

## Technical Support Advisory August 24, 2009

### CIGNA to Add Additional EDI Clearinghouse Service Providers

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This advisory pertains to all clients who use Alteer Office® to submit electronic claims to CIGNA using Emdeon clearinghouse. Previously, Emdeon had an exclusive contract with CIGNA under which Emdeon was designated as the sole clearinghouse for EDI (electronic data interchange) transactions with Cigna. The exclusive contract has ended and CIGNA now is adding connectivity to additional clearinghouse providers. In fact, on January 1, 2010, CIGNA will begin using Ingenix clearinghouse, with connections to additional providers planned in the future.

CIGNA had issued a communication late last week announcing their decision to add Ingenix. This communication has caused some confusion among its clients because it instructs them to contact alternate service providers for transaction services instead of Emdeon. Presently, this does not apply to Alteer Office clients. Emdeon assures us that there will be no interruption to your service—that they will continue to process your CIGNA EDI transactions as usual.

#### **NO ACTION IS REQUIRED FOR ALTEER OFFICE USERS.**

You do not need to contact alternate EDI transaction service providers. In Alteer Office, continue to submit electronic claims to CIGNA as you always have. Emdeon will submit them to CIGNA following CIGNA's guidelines.

For more information, contact Alteer Office Technical Support at 949.790.0400, Mon-Fri, 6:00am-5:00pm, Pacific Time; e-mail: [support@alteer.com](mailto:support@alteer.com).