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**CIGNA HEALTHCARE / CONNECTICUT GENERAL / EQUICOR  
 DENTAL ELECTRONIC REMITTANCE ADVICE (ERA) ENROLLMENT REGISTRATION**

PAYER ID NUMBER	62308				
ELECTRONIC REGISTRATIONS Agreements Required	<p>Participation in Dental Electronic Remittance Advice (ERA) is limited to those provider's whose practice management software vendor is participating in ERA with Emdeon or to those provider's who have a Dental Provider Services (DPS) account. Please contact your software vendor to verify participation or register for a DPS account at <a href="http://www.emdeodental.com">www.emdeodental.com</a></p>				
ENROLLMENT CONFIRMATION	<p>ERA enrollments take approximately 21 days for completion. Once complete, Emdeon Dental will notify the provider or their software vendor to expect to begin receiving ERAs from Cigna.</p>				
CHANGING ELECTRONIC BILLING AGENTS	<p>If the Provider currently submits claims through another Billing Agent other than Emdeon Business Services each Provider must re-enroll following the procedures listed above.</p>				
DISCONTINUING ERA	<p>Discontinuing ERA is a 2 step process.</p> <ol style="list-style-type: none"> <li>1. Deactivation       <ol style="list-style-type: none"> <li>a. Providers receiving ERAs via their Practice Management Software need to request deactivation from their software Vendors. Please call your PMS directly.</li> <li>b. Providers receiving their ERAs via an Emdeon DPS account need only ignore the ERA option when logging into the DPS.</li> </ol> </li> <li>2. Payer Un-enrollment       <ol style="list-style-type: none"> <li>a. Each payer has their own unique process to discontinue ERAs and return to paper Remittance Advice. Please follow the below steps for this payer.</li> </ol> </li> </ol> <p>Provider needs to email their request to Emdeon Business Services enrollment department at <a href="mailto:dentalsupport@emdeon.com">dentalsupport@emdeon.com</a>. Email should contain provider name, address, phone number and tax ID.</p>				
CONTACT PHONE NUMBERS	<table border="0"> <tr> <td>Cigna Healthcare</td> <td align="right">800-CIGNA-24</td> </tr> <tr> <td>Emdeon Business Services Provider Enrollment</td> <td align="right">888-255-7293</td> </tr> </table>	Cigna Healthcare	800-CIGNA-24	Emdeon Business Services Provider Enrollment	888-255-7293
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