

Epic Payer Platform

Streamline your workflow. Enhance patient care.
Reduce administrative burden.

You can now connect with Cigna Healthcare via the Epic Payer Platform

We are excited to share that we have reached a major milestone on our journey to transform digital collaboration across the health care ecosystem, and you are at the center of it. Envision an opportunity where data flows seamlessly, administrative burdens are reduced, and patient care and experience become the focus.

We are now able to offer you that opportunity through the Epic Payer Platform. The Epic Payer Platform is a technology solution developed by Epic Systems Corporation that enables real-time, bidirectional data exchange between health care providers and payers — all within the Epic electronic health record system.

What you can expect now

The Epic Payer Platform is now available across our Individual & Family Plan (IFP) and commercial lines of business. It offers clinical data exchange and additional document request functionality, which:

- Enables data to be shared seamlessly and securely in real time.
- Optimizes clinical and financial performance to support improved clinical outcomes, collaboration, communication, patient experience and satisfaction, and turnaround times.
- Offers streamlined workflows to improve practice efficiencies and administrative processes, resulting in fewer manual tasks, such as faxes, phone calls, chart retrievals, and data input.

What you can expect this year

We plan to offer additional functionality through the Epic Payer Platform in 2026:

- Electronic Prior Authorization (eMPA) for gastroenterology, cardiology, and radiology.
- Event notifications, including Admissions, Discharges, and Transfers (ADT).

Your next steps

When you are ready to explore how we can connect, collaborate, and work together on the Epic Payer Platform, please contact your Cigna Healthcare® representative or email EHRConnect@CignaHealthcare.com.

Additional information

For additional information about the platform, visit the [Epic website](#). If you are a current Epic user, you can also log in to the [Epic UserWeb website](#) and search for "Payer Platform Scope and Roadmap by Payer" for more information about the Cigna Healthcare® roadmap.

 **Thank you for the ongoing care you provide to our customers.**

How to get started

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