

Update Feb 27...

The Chapter has just heard that Cigna has completed the IT fix it needed to, and will have all claims histories cleared up, and reprocessed, and checks cut and mailed by end of March.

Please keep an eye on Cigna for any further denials. They say it is fixed.....but watch out!

Original email Feb 20 ...

We have had several practices in the past few days that have sent us EOB's that show CIGNA's denials of HPV vaccine and Rotateq. These are not vaccines that are covered by the state mandate.

After the Chapter contacted CIGNA yesterday, we just received this response from them posted below. Further, they have indicated that they will pull the history of all CT vaccine providers to make sure they have been paid correctly, and you will not have to reprocess any claims.

If you see any other strange denials, or payments that don't seem right, please contact the office.

FROM CIGNA: Our claim compliance team has identified the process-coding glitch for these claims. They'll be reprogramming to pay the eligible (non state procured) supply claims correctly; the reprogramming instructions are getting sent to IT dept this afternoon, and should be in place by end of next week.

Once that's in place, a claim history will be pulled to identify and reprocess/pay all the eligible claims that were denied due to this initial process-coding glitch.