

Individual and Family Plans

How to make Binder payments on behalf of your clients

on CignaforBrokers.com*

How-to guide

*Available for the individual agent and writing agent login

For agent/broker use only. Do not distribute.

982904 Binder 09/24 © 2024 Cigna Healthcare.



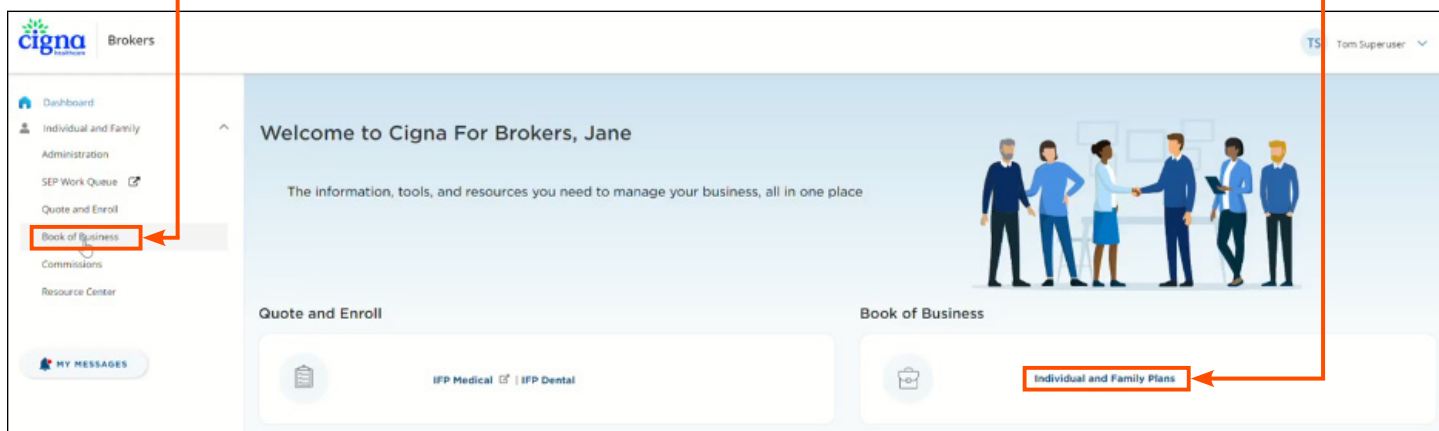
How to process a Binder payment

on CignaforBrokers.com*

Online Binder payment is now available for **pending applications** on CignaForBrokers.com (CFB) portal. Cigna HealthcareSM customers have up to one month after submitting their applications to make a Binder payment for medical On Exchange policies. Writing agents now have the ability to process these Binder payments on behalf of their customers to effectuate their coverage.

Step 1

Navigate to the **Book of Business** page, on the left-hand menu, from the CignaForBrokers home page. Or by clicking on **Individual and Family Plans** underneath Book of Business.



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How to process a Binder payment

(continued)

Step 2

Filter by “**Pending – Medical On Exchange**” and then click **Apply** to see all plans that are currently pending and need binder payment made to effectuate.

Filter

Renewal Summary

BOOK OF BUSINESS Filter

Application ID:

Primary name (Last, First):

Subscriber ID:

Case ID:

Policy Status:
☐ Active
☐ Terminated
☒ Pending - Medical On Exchange

Effective Date: (mm/dd/yyyy)

Renewal Month:

Product Type:
☐ Dental
☐ Medical
☐ Ped Dental

State

Paid Through Date: (mm/dd/yyyy)

Termination Date: (mm/dd/yyyy)

Clear

Apply

BOOK OF BUSINESS for BENJAMIN

Total results: 60 Display: Up to 50 results

Subscriber ID (Detail Case #)	Customer Number (Case ID)	Application ID	Primary Name	Agent NPN	Producer Code	Agent Name	Product Type	ON/OFF Exchange	Total Premium	Subsidy	Policy Status	Effective Date	Received Date	Renewal Month	Paid Through Date	Termination Date	State
0A34309806	90M82W	36745084-1	PN5PABRGFP, CONNIE-AUTO		CIG1	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309801	90M80W	36745078-1	CFDRSDGEHM, VICKY-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309847	90M81W	36745132-1	MCWRUYZEQI, SOPHIE-AUTO	1C	CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309797	90M79W	36745074-1	OZYQOAZDGX, LINDSEY-AUTO	1C	CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309799	90M78W	36745076-1	PBOWGUCFLY, JACK-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309802	90M77W	36745079-1	SDBSNEPAPW, NATALIE-AUTO		CIG1	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309803	90M76W	36745080-1	HQGLJHRDKF, ANTHONY-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309796	90M75W	36745073-1	MQIWMALMR, ANDREW-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309794	90M74W	36745063-1	RHRKTSAGD, SALLY-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309798	90M73W	36745075-1	QIPXPDZNX, DAVID-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309752	90M72W	36744946-1	KSAZTETZS, ANDREW-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ



How to process a Binder payment

(continued)

Step 3

Navigate to the customer where you'd like to process a payment.
Click on the customer's name to view their Policy Details page.

Filter

Renewal Summary

BOOK OF BUSINESS Filter

Application ID:

Primary name (Last, First):

Subscriber ID:

Case ID:

Policy Status:

☐ Active

☐ Terminated

☒ Pending - Medical On Exchange

Effective Date: (mm/dd/yyyy)

Select...

Renewal Month:

Product Type:

☐ Dental

☐ Medical

☐ Ped Dental

State

select

Paid Through Date: (mm/dd/yyyy)

Select...

Termination Date: (mm/dd/yyyy)

Select...

Clear

Apply

BOOK OF BUSINESS for BENJAMIN

< 1 >

Total results: 60 Display: Up to 50 results

Subscriber ID (Detail Case #)	Customer Number (Case ID)	Application ID	Primary Name	Agent NPN	Producer Code	Agent Name	Product Type	ON/OFF Exchange	Total Premium	Subsidy	Policy Status	Effective Date	Received Date	Renewal Month	Paid Through Date	Termination Date	State
0A34309806	90M82W	36745084-1	PNSFABPGFP, CONNIE-AUTO		CIG1	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309801	90M80W	36745078-1	CFDFSDGEHM, VICKY-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
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0A34309797	90M79W	36745074-1	OZYQOAZDQX, LINDSEY-AUTO	1H	CIC	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
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0A34309798	90M73W	36745075-1	QPKXPDIIZNX, DAVID-AUTO		CIG	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ
0A34309752	90M72W	36744946-1	KSAJZTETZS, ANDREW-AUTO		CIG1	BENJAMIN		ON Exchange			Pending	09/02/2024					AZ






How to process a Binder payment

(continued)

Step 4

Click on the **Pay Now** hyperlink in the Payment section.

Brokers

Welcome, BENJAMIN

Policy Details

Details for the selected policy are displayed below.

Previous

Primary Member

Name: PBOWGUCFLY, JACK-AUTO

Case ID:

Status: Pending

Phone Number: 316-2

Email Address:

Agent: BENJAMIN

Producer Code: CIG

NPN:

Payment History

No data to display

Payment

Binder Amount Due*

\$250.00

Pay Now

*Broker attestation can be viewed by clicking the links on the Confirmation Number.

For further billing details please reach out to our Broker Support team at 877.244.6215

Policy Information

Case ID	Application ID	Received Date	Primary Name	Agent Name	Binder Satisfied	Binder Due Date	Binder Amount Due
	36745076-1	09/02/2024	PBOWGUCFLY, JACK-AUTO	BENJAMIN	false	2024-10-03	\$7,200.00




How to process a Binder payment

(continued)

Step 5

A new window will appear asking how much you would like to pay, the payment method, and cardholder information. Complete the required fields and click **Continue** to proceed.



Case ID:

Need Help? 877-244-6215

How much would you like to pay?

☒ Binder Due \$250.00 ☐ Other amount _____

Payment Method

☒ Credit Card ☐ EFT
Visa, Mastercard and Discover accepted

Card Number*

Expiration Date*

CVV*

Cardholder Information

First Name*

Last Name*

Street Address*

Address Line 2

City*

State*

Zip Code*

Cancel

Continue





How to process a Binder payment


(continued)

Step 6

The next page will ask you to review the payment. You can either click **Back** to modify any information or **Submit** if everything looks accurate.

You **must** agree to the Terms and Conditions to proceed.

Customer Form of Payment Screen

 **Case ID:** Need Help? 877-244-6215


Review Payment

Credit Card Number : ****-****-****-1111
Payment Amount : \$250.00
Credit card belongs to : ☒ Customer ☐ Broker/Agency

Terms and Conditions
BENJAMIN ZERPA has received authorization from their customer to use customer's chosen form of payment either credit card or bank account information for a one-time payment to Cigna. BENJAMIN ZERPA will provide written confirmation to their customer that payment has been made. BENJAMIN ZERPA agrees to destroy the credit card or bank account information in their possession once the payment is made.

☒ By checking this box, and clicking "Submit", BENJAMIN ZERPA has read and agrees to the Terms and Conditions and is authorizing Cigna to initiate the payment set forth above.

Broker Form of Payment Screen

 **Case ID:** Need Help? 877-244-6215

Review Payment

Credit Card Number : ****-****-****-1111
Payment Amount : \$250.00
Credit card belongs to : ☐ Customer ☒ Broker/Agency

Terms and Conditions
BENJAMIN ZERPA has received authorization from their customer to accept cash, money order or cashier's check for a one-time payment to Cigna. BENJAMIN ZERPA will provide a receipt to their customer indicating the amount and type of payment received and will also provide written confirmation payment has been made.

If this payment is refunded by Cigna for any reason, it is the responsibility of BENJAMIN ZERPA to refund the payment back to the customer upon receipt from Cigna.

BENJAMIN ZERPA agrees to not accept third-party payments from the customer other than a cashier's check from the customer's bank. Customers with Individual Coverage Health Reimbursement Arrangement (ICHR) form of payment can be accepted.

☐ By checking this box, and clicking "Submit", BENJAMIN ZERPA has read and agrees to the Terms and Conditions and is authorizing Cigna to initiate the payment set forth above.





How to process a Binder payment


(continued)

Step 7

After clicking **Submit**, a new page will load with messages indicating that the payment is being scheduled.

The new page will specify the payment has been submitted and will provide a confirmation number and transaction ID for reference.

There is an option to either **Print** (see printed copy example on the next page) the page or **Close** the window.

 Brokers

Case ID: [REDACTED]

Payment Submitted!

A Payment of \$250 has been submitted for Case ID: [REDACTED]
Note: It may take up to two business days for the payment to be reflected on the customer's account.

Confirmation Number : 29307786
TransactionId : 475976229

Terms and Conditions
BENJAMIN ZERPA has received authorization from their customer to use the customer's chosen form of payment either credit card or bank account information for a one-time payment to Cigna. BENJAMIN ZERPA will provide written confirmation to their customer that payment has been made. BENJAMIN ZERPA agrees to destroy the credit card or bank account information in their possession once the payment is made.

[X] By checking this box, and clicking "Submit", BENJAMIN ZERPA has read and agrees to the Terms and Conditions and is authorizing Cigna to initiate the payment set forth above.

Submitted by BENJAMIN ZERPA on Mon, 15 Jul 2024 13:57:31 EDT

Print

Close

How to process a Binder payment

(continued)

Example of printed payment confirmation

Case ID: [REDACTED]

Payment Submitted!

A Payment of **\$1.00** has been submitted for Case ID: [REDACTED]
Note: It may take up to two business days for the payment to be reflected on the customer's account.

Confirmation Number : 29307786 ←
TransactionId : 475976229

Confirmation number will also be available in the policy details view to pull a copy of the payment confirmation at a later date (see screenshot below)


Terms and Conditions

BENJAMIN ZERPA has received authorization from their customer to use the customer's chosen form of payment either credit card or bank account information for a one-time payment to Cigna. BENJAMIN ZERPA will provide written confirmation to their customer that payment has been made. BENJAMIN ZERPA agrees to destroy the credit card or bank account information in their possession once the payment is made.

[X] By checking this box, and clicking "Submit", BENJAMIN ZERPA has read and agrees to the Terms and Conditions and is authorizing Cigna to initiate the payment set forth above.

Submitted by BENJAMIN ZERPA on Mon, 15 Jul 2024 13:57:31 EDT

Policy Details Page



Brokers

Welcome, BENJAMIN

Policy Details

Details for the selected policy are displayed below.

Primary Member

Name: TEST ONE

Case ID:

Mailing Address: FOFO MONTGOMERY, TX 77316

Email Address: @CIGNAHEALTHCARE.COM

Phone Number: 243

Date of Birth: 01/01/1999

Payment History

Payment Date	Payer Name	Type	Amount	Confirmation Number	Status
09/05/2024	NAME	Recurring EFT	\$31.00	N/A	Processed
09/04/2024	Bob Broker	Credit Card via Web	\$20.00	87924073	Processed
09/04/2024	Jack Pbowgustly	Credit Card via Web	\$1.00	62302487	Processed
08/05/2024	NAME	Recurring EFT	\$31.00	N/A	Processed
07/05/2024	NAME	Recurring EFT	\$31.00	N/A	Processed

Payment

Past Due	Total Due (Current+Past)
\$0	\$0

[Pay Now](#)

*Broker attestation can be viewed by clicking the links on the Confirmation Number.

For further billing details please reach out to our Broker Support team at 877.244.6215

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