

Cigna Healthcare-Medicare Advantage-New Payment Through Zelis

June 04, 2024

Cigna is sending providers the attached letter regarding payments being issued via Zelis.

Due to the issue with Change Healthcare, Cigna Healthcare Medicare Advantage has partnered with Zelis to issue your payments.

Zelis will issue payments for all claims.

If you want to receive EFTs (electronic funds transfers) and ERAs (electronic remittance advice), you must register with Zelis.

Please make sure that you register for EFT's and ERAs via the Zelis ePayment Center. Electronic payments will begin as soon as your setup is completed.

Additionally,

- There is one essential item that **must** be paid close attention to when setting up your account with Zelis
 - o Always choose **Gross Payments** and not **Net Payments**.
 - o If you choose Net Payments:
 - o You will receive two ERAs in the billing software, and it will appear that you were paid twice when this is not the case.
 - o One ERA will have the full payment and then a few days later you we will receive a second ERA less the transaction fee. This second payment will post in the billing software as an overpayment and will throw your end-of-month reconciliation off.

To avoid this situation always choose **Gross Payments** and your fees will be deducted from your bank account monthly.