



(Medicare-Medicaid Plan)

## Electronic Fund Transfer (EFT) Frequently Asked Questions (FAQs)

### **I would like to sign up to receive my payments via EFT. Who should I reach out to?**

#### **EFT Enrollment Process**

Providers can enroll online, by mail or fax, or by calling Emdeon ePayment Solutions at (866) 506-2830. The exact length of time will vary, though on average, providers can expect to receive their first EFT payment 10 – 15 business days after completing Emdeon ePayment enrollment.

If the provider is not currently enrolled with Emdeon for EFT, there are two methods to enroll for EFT:

- Emdeon ePayment Enrollment Form: <http://www.emdeon.com/epayment/enrollment/enrollform.php>
- Emdeon ePayment Enrollment Wizard Online: <http://www.emdeon.com/eft/index.php>

### **I have EFT but I need to update / change my information. How can I do that?**

If the provider is already enrolled with Emdeon for EFT, they will need to:

- Complete the EFT payer add change delete authorization form at <http://www.emdeon.com/epayment/enrollment/EFTPCF.php>
- Under the change/add/delete section, the first two columns use the Cigna-HealthSpring information (52192 and Cigna-HealthSpring)
- The last two columns will be your information
- The document can be submitted electronically with eSign located at bottom of form window.

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- Emdeon ePayment Enrollment Wizard Online: <http://www.emdeon.com/eft/index.php>

Any questions related to EFT Enrollment or the EFT process in general, please call Emdeon ePaymentSolutions at (866) 506-2830 for assistance.



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**The system shows a claim is paid but I never received the payment. How can I get that reissued?**

If the provider is enrolled in EFT, they should contact Emdeon ePayment Solutions by calling 866-506-2830. They will be able to assist with tracking information related to a specific payment.

If the provider receives payments via paper checks, they should contact the Cigna-HealthSpring Provider Customer Service team at 866-486-6065. They will be able to assist with initiating a trace on the payment and either provide copies of the cashed check or assist with getting the payment reissued.

**I need a new copy of my Explanation of Payment. How can I get that?**

The provider should contact the Cigna-HealthSpring Provider Customer Service team at 866-486-6065

**I have specific questions about a payment that I have received (for example, why did it pay the amount that it did, etc.). Who can assist with that?**

A provider can either reach out to their Network Operations representative or to the Cigna-HealthSpring Provider Customer Service team at 866-486-6065. They will be able to assist with information related to a specific payment.

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