instagram](#) [LinkedIn](#) [YouTube](#)

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[Norton](#)  
Protected by

About SSL Certificates

Clicking these links will take you away from Provider.Evernorth.com. Evernorth does not control the linked sites' content or links. [Details](#)

# Dashboard

The screenshot shows the Evernorth Dashboard interface. At the top is a navigation bar with the Evernorth logo, a search icon, and links for LOGOUT and a user profile. Below this is a secondary navigation menu with tabs for DASHBOARD, PATIENTS, CLAIMS, REPORTS, MY PRACTICE, and RESOURCES. The main content area is divided into three sections: a Welcome message, a Patients table, and a Claims table. To the right of the Patients table is a Latest Updates sidebar. Callouts provide context for various elements: the top navigation menu, the Welcome message, the Patients table, the Claims table, the Latest Updates sidebar, and a feedback button.

**EVERNORTH** Q LOGOUT USERNAME

**DASHBOARD** PATIENTS CLAIMS REPORTS MY PRACTICE RESOURCES

Welcome, User

**Patients** Recent Flagged

First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX
First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX
First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX
First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX
First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX
First Last Covered	Date of Birth MM/DD/YYYY	Patient ID UXXXXXXXX XX

**Claims** Recent Flagged

First Last Patient ID UXXXXXXXX XX	Paid Claim Reference XXXXXXXXXX	Submitted Amount \$ XXXX.XX	Date(s) of Service MM/DD/YYYY
First Last Patient ID UXXXXXXXX XX	Paid Claim Reference XXXXXXXXXX	Submitted Amount \$ XXXX.XX	Date(s) of Service MM/DD/YYYY
First Last Patient ID UXXXXXXXX XX	Paid Claim Reference XXXXXXXXXX	Submitted Amount \$ XXXX.XX	Date(s) of Service MM/DD/YYYY
First Last Patient ID UXXXXXXXX XX	Paid Claim Reference XXXXXXXXXX	Submitted Amount \$ XXXX.XX	Date(s) of Service MM/DD/YYYY
First Last Patient ID UXXXXXXXX XX	Paid Claim Reference XXXXXXXXXX	Submitted Amount \$ XXXX.XX	Date(s) of Service MM/DD/YYYY

**Latest Updates**

New Features

Feature 1  
Feature 2  
Feature 3

MM/DD/YYYY

This is a short description of an update or news for providers

[Learn more](#)

MM/DD/YYYY

This is a short description of an update or news for providers

[Learn more](#)

[Show more](#)

+ Feedback

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

# 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

The screenshot shows the Evernorth Patients portal. At the top is the Evernorth logo and navigation links: DASHBOARD, PATIENTS (highlighted), CLAIMS, REPORTS, MY PRACTICE, and RESOURCES. Below the navigation is a 'Patient Search' section with a search bar containing 'UXXXXXXXX' and a 'First Last' label. A callout box points to the 'PRECERTIFICATIONS' tab, stating 'View precertifications and appeal precertification decisions'. Below the tabs are filters for 'BEHAVIORAL', 'VIEW CLAIMS', and 'PRECERTIFICATIONS'. There is an 'ELIGIBILITY AS-OF DATE' section with a date picker and an 'UPDATE' button. A table displays patient information: Patient ID (UXXXXXXXX), Coverage from (MM/DD/YYYY), Coverage to (MM/DD/YYYY), Account # (XXXXXX), Account name (Account name), and Plan (Plan name here). A disclaimer states: 'This is not a guarantee of coverage or that the coverage amounts shown will remain unchanged until the date services are rendered. Any claim submitted is subject to all plan provisions including eligibility requirements, exclusions, limitations and state mandates. Coverage will be determined on the basis of the facts existing when services are rendered.' Below this is the 'Patient and Plan Detail' section, which is divided into two columns. The left column contains patient information: Name (First Last), Patient ID (UXXXXXXXX XX), Gender (Gender), Date of Birth (MM/DD/YYYY), Relationship (Self), and Address (12345 Fake Rd, City, State XXXX). The right column contains plan information: Plan Type, Network Type, Plan Funding Type, Plan Renewals (From, Till), HRA, HSA, FSA, Initial Coverage Date, Current Coverage (MM/DD/YYYY - MM/DD/YYYY), Other Insurance? (No), Account # (XXXXXXXX), Account Name (Account Name), Network (Network Name), and Electronic Claims (Link). Below the patient and plan details is the 'Coverage Status' section, which includes a dropdown menu set to 'In-Network'. There are three main sections: 'Deductible', 'Benefits', and 'Out-of-Pocket Maximum'. Each section shows a progress bar indicating the amount met versus the total. The 'Deductible' section shows Individual Deductible: \$100.00 (Met: \$66.00, Remaining: \$44.00) and Family Deductible: \$200.00 (Met: \$66.00, Remaining: \$144.00). The 'Benefits' section has buttons for 'LOOKUP PROCEDURE CODES', 'GENERATE BENEFIT REFERENCE #', and 'SEE GENERAL BENEFITS'. The 'Out-of-Pocket Maximum' section shows Individual Maximum: \$100.00 (Met: \$66.00, Remaining: \$44.00) and Family Maximum: \$200.00 (Met: \$66.00, Remaining: \$144.00). A note at the bottom of the Out-of-Pocket Maximum section states: 'Benefit does apply to member's out-of-pocket maximum'.

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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

The screenshot shows the Evernorth Claims portal. At the top, the 'CLAIMS' tab is selected in the navigation bar. A dropdown menu is open, showing options: 'Search claims', 'Submit a claim' (highlighted with a blue box and a callout 'Learn how to submit a claim'), and 'View claim coding edits' (highlighted with a blue box and a callout 'Access claim coding edits'). Below the navigation bar, the 'Claim Search' section displays 'Claim 326598742'. A 'START A RECONSIDERATION' button is visible on the right. The main content area is divided into three tabs: 'PATIENT AND PAYMENT' (selected), 'SUPPORTING INFORMATION', and 'RECON HISTORY'. Under 'PATIENT AND PAYMENT', there are two sections: 'Claim Information' and 'Payment Information'. 'Claim Information' lists details like Claim/Reference Number, Claim Status, Patient Name, and Provider Generated Patient Account Number. 'Payment Information' lists Patient Responsibility, Claim Amount Due, Recouped Amount, and Claim Amount Paid. Below these, there is a 'Payment Details' section with a note about overpayment and a table with columns: Payee's Name, Payee's Address, Payment Amount, Remittance Tracking Number, Payment Status, Payment Cleared, and Payment Method. The table contains placeholder 'Data' text.

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DASHBOARD PATIENTS **CLAIMS** REPORTS MY PRACTICE RESOURCES

Search claims  
Submit a claim  
View claim coding edits

Claim Search • 326598742

Claim 326598742

START A RECONSIDERATION

**PATIENT AND PAYMENT** SUPPORTING INFORMATION RECON HISTORY

Useful links

**Claim Information**

Claim/Reference Number XXXXXXXXXXXX  
Claim Status Paid  
Patient Name First Last | [View patient](#)  
Provider Generated Patient Account Number XXXXXXXXXXXX  
Service Providers Group Name  
Date Received MM/DD/YYYY  
Date Processed: MM/DD/YYYY  
HIPAA Status: [F2:1](#)

**Payment Information**

Patient Responsibility \$X,XXX.00  
Claim Amount Due \$X,XXX.00  
Recouped Amount \$X,XXX.00  
Claim Amount Paid \$X,XXX.00

**Payment Details**

Please note, an overpayment has been deducted from this claim. See details below.  
Checks that indicate a paid amount greater than the paid amount listed in the details above indicate a bulk payment made to the provider that includes payments for other claims.

Payee's Name	Payee's Address	Payment Amount	Remittance Tracking Number	Payment Status	Payment Cleared	Payment Method
Data	Data	Data	Data	Data	Data	Data

# 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

**EVERNORTH.**Q LOGOUT USERNAME ▼

DASHBOARD PATIENTS CLAIMS **REPORTS** MY PRACTICE RESOURCES

## Remittance Reports

DEPOSIT AMOUNT PATIENT INFORMATION CLAIM/REFERENCE NUMBER REMITTANCE TRACKING NUMBER

You may search by deposit amount and/or deposit date. ?

DEPOSIT AMOUNT

DATE OF DEPOSIT

THE LAST WEEK ▼

FROM TO

MM/DD/YYYY MM/DD/YYYY Enter or select the date of deposit up to a 6-month range.

☒ Search by TIN ☐ Search by TIN and NPI

**Select TINS**

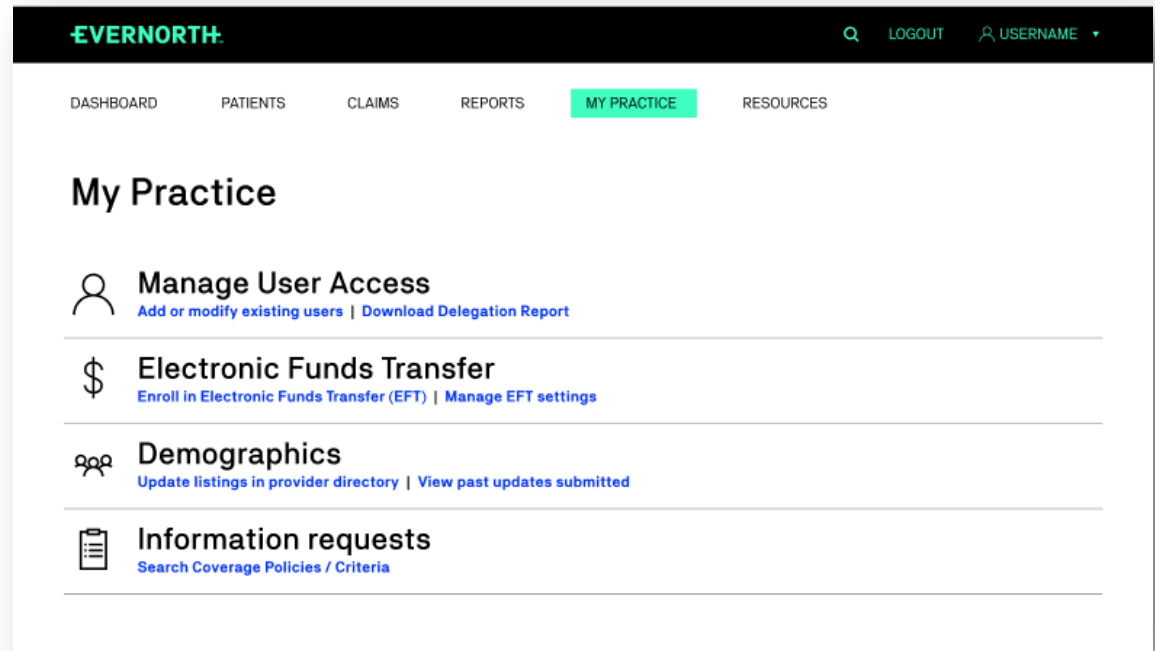
<input type="checkbox"/> 123456789 MEDICAL	<input type="checkbox"/> 123456789 MEDICAL	<input type="checkbox"/> 123456789 BEHAVIORAL	<input checked="" type="checkbox"/> 123456789 MEDICAL/BEHAVIORAL	<input checked="" type="checkbox"/> 123456789 MEDICAL/BEHAVIORAL
<input type="checkbox"/> 123456789 MEDICAL	<input type="checkbox"/> 123456789 MEDICAL	<input type="checkbox"/> 123456789 BEHAVIORAL	<input type="checkbox"/> 123456789 MEDICAL/BEHAVIORAL	<input type="checkbox"/> 123456789 MEDICAL/BEHAVIORAL

SEARCH

# 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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DASHBOARD PATIENTS

**Settings & Preferences**

Personal Information

Security & Login

**Online Access**

Communication Preferences

Opioid Pledge

**Add access rights from temporary ID/Password** [Add temporary ID/Password](#)

Provide the temporary ID/password you received from your website access manager

**Request TIN access** [Add TIN](#)

Provide the TIN you would like access to

**View TIN access**

Select a TIN from the list below to view your current access rights and the website access managers associated with them

Select a TIN

123456789

**Provider.Evernorth.com Access (What do these mean?)**

- Delegate access and view delegation history report
- Patient search (eligibility and benefits)
- Claims search
- Remittance reports (835) and delivery preferences
- Enroll and manage electronic funds transfer (EFT)
- Precertification - view and submit
- Clinical reports
- Patient reviews - view

**Website Access Managers**

First Last Name xxx.xxx.xxx	First Last Name xxx.xxx.xxx	First Last Name xxx.xxx.xxx
First Last Name xxx.xxx.xxx	First Last Name xxx.xxx.xxx	First Last Name xxx.xxx.xxx

[CLOSE](#)

# 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*

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