Getting to know

my CIGNA
Nothing is more important than your good health. That’s why there’s **www.myCIGNA.com** – your online home for assessment tools, plan management, medical updates and much more.

**Step 1**
Enter **www.myCIGNA.com** in the web address line on your browser.

**Step 2**
Click on the **Register** button.

**Step 3**
Enter the required identification information, as noted with the asterisk. Your **Member ID number** is printed on your ID card.

**Step 4**
Click on **Register**. Upon entering personal information a **Confirmation Page** should then appear. Click “**Accept**” if all information is accurate.
Hello, John
Logged in as: John Doe – Last log in on June 29, 2009 at 15:14 EDT

Visit myCIGNA – you can:
- Find personal plan and claim information.
- Print a temporary ID card or request a new one.
- Get health care information.
- Track total charges and what you pay out-of-pocket.
- Plan for health expenses.

That’s not all. You can access quality and cost information for certain procedures, tests and surgeries to help you make more informed decisions about where to receive care.

Use this guide to help find important features to help you manage your health and make the most of your health plan.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

Navigation Overview

HIGHLIGHTS:

Getting to know myCIGNA

Home
Upon logging in, you’ll land on your personal Welcome Page where you’ll find quick links to the more popular online tools.

My Plans
Where most of your coverage details are found.

Settings & Preferences
Change your password, email address, default start page and preferences to things like email communication and your WebMD® health record.

My Health
Take advantage of a wealth of health-related resources including:
- Cost and quality comparisons
- WebMD tools
- Health management information
- Healthwise® Knowledgebase medical encyclopedia
- my health assessment

Health Assessment
Complete a confidential online questionnaire, and find personalized health and wellness recommendations.

Quicken Health™ Expense Tracker
Organize, manage and monitor all your medical expense information in one place. As of March 1, 2010 take care of any outstanding health care balances owed with online bill payments.
My Medical Plans

Getting to know myCIGNA

**HIGHLIGHTS:**

- Perform key tasks related to your medical plan.
- Search for claims, view plan information.
- Access your plan-specific directory of health care professionals and facilities.

- Access additional resources including commonly asked questions, *my health assessment*, and preventive health information.

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**Plan Summary**

Find your plan information, including who’s covered.

**Medical Claims Quick Search**

Search for claims for up to 365 days at a time. Claims are available for the past 24 months.

**I Want to …**

Find links to popular tasks, such as to search for a doctor, take *my health assessment* or print an ID card.

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**My Plans - Medical**

**Plan Summary**

JOHN DOE

Plan: HIP/HMO ACCESS PLUS
CIGNA Care Network
Pharmacy: Plan 3
Account Number: 1234567
Effective Dates: 07/01/2007
Status: Active
See who’s covered

**Medical Claims Quick Search**

Find medical claims for: JOHN DOE
Service date(s) within: Last 30 Days [Find Claims]
Advanced date range search

**My Medical Deductibles - Year-to-Date**

Track how much you’ve paid towards your deductible and accumulated towards plan maximums.

<table>
<thead>
<tr>
<th>Deductible - Year-to-Date</th>
<th>Amount</th>
<th>In Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Accumulation</td>
<td>$1,500.00</td>
<td>$1,500.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- View deductibles and maximums for all members
- View your medical benefit details
  - Take a look at who’s covered and what your plan covers, including answers to questions about deductibles, benefit maximums, out-of-pocket maximums and medical authorizations.
- Additional Resources
  - View preventive health benefit information: (for 144k)
  - See what preventive and wellness services are covered
  - Add or Switch a Primary Care Physician
    - See out-of-pocket maximums and medical authorizations.

**Medical Benefits**

View a summary of your plan’s coverage, including answers to questions about your plan.

**Discounts from Healthy Rewards**

Learn how you can save on health and wellness products and services.

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**Message from CIGNA**

Quest Diagnostics (1-800-377-7220) and Laboratory Corporation of America (1-888-532-8777) are preferred national laboratories. Ask your doctor, or visit these links for locations nearest you.

View the [Getting to Know myCIGNA Guide](#) for more detailed information on myCIGNA.

**Leaving your health plan coverage?**

Check for maintaining health coverage after a loss of employment or other triggering event.

**Message from your employer**

Concerned about a major health problem? New covered benefit? Get a confidential, online second opinion from the MyConsult® experts at Cleveland Clinic: more [here](#)

New! Access Your Healthy Life Personal Health Team [here](#)
HIGHLIGHTS:

- Find a dentist in the online directory.
- Easily track deductibles and plan maximums, when applicable.
- Estimate your dental costs before your visit.
- Print a dental ID card.
- Get the forms you need.

- Gauge your risks for cavities and gum disease through dental risk assessments.

You can also get information on how to select a dentist, access dental health information through WebMD Dental Health Resource Center, and more.

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Dental Benefits
Find plan details and see who's covered. Learn what preventive care services are covered by your plan. And get answers to your dental health questions.

I Want to …
Find a dentist or specialist, download a form or print a dental ID card.

Dental Treatment Cost Estimator
Get an estimate of your dental costs before your next visit. You’ll find cost information by ZIP code for procedures like teeth removal, biopsies of the mouth and more.

Related Health Resources
Find dental health information from the WebMD Dental Health Resources Center, including how to handle a dental emergency. Take the Cavity and Periodontal Disease Risk Assessment quizzes to know your risks for cavities and gum disease.
My Pharmacy Plans

**HIGHLIGHTS:**

- Search for claims.
- View plan information.
- Review real-time drug pricing information based on your pharmacy plan.
- Order medications through CIGNA Home Delivery Pharmacy®.
- Locate nearby pharmacies.
- Compare your medication with other drug options, including brand names, available generics and other low-cost drug alternatives.
- Confidentially submit questions to a pharmacist for answers you need.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

**Price a Medication**

Compare costs of your prescription drugs at specific retail pharmacies and CIGNA Home Delivery Pharmacy.

**I Want to …**

Find links to popular tasks, such as searching for a pharmacy, downloading a form and printing ID cards.

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**CIGNA Home Delivery Pharmacy**

Order a new prescription or refill an existing prescription through our convenient mail-order service. Take advantage of our lower costs and get a 90-day supply delivered to your door at no additional cost for delivery.

**Pharmacy Claims Search**

Search for pharmacy claims for the primary plan subscriber and any dependents for the past 16 months.
My Awards Programs
Learn how you can earn awards by completing a program, and view completed programs.

Commonly Asked Questions
Find answers to common questions about your accounts.

My Accounts
View your balances and transaction history for your account(s). Understand how your account(s) work.

I Want to ...
Find links to popular tasks, such as searching for a doctor or hospital, learning what your account covers or downloading a form.

HIGHLIGHTS:
- View balances and transaction history for accounts specific to your plan such as a Health Reimbursement Account (HRA), Health Savings Account (HSA), Healthy Awards Account® or Flexible Spending Account (FSA).
- Find a list of services and expenses covered by your account(s).
- Get detailed information on how your account(s) work.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.
Visit myCIGNA – you can:

- Complete *my health assessment*.
- Seek health advice.
- Learn more about a particular condition or procedure.
- Get estimated costs for specific procedures.

- Search the CIGNA 24-Hour Health Information Line™ and Healthwise® Medical Encyclopedia for information on hundreds of medical topics.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

### Getting to know myCIGNA

#### HIGHLIGHTS:

- Search the CIGNA 24-Hour Health Information Line™ and Healthwise® Medical Encyclopedia for information on hundreds of medical topics.

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### Cost and Quality Resources

Compare cost and quality between doctors and hospitals to help you decide where to receive care.

### Health Management Resources

Find information on CIGNA HealthCare resources that help you get healthy and stay healthy. Depending on your plan, these resources include the CIGNA 24-Hour Health Information Line, CIGNA HealthCare Healthy Babies®, and CIGNA Health Advisor®.

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**my health assessment**

Help improve your health by completing this secure online health questionnaire.

**Condition and Wellness Resources**

Find support tools on a number of conditions. Learn how you can get healthy with our trained medical practitioners.

**WebMD Personal Health Manager**

A suite of tools and health resources to better assess, track and manage your personal health.

**Medical Encyclopedia from Healthwise**

Learn more about your condition, procedure or upcoming medical test. Find support groups or learn more about your medications.
Provider Directory

HIGHLIGHTS:
- Find all participating CIGNA doctors, hospitals, pharmacies, labs and clinics.
- Get to know the different tools that can help you find quality care at lower costs. Find out how choosing a CIGNA Care-designated specialist can save you on out-of-pocket costs.
- Select common conditions or procedures to find health care professionals and experience a complete and uninterrupted scenario of care.

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Type of Provider
Find a doctor or hospital in your area. Look for a Center of Excellence, or consider a specialist with the CIGNA Care designation.

Search by Specialty
Look for a doctor or hospital based on a procedure, symptom or condition.

Search
Run your inquiry by City, State or ZIP. Specify how far you are willing to travel.

Provider Directory - Find a Provider
Know before you go: Estimate medical costs for your condition or procedure.

Select the type of provider. Use the drop down list to narrow your search.

Choose the distance you’re willing to travel and then city and state or ZIP code.

Optional Filters
- Accepting New Patients
- Gender
- Board Certified
- Secondary Language

Do you want to search in:
- Your CIGNA Health Care Network
- Out of Your Network

Other Provider Directories
- CIGNA Certified Hospitals for Bariatric Surgery (PDF)
- CIGNA Certified Oncology Centers (PDF)
- CIGNA Certified Hospital Centers (PDF)
- Strikes & Sense (PDF)
- VT Hospital Pricing and Financial Reports

NEW: Try the new, more targeted search options. The provider directory selection categories will help you quickly locate a provider.

Quest Diagnostics (1-800-377-7220) and Laboratory Corporation of America (1-888-522-2577) are preferred national laboratories.

Disclaimer
Search and Compare Costs
Experience an entire scenario of care. Learn about your condition, find a doctor or hospital, get prescription drug information and more. You don’t have to log in and out between searches. Compare doctors and hospitals on cost and quality of care and make the most of your health care dollars.

HIGHLIGHTS:
- Use our cost and quality tools to compare hospitals and doctors.
- Consider a CIGNA Care-designated doctor when you need to see a specialist. The teal leaf symbol denotes participating doctors who meet or exceed specific quality care and cost-efficiency criteria for performance.
- Find hospitals designated as a CIGNA Center of Excellence and save on your out-of-pocket costs.
- Get cost savings tips to make the most of your health care dollars.

Cost Savings Tips
Learn additional ways to save on your out-of-pocket costs.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

Compare Physician & Hospital Quality
Compare doctors and hospitals in your area. You can find doctors with the CIGNA Care designation or find a Center of Excellence hospital.
Health Management Resources

HIGHLIGHTS:
- Connect with the resources you need to make informed decisions about your health.
- Enroll in a program to improve your health and well-being.
- Get the facts about your health or condition for more control.
- Access an extensive range of high-quality health and well-being services.
- Store your lab and claims data in one secure, central location.

Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

my health assessment
Complete this confidential questionnaire and learn how you can improve your health. You'll receive a health score and a simple-to-follow health plan to help you get healthy and stay healthy.

WebMD® Personal Health Record
Store and monitor your health information in one central and secure location. Choose to send your lab and claim data to your WebMD health record. Fax or print a summary to share with your doctors.

Health Information Line
View a list of prerecorded information on various topics from aging and women's health to nutrition and surgery.

Disease and Condition Management
Find personal support and information to help you understand and more effectively manage your condition.

Online Health Coaching Programs
Participate in online programs for 6-8 weeks, and learn ways to improve your quality of life.
Healthy Rewards® is a discount program. Some Healthy Rewards programs are not available in all states. If your CIGNA plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance, and you must pay the entire discounted charge.

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