

# A BETTER SITE FOR BETTER HEALTH

User Guide



**GO YOU.**



## myCigna.com: KEY FEATURES

MyCigna.com is easy-to-use and provides useful tools and information to help you manage your health.



- Simple navigation
- Built-in search engine
- Mobile access
- Spanish language functionality
- Tools to find and compare doctors and hospitals
- Cigna Care Designation<sup>1</sup>
- Cost comparison estimates based on Cigna historical data
- Interactive medical library with info on hundreds of health topics
- Access to your pharmacy benefits<sup>2</sup>
- Drug price quote tool<sup>2</sup>
- Online prescription refills<sup>2</sup>

Hablamos  
español



1. Indicates doctors in 22 different medical specialties, who we've assessed for certain quality and cost measures.
2. If your plan offers Cigna pharmacy benefits. Features may vary by plan.

## ONE-AND-DONE REGISTRATION

- You will need to register the first time you use the site.
- Login ensures you're accessing the right provider directory – don't forget to bookmark it.
- If you've already registered for myCignaforHealth.com, you will still need to register for myCigna.com. If you already have a myCigna.com login, you do not need to re-register.



# REGISTRATION – It's Easy

The first time you visit, you'll be directed through a simple registration. Enter your personal information using Option # 2 or 3 and confirm your identity (Social Security Number or fill out a personal questionnaire), and create your User ID and Password. Keep these in a safe place, and bookmark myCigna.com for easy access.

**Registration**

ENTER PERSONAL DETAILS CONFIRM YOUR IDENTITY CREATE USER ID REVIEW & SUBMIT

Registering to take the Health Assessment?  
If you or your dependent are not currently enrolled in a Cigna health plan, you can register for a new health plan and enroll in a Cigna health plan.

Enter Personal Details

You're just minutes away from creating your account.

First Name

Last Name

Date of Birth  Month  Day

Address

Address 2 (Optional)

City

State

ZIP Code

By continuing with this information, you agree to the Terms and Conditions of the Cigna Health Plan.

**Next** **Cancel**

**Registration**

ENTER PERSONAL DETAILS CONFIRM YOUR IDENTITY CREATE USER ID REVIEW & SUBMIT

**Confirm Your Identity**

This next step ensures that the person we're talking to is really you. And ultimately, it helps protect your personal information.

Please choose one of the following options to confirm your identity.

☒ Option 1: Enter Your Cigna ID

Please enter this information exactly as it appears on your Cigna ID Card.

Your Cigna ID

(E.g. U123456789 or 123456789)

☐ Option 2: Enter the Subscriber's Social Security Number

The subscriber is the person who is the primary insured under the plan.

AND, if you are NOT the subscriber, enter the code:

AND, if you're listed under someone else's Cigna plan, please enter their ZIP code:

Do Cigna send you a letter with login information? Enter your temporary ID and password.

**Previous** **Next** **Cancel**

**Create User ID and Password**

User ID

Must be 4 - 20 characters long and contain at least 1 letter.

Password

Must be 6 - 12 characters long and contain at least 1 number.

Confirm Password

Email (Optional)

(E.g. email@emaladdress.com)

Security Question 1

Your Answer

Security Question 2

Your Answer

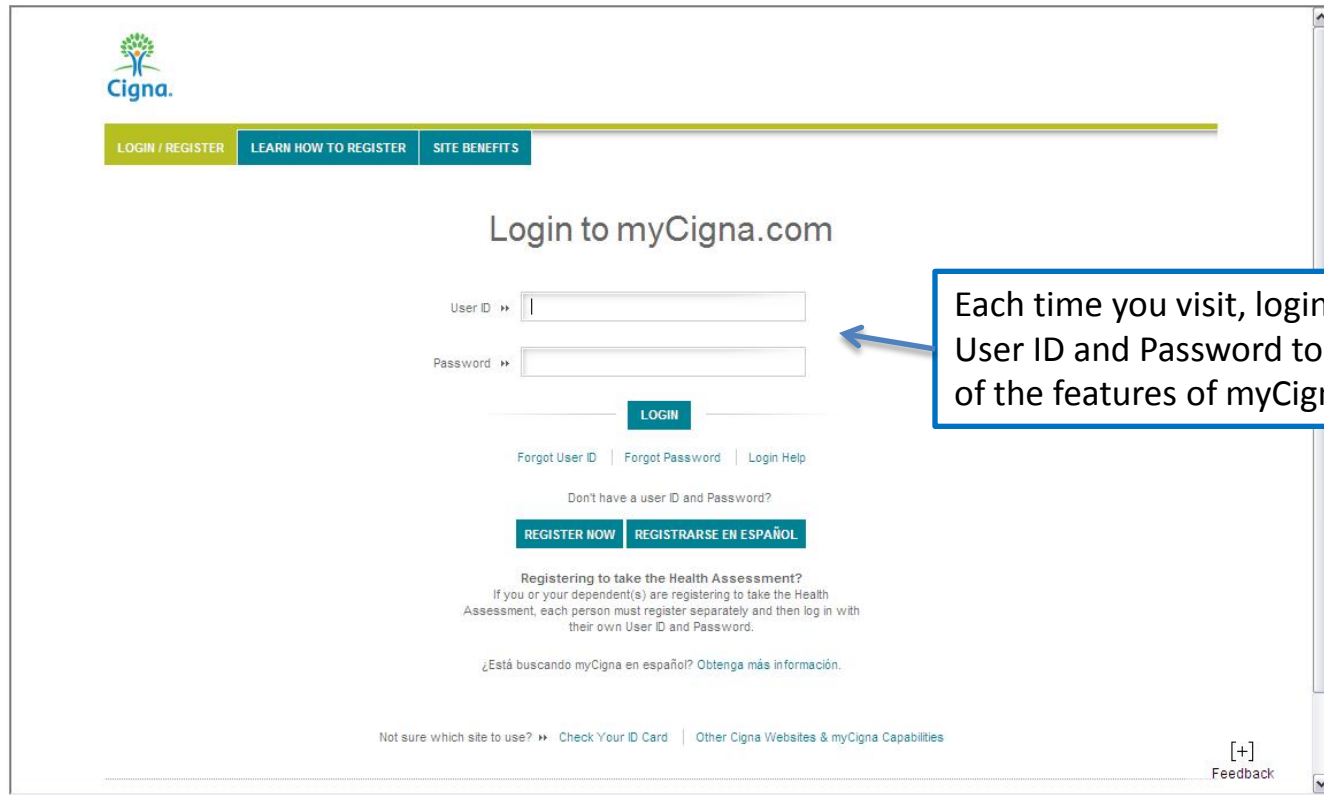
**Previous** **Next** **Cancel**

myCigna.com Tour | Privacy | Legal Disclaimer | Help

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Verizon Cybertrust Security **CERTIFIED** ENTERPRISE **[+]** Feedback

# LOGIN EACH TIME YOU VISIT



The screenshot shows the myCigna.com login interface. At the top left is the Cigna logo. Below it is a navigation bar with three tabs: 'LOGIN / REGISTER' (highlighted in green), 'LEARN HOW TO REGISTER', and 'SITE BENEFITS'. The main heading is 'Login to myCigna.com'. Below this are two input fields: 'User ID' and 'Password', each with a right-pointing arrow icon. A blue callout box with a white border and a blue arrow pointing to the 'User ID' field contains the text: 'Each time you visit, login with your User ID and Password to access all of the features of myCigna.com.' Below the input fields is a teal 'LOGIN' button. Underneath the button are links for 'Forgot User ID', 'Forgot Password', and 'Login Help'. Below these links is the text 'Don't have a user ID and Password?' followed by two buttons: 'REGISTER NOW' and 'REGISTRARSE EN ESPAÑOL'. Below the buttons is a section titled 'Registering to take the Health Assessment?' with a paragraph explaining that each person must register separately and then log in with their own User ID and Password. Below this is a link: '¿Está buscando myCigna en español? Obtenga más información.' At the bottom of the page, there is a footer with the text 'Not sure which site to use? » Check Your ID Card | Other Cigna Websites & myCigna Capabilities' and a 'Feedback' link with a plus icon in a box.

Cigna.

LOGIN / REGISTER | LEARN HOW TO REGISTER | SITE BENEFITS

## Login to myCigna.com

User ID »

Password »

LOGIN

[Forgot User ID](#) | [Forgot Password](#) | [Login Help](#)

Don't have a user ID and Password?

[REGISTER NOW](#) | [REGISTRARSE EN ESPAÑOL](#)

**Registering to take the Health Assessment?**  
If you or your dependent(s) are registering to take the Health Assessment, each person must register separately and then log in with their own User ID and Password.

[¿Está buscando myCigna en español? Obtenga más información.](#)

Not sure which site to use? » [Check Your ID Card](#) | [Other Cigna Websites & myCigna Capabilities](#)

[+] Feedback

# FIND A DOCTOR

**YOU CAN ALSO FIND A DOCTOR on Cigna.com.**  
**Click “Find a Doctor” then select the “PPO/Choice Fund PPO” network, and click “Select” to make sure you are searching in the correct network.**

The screenshot shows the Cigna website's 'Find a Doctor or Service' page. At the top, there's a navigation bar with links like 'Profile', 'Contact', 'Forms', 'Español', and 'Log Out'. Below this is a search bar with a 'SEARCH' button. A secondary navigation bar contains links: 'REVIEW MY COVERAGE', 'MANAGE CLAIMS & BALANCES', 'FIND A DOCTOR OR SERVICE' (highlighted), 'CIGNA HOME DELIVERY PHARMACY', 'ESTIMATE HEALTH CARE COSTS', and 'MANAGE MY HEALTH'. The main heading is 'Find a Doctor or Service'. Below it, a sub-heading says 'Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state.' The search form has three sections: 'Find a...' with a dropdown for 'Person, place or procedure' and a 'Select Search Type' button; 'Who or What are you looking for?' with a text input field containing 'John Smith, lab, heart doctor, colonoscopy'; and 'Where?' with a text input field containing 'Bloomington, IL 60108'. A 'SEARCH' button is at the bottom right of the form. To the right of the search form is a 'NEED HELP' section with two links: 'For help finding something on the site please call 1.800.853.2713' and 'For help with plan and coverage information please call the number on the back of your ID card.'

Search by name, specialty, or location.


Use selection tools to refine your search results.

The screenshot shows the 'Search Results' page. At the top, there's a navigation bar with links like 'Profile', 'Contact', 'Español', and 'Log Out'. Below this is a search bar with a 'SEARCH' button. A secondary navigation bar contains links: 'FIND A DOCTOR OR SERVICE' (highlighted), 'ESTIMATE HEALTH CARE COSTS', and 'MANAGE MY HEALTH'. The main heading is 'Search Results'. Below it, a sub-heading says 'You searched for: Johnson | Near: Bloomington, IL | Plan: PPO'. The results section shows 'We Found: 36 Doctors'. On the left, there's a 'REFINE RESULTS' section with a '36 Doctors Found In-Network' summary. Below this are two filters: 'DISTANCE FROM BLOOMINGTON, IL (Change)' with a slider from 0 to 250 miles, and 'CIGNA CARE DESIGNATION' with radio buttons for 'View CCD Only (9)' and 'View All (36)'. The main results table has columns for 'Doctor', 'Distance', 'Cigna Care Designation', 'Specialty', and 'Cost Efficiency Rating'. The first row is for 'Johnson, Erik L, MD', 2.2 miles away, with 'CIGNA Care Designation Quality Designations' (circled in red), 'Specialty: Pediatrics', and a 'Cost Efficiency Rating' of three stars. The second row is for 'Johnson, Marianne, MD', 4.0 miles away, with 'CIGNA Care Designation Quality Designations', 'Specialty: Obstetrics And Gynecology', and a 'Cost Efficiency Rating' of two stars. The third row is for 'Johnson, Jeffrey T, MD, DO', 6.2 miles away, with 'CIGNA Care Designation Quality Designations', 'Specialty: Family Practice', and a 'Cost Efficiency Rating' of two stars. A 'START OVER' button is at the top right of the results section.

When searching for a doctor, the Cigna Care Designation<sup>1</sup> symbol will appear next to those network doctors who practice in one of the specialties reviewed who meet certain quality and cost-efficiency measures.

1. Indicates doctors in 22 different medical specialties, who we've assessed for certain quality and cost measures.

# MEDICAL COST ESTIMATOR



[REVIEW MY COVERAGE](#) + [MANAGE CLAIMS & BALANCES](#) + [FIND A DOCTOR OR SERVICE](#)

[Home](#) » [Estimate Health Care Costs](#)

## Estimate Health Care Costs

### Medical Cost Estimator

In our Health Care Professional Directory, you can [estimate your average](#) place for care based on cost, plan and location.

Compare estimated costs for various procedures based on Cigna's historical data. Sort by outcomes rating, average price, distance, and more.

[Home](#) » [Find a Doctor or Service](#) » Search Results [Print This Page](#)

### Search Results

You searched for: Knee replacement | Near: Canton, CT [START OVER](#)

We Found: 139 Doctors and 11 Hospitals

[DOCTORS](#) [HOSPITALS](#)


[REFINE RESULTS](#) ?

Sort By: [Patient Outcomes Rating](#)

[Print/ Save Results](#) | [View List](#) | [View Map](#)

<b>11 Hospitals</b> Found In-Network			
<b>DISTANCE FROM</b> CANTON, CT (Change) 0 5 10 25 75 150 250 Distance: » 20 miles			
<b>PATIENT OUTCOMES</b> <input checked="" type="checkbox"/> ★ ★ ★ (0) <input checked="" type="checkbox"/> ★ ★ ★ (4) <input checked="" type="checkbox"/> All Others (7)			
<b>COST EFFICIENCY RATING</b> <input checked="" type="checkbox"/> ★ ★ ★ (2) <input checked="" type="checkbox"/> ★ ★ ★ (1) <input checked="" type="checkbox"/> All Others (8)			
<b>LIMIT AVERAGE COSTS</b> 8850.0 33100.0			
	<b>St. Francis Hospital and Medical Center</b> 114 Woodland St Hartford, CT 06105 (860) 714-2606	11.1 Miles <a href="#">View Map</a>	<b>Center of Excellence for:</b> Knee replacement Patient Outcomes Rating for: Knee replacement ★ ★ ★ <b>Average Hospital Costs</b> \$15,600.00 - \$17,500.00 <b>Cost Efficiency Rating for:</b> Knee replacement ★ ★ ★
	<b>Hospital of Central Connecticut</b> 100 Grand St New Britain, CT 06050 (860) 224-5011	14.2 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★ <b>Average Hospital Costs</b> \$17,500.00 - \$19,500.00 <b>Cost Efficiency Rating for:</b> Knee replacement ★ ★ ★
	<b>Hartford Hospital</b> 80 Seymour St Hartford, CT 06102 (860) 545-5555	12.1 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★ <b>Average Hospital Costs</b> \$21,600.00 - \$29,200.00 <b>Cost Efficiency Rating for:</b> Knee replacement ★ ★ ★
	<b>John Dempsey Hospital</b> 263 Farmington Ave Farmington, CT 06030 (860) 679-2000	9.7 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★ <b>Average Hospital Costs</b> \$27,700.00 - \$38,500.00 <b>Cost Efficiency Rating for:</b> Knee replacement ★ ★ ★


# MANAGE YOUR HEALTH

CHEN | Profile | Contact | Español | Log Out


FIND A DOCTOR OR SERVICE | ESTIMATE HEALTH CARE COSTS | MANAGE MY HEALTH +

Home » Manage My Health » My Health Programs & Resources Print This Page


## My Health Programs & Resources




**Better Eating For a Healthier Life**  
You only get one body. Feed it well.  
[Learn more.](#)




**Increase Your Energy and Fitness**  
Pack more purpose, fun and activity into your day. Get more done with less effort.  
[I choose fitness.](#)




**Chronic Health Issue?**  
We help you tackle asthma, heart disease and 14 other conditions for an easier, healthier life.  
[Learn more.](#)




**Healthy Pregnancies, Healthy Babies**  
Months before your baby's first smile comes a first chance at health. Give your baby a great start.




**Leave Tobacco Behind For Good**  
It's your health. Don't let smoke cloud your future. Quit today.




**Sleep Better, Feel Better, Live Better**  
Reduce sleep problems, rest deeply and wake up refreshed.  
[Get sleep help now.](#)



**Control Your Stress**  
Everyone has stress. CIGNA can help you control it.  
[Learn more.](#)



**Healthy Steps To Weight Loss**  
Boost your health with effective weight management.  
[Learn more.](#)



**Winning Against Cancer**  
A cancer diagnosis can be overwhelming. But there are ways to cope. CIGNA can help.  
[Get cancer support now.](#)

The “Manage My Health” section includes a wealth of tools and information to help you get healthy and stay healthy. You’ll find articles, support groups, advice, and other resources on a variety of topics including blood pressure, cholesterol, tobacco cessation, weight management, stress, and more.



## IMPORTANT INFORMATION



- If you are a new Cigna customer, you must wait until on or after the effective date of your plan to register. You may not register in advance.
- To access current Medical Claim Information, you will need to go to your Plan Administrator's website (or follow the instructions on your ID card). If you have had coverage through Cigna in the past 24 months, some prior claim information may appear, however, current Medical Claim Information is not available on myCigna.com.
- If you have had any prior coverage through Cigna in the past 24 months, you will have access to prior benefit information on myCigna.com.
- If you have technical issues with registering, please contact 800-853-2713.

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