

CIGNA Government Services Part B Interactive Voice Response (IVR) System

User Guide

- Information You May Need:**
- NPI
 - PTAN
 - Last five digits of tax identification number (effective 04.06.09)
 - HICN
 - Press "1" if begins with a number
 - Press "2" if begins with a letter
 - Beneficiary's first initial
 - Beneficiary's last name - first six letters plus "#" sign (ignore any spaces)
 - Beneficiary date of birth
 - Date of service(s)
 - HCPCS code/modifiers
 - FCN (located on your remittance notification)

1. Claim Status

Enter HICN, beneficiary name, and date of service.

Available:

- Claim payment
- Claim denial
- Denial reason by line
- Duplicate remit for a claim

2. Beneficiary Eligibility

Enter HICN, beneficiary name, and date of birth.

Available:

- Part A/B eligibility
- Medicare Advantage Plan information
- MSP information

3. Beneficiary Deductible

Enter HICN, beneficiary name, and date of birth.

Available:

- Amount of deductible applied for the calendar year (1)
- Physical therapy limitation applied for the current calendar year, when applicable (2)
- Occupational therapy limitation applied for the current calendar year, when applicable (3)

4. Financial Information

Enter provider information.

Available:

- Outstanding check information (1)
- EFTs issued over the previous seven days (1)
- Offset claim detail (2)
- Offset letter date, interest accrued and offset balance (3)
- Total claims in approved to pay and waiting payment floor (4)
- Total pending claims (5)

5. Other Information

Enter provider information.

Available:

- Allowable information (1)
- Order a duplicate remit by date (2)
- Appeal information (3)

6. NPI/PTAN Crosswalk

Enter provider information.

Available:

- Verify the NPI and PTAN combination on the crosswalk.

© 2009 Copyright CIGNA.



CIGNA Government Services



Standard Functions: 7 = Repeat 8 = Main Menu 9 = NPI/PTAN

Part B IVR Instructions: <http://www.cignagovernmentservices.com/partb/claims/ivr>