



CIGNA'S EXTENSION VS CORRECTED CLAIMS

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THE WYRICK OUTLOOK, INC



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Cigna has two types of claims that are refiled by financial coordinators for various reasons. However, if a financial coordinator files the wrong type of claim it can be costly to the practice. Here are how these claims differ:

EXTENSION CLAIM:

A claim needed when a patient goes over the originally estimated treatment time. Since monthly fees are directly tied to the length of treatment, additional charges must incur for both the insurance and patient in order for Cigna to continue to pay.

CORRECTED CLAIM:

A correction made on a previous claim. This could be an incorrect use of a CDT code, corrected months of treatment, etc. In this type of claim, no additional fees are incurred by either the patient or the insurance.

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