

Getting to know



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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.



To register for your plan information, please provide the following information.

**Note:** Subscribers will get access to all applicable information. Dependents who are covered by a mail order pharmacy plan can register for access to their own pharmacy information. To protect your privacy, subscribers and dependents should register themselves and not allow others to perform the registration process on your behalf.

By proceeding with registration you represent and acknowledge either that you are the CIGNA customer, and that you are over the age of 13, or that you are the authorized representative, parent, or legal guardian of the CIGNA customer, whose personal information will be accessible through this website.

If you have already registered on the MyCareAllies.com site, you do not need to re-register on myCIGNA.com. Please use that user ID and password to log into myCIGNA.com.

\* Indicates required field.

\* First Name:

\* Last Name:

\* Relationship to Subscriber:  [Help me select](#)

\* Date of Birth:  (mm/dd/yyyy)

\* Home ZIP Code:

\* Your CIGNA ID:

**Note:** you will create a new unique myCIGNA ID on the next page; the CIGNA ID you need to enter here is the ID number found on your identification card. Please input the entire number. I don't have a CIGNA ID card.

**OR**

\* Temporary ID:  **Note:** only enter here if you've received a letter from us with a temporary ID and password.

\* Temporary Password:

**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.

## HIGHLIGHTS:

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.

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## Home

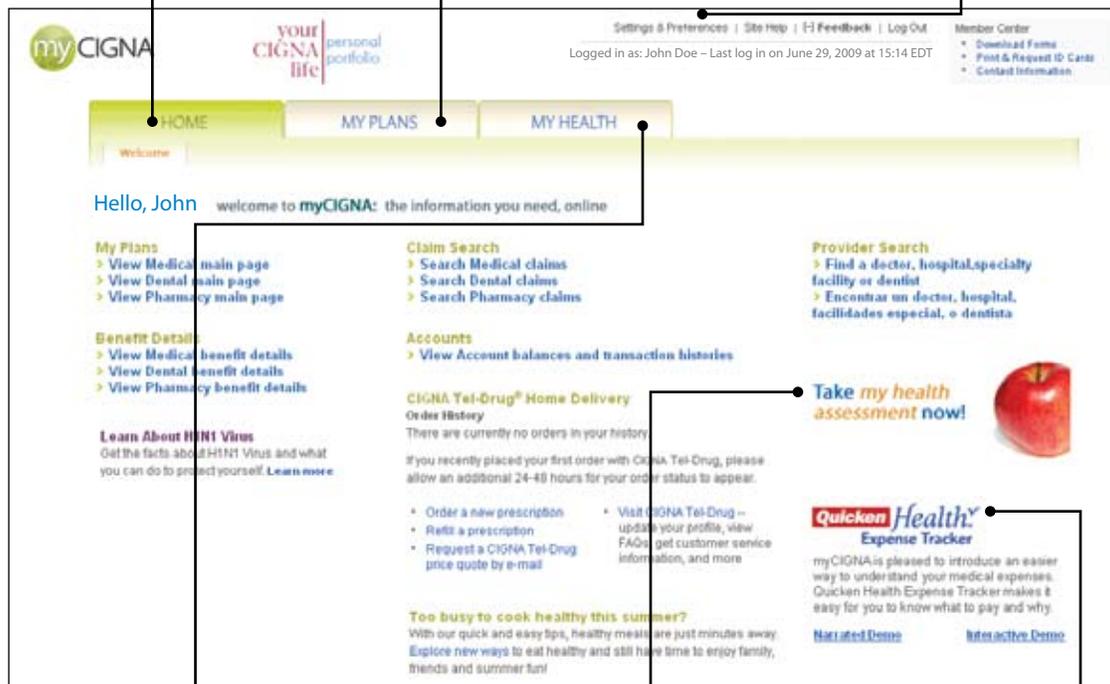
Upon logging in, you'll land on your personal Welcome Page where you'll find quick links to the more popular online tools.

## 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<sup>SM</sup> 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.

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## 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.

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.

## 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.

**My Plans - Medical**

**Plan Summary**  
JOHN DOE  
Plan: HRA/OPEN ACCESS PLUS  
CIGNA Care Network  
Pharmacy Plan: Tier 3  
Account Number: 1234567  
Effective Date: 07/30/2007  
Status: Active  
[See who's covered](#)

If you are enrolled in a HRA or HSA plan as a single individual with no dependents, your Medical Deductible and Out-of-Pocket information may be reflected in the Family sections on the myCIGNA.com My Medical Deductibles - Year-to-Date and Benefit Details Screen. If so, please disregard the "Does Not Apply" that is reflected in the Individual Deductible and Out-of-Pocket sections and refer to the Family sections for your Deductible Accumulations and benefit details.

**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 have paid towards your deductible and accumulated towards plan maximums.

Deductibles - Year-to-Date	In Network		Out-of-Network
	Amount	Met	Remaining
Plan Accumulation	\$1,500.00	\$1,500.00	\$0.00

[View deductibles and maximums for all members](#)

**Medical Benefits**  
[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](#) (PDF 144k)  
See what preventive and wellness services are covered.  
[Add or Switch a Primary Care Physician](#)  
Search our provider directory to add or switch the designated Primary Care Physician for you or your dependents.

**I Want to...**

- Find a doctor, hospital or special facility
- Encontrar un doctor, hospital, o facilidades especial
- Estimate medical costs for a condition or procedure
- Take *my health assessment*
- Print a temporary ID card
- Request a new ID card
- Learn more about Well Informed

**Related Health Resources**

- MyConsult® Online Second Opinion [covered benefit](#)
- Behavioral Health Tools and Plan Information
- CIGNA Companies' Summary Plan Description (SPD)
- Convenience Care Clinics
- CIGNA Tel-Drug Home Delivery
- Healthy Life Personal Health Team

**Discounts from Healthy Rewards®**  
Save on health and wellness products and services.  
Select a Program [go](#)

**Message from CIGNA**  
Quest Diagnostics [\(1.800.377.7220\)](#) and Laboratory Corporation of America [\(1.888.522.2677\)](#) are preferred national laboratories. Ask your doctor, call or visit these links for locations nearest you.  
[View the Getting to Know myCIGNA Guide \(PDF 1.9M\)](#) for more detailed information on myCIGNA.  
Losing your health plan coverage? Choices 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](#)  
**New!** Access Your Healthy Life Personal Health Team [more](#)

## My Medical Deductibles

Track how much you've paid toward your deductibles (the amount you pay before your plan starts to pay) and accumulated toward plan maximums.

## 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.

## 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.

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.

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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.

**My Plans - Dental**

**Plan Summary**  
JOHN DOE  
Plan: CIGNA COMPANIES  
Account Number: 1234567  
Network Name: CORE NETWORK  
Effective Date: 09/01/2003  
Status: Active  
[See who's covered](#)

**Message from CIGNA**  
View the [Getting to Know myCIGNA Guide](#) (PDF 1.9M) for more detailed information on myCIGNA.  
View the [myCIGNA Dental Guide](#) (PDF 1MB) for more detailed information on myCIGNA Dental pages.

Questions about your Dental Plan?  
Call 1.888.992.4462  
(8 am - 6 pm local time)

**Dental Claims Quick Search**  
Find dental claims for: JOHN DOE  
Service date(s) within:  [Find Claims](#)  
[Advanced date range search](#)

**My Dental Deductibles - Year-to-Date**  
Track how much you have paid towards your deductible and accumulated towards plan maximums.

Deductibles - Year-to-Date	In Network	Out-of-Network
Basic & Major Restorative	Amount	Met / Remaining
JOHN DOE	\$25.00	\$0.00 / \$25.00
Family	\$75.00	\$0.00 / \$75.00

[View deductibles and maximums for all members](#)

**I Want to...**

- Find a dentist in CIGNA's Provider Directory
- Encontrar a un dentista en el Directorio de Proveedores de CIGNA
- Download a dental claim form (PDF 1,473k)
- Print a Dental ID Card

**Related Health Resources**

- WebMD Dental Health Resources
- Cavity Risk Assessment Quiz
- Periodontal (Gum) Disease Risk Assessment Quiz

**Discounts from Healthy Rewards®**

Save on health and wellness products and services.

Select a Program  [GO](#)

**Common Questions**

- Do I need an ID card to receive dental care?
- How do I choose a dentist?

**Dental Benefits**  
[View your dental benefit details](#)  
Take a look at who's covered and what your plan covers, including answers to questions about preventative, restorative and diagnostic care.

**Dental Treatment Cost Estimator**  
[Estimate your dental costs](#)  
Find out the estimated cost for a procedure or treatment.

## 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.

Getting to know



## 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<sup>SM</sup>.
- 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.

**My Plans - Pharmacy**

**Plan Summary**  
JOHN DOE

Plan: Tier 3  
Account Number: 1234567  
Effective Date: 07/30/2007  
Status: Active

[See who's covered](#)

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**Message from CIGNA**

Pay less when you fill your Lipitor prescription. Lipitor is now a Preferred Brand in the CIGNA Prescription Drug List. Visit the Prescription Drug Price Quote Tool and review real-time drug pricing information based on your pharmacy plan.

View the [Getting to Know myCIGNA Guide](#) (PDF 1.9M) for more detailed information on myCIGNA.

Getting your medication can be faster and easier when your doctor sends your prescriptions electronically. [more](#)

Ordering from CIGNA Tel-Drug? We are unable to process online orders for new prescriptions at this time. New prescriptions must be ordered by mail. Refill orders are not affected. [more](#)

We apologize for this temporary inconvenience. [Urgent need?](#) Contact your doctor for a 30-day prescription that can be filled at your local pharmacy.

See what others are saying about the Prescription Drug Price Quote tool, then scroll down to give it a try!

"This website is awesome! With the economy as it is, it is extremely helpful to know what costs you are facing, especially for maintenance drugs. The data regarding alternatives is also very helpful. Thank you for making access to important benefit information much easier."

"It was nice to review pharmacy on-line and help make better choices between generic and name brand drugs."

"This is a great tool to use especially during these economic times when you really have to watch every cent you spend."

**Price a Medication**

➤ [Get a prescription drug price quote](#)

Determine drug costs and find out if it's covered by your plan.

**CIGNA Tel-Drug® Home Delivery Pharmacy**

You could save more with the convenience of home delivery for medications you take on a daily basis.

- Request a new prescription from CIGNA Tel-Drug Home Delivery Pharmacy
- Refill a prescription from CIGNA Tel-Drug Home Delivery Pharmacy
- Check the status of your order
- Visit CIGNA Tel-Drug – update your profile, view FAQs, get customer service information and more

**Pharmacy Claims Search**

➤ [Search claims for JOHN DOE](#)

View pharmacy claim information. History is available for the past 16 months.

**Pharmacy Benefit Details**

➤ [View your pharmacy benefit details](#)

Take a look at who's covered and what your plan covers, including answers to questions about deductibles.

**I Want to...**

- Find a Pharmacy in CIGNA's Provider Directory
- Encontrar una farmacia en el Directorio de Proveedores de CIGNA
- Get a Prescription Drug Claim Form
- Download a Tel-Drug® Mail Order Form (PDF 342k)
- Request a new ID card
- Print a temporary ID card
- Learn more about Well Informed

**Related Health Resources**

- Top 50 Drugs and their Generic Equivalents
- A to Z encyclopedia of medications (Provided by Healthwise)
- Consumer's Guide to E-Prescribing. (PDF 465kb)

**Discounts from Healthy Rewards®**

- Save on health and wellness products and services.

Select a Program

## 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.

## 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.

Getting to know



## 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.

The screenshot shows the 'My Plans - Accounts' page. On the left, there is an 'Account Summary' section with a list of accounts: 'Health Reimbursement Arrangement (HRA)' and 'Flexible Spending Account'. Below this is a 'Message from CIGNA' regarding FSA reimbursements. The main content area is divided into several sections: 'My Accounts' (with links for 'View HRA and FSA Balances & Transaction History', 'HRA Overview', and 'Health Care FSA Overview'), 'My Awards Programs' (with a link for 'View My Awards Program'), and 'Commonly Asked Questions' (with sub-sections for HRA and FSA questions). On the right side, there are three additional sections: 'I Want to...' (with links for finding a doctor, health assessment, FSA coverage, FSA calculator, and downloading forms), 'Related Health Resources' (with links for CIGNA Companies' SPD and FSA Store), and 'Discounts from Healthy Rewards®' (with a link for saving on health and wellness).

## 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.



**HIGHLIGHTS:**

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<sup>SM</sup> and Healthwise<sup>®</sup> Medical Encyclopedia for information on hundreds of medical topics.

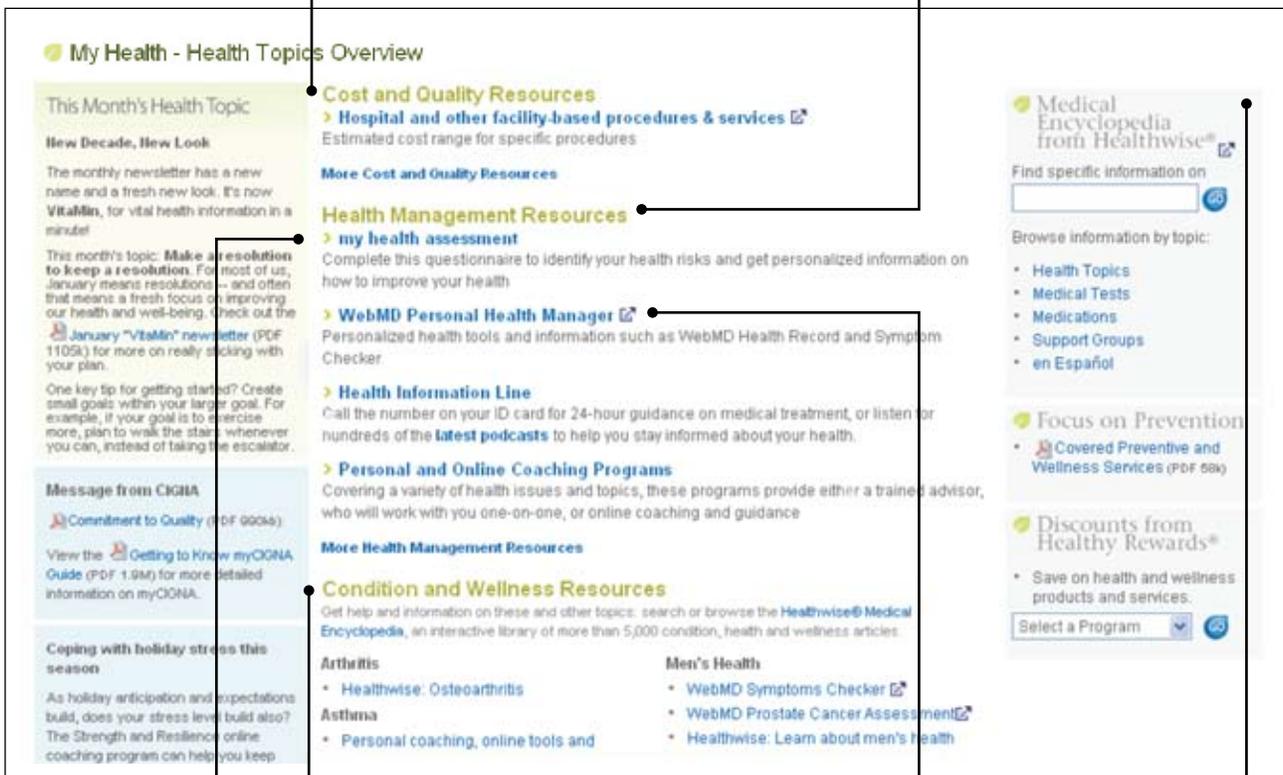
Note: This guide is based on the experience of a typical user. Actual features may vary based on your plan and your individual security profile.

**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<sup>®</sup>, and CIGNA Health Advisor<sup>®</sup>.



**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.

## 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.

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.

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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.

The screenshot shows the myCIGNA website's Provider Directory search page. At the top, there are navigation links for Settings & Preferences, Site Help, Feedback, and Log Out. A user is logged in as John Doe. The main heading is "Provider Directory - Find a Provider". Below this, there are instructions and a search form. The form includes a dropdown for "Type of Provider" (set to "Physician"), a dropdown for "By Specialty" (set to "Family Practice"), and a search box containing "06268". There are also fields for "Address", "City", "State", and "Zip Code". Below the search form are "Optional Filters" for "Accepting New Patients", "Gender", "Board Certified", and "Secondary Language". At the bottom, there are radio buttons for "Your CIGNA HealthCare Network" and "Out of Your Network". On the right side, there is a "Member Center" with links for "Download Forms", "Print & Request ID Cards", and "Contact Information". Below that is a section for "Other Provider Directories" with links to various CIGNA Certified services and reports. A "NEW" notice is also present on the right side.



## 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.

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.

## 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.

## Cost Savings Tips

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

**My Health - Cost and Quality Resources**

**This Month's Health Topic**  
**New Decade, New Look**  
 The monthly newsletter has a new name and a fresh new look. It's now **VitaMin**, for vital health information in a minute!  
 This month's topic: **Make a resolution to keep a resolution.** For most of us, January means resolutions -- and often that means a fresh focus on improving our health and well-being. Check out the [January "VitaMin" newsletter](#) (PDF 1105k) for more on really sticking with your plan.  
 One key tip for getting started? Create small goals within your larger goal. For example, if your goal is to exercise more, plan to walk the stairs whenever you can, instead of taking the escalator.

**Message from CIGNA**  
 View the [Getting to Know myCIGNA Guide](#) (PDF 1.9M) for more detailed information on myCIGNA.

**Cost Resources**  
 Get Costs for:  
 > **Search and Compare costs and quality metrics for certain Procedures or medical Conditions** [↗](#)  
 Estimate cost range for specific procedures  
 > **Convenience Care Clinics**  
 Cost for services provided by Convenience Care Clinics  
 > **Dental Treatment Cost Estimator**  
 Estimate costs for dental procedures or treatments. This link will redirect you to the My Plans - Dental page where you can access the Dental treatment cost estimator.  
 > **Cost Savings Tips** (PDF 73k)   
 Tips to decrease your out-of-pocket expenses

**Quality Resources**  
 > **Compare physician & hospital quality** [↗](#)  
 Use our Provider Directory to compare physician and hospital quality profiles  
 > **NCQA Recognized Physicians** [↗](#)  
 Search for physicians recognized by NCQA for quality diabetes or heart/stroke care and for hospitals that meet the Leapfrog Group's patient safety standards. Check the myCIGNA provider directory to determine if the physician or facility participates in your benefit plan before

**Medical Encyclopedia from Healthwise®** [↗](#)  
 Find specific information on  [GO](#)  
 Browse information by topic:  
 • Health Topics  
 • Medical Tests  
 • Medications  
 • Support Groups  
 • en Español

**Discounts from Healthy Rewards®**  
 • Save on health and wellness products and services.  
 Select a Program  [GO](#)

## 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.

## 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.



[www.myCIGNA.com](http://www.myCIGNA.com)

\*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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