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 your Date of Birth, ZIP code and your Member ID number which 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:
- 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.

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Home
Upon log-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.

Getting to know myCIGNA

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
An online tool that lets you organize, manage and monitor all your medical expenses and information in one place.
My Medical Plans

Getting to know
my CIGNA

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…
Search for a hospital, doctor, dentist, pharmacy, lab or clinic. Compare doctors and hospitals. Take my health assessment or print ID cards.

My Medical Deductibles
Track how much you pay toward your deductibles (the amount you pay) and accumulate toward plan maximums.

Medical Benefits
View a summary of your plan’s coverage, including answers to questions about what you need to pay out-of-pocket.

Discounts from Healthy Rewards®
Learn how you can save on health and wellness products and services.

HIGHLIGHTS:
- Perform key tasks related to your medical plan.
- Search for claims, view plan information.
- Access your plan-specific directory.
- Access additional resources including commonly asked questions, health assessment, and preventive health information.

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**My Dental Plans**

**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.

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 for the past 16 months.

Message from CIGNA

Pay less when you fill your 30-day prescription. Visit your local pharmacy or go online to view CIGNA’s list of Preferred Brands in the CIGNA Prescription Drug List. At the time of filling your 30-day prescription, you can also view real-time drug pricing information based on your pharmacy plan.

View the Getting to Know myCIGNA Guide (PDF) for more detailed information on myCIGNA.

Getting your medication can be faster and easier when your doctor sends your prescriptions electronically.

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.

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

CIGNA Tel-Drug® Home Delivery Pharmacy

You could save more with the convenience of home deliveries 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

View claims for JOHN DOE

View pharmacy claim information. History is available for the past 15 months.

Pharmacy Benefit Details

View your pharmacy benefit details

Take a look at what’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)
- Request a new ID card
- Print a temporary ID card
- Learn more about Visit 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)

Discounts from Healthy Rewards®

- Save on health and wellness products and services.

Select a Program
My Accounts
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.

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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.

My Awards Programs
Learn about available programs and view completed programs.
Visit myCIGNA – you can:

- Complete my health assessment.
- Compare hospitals for cost and quality.
- Seek health advice.
- Learn more about a particular condition or procedure.
- Get estimated costs for specific procedures.

HIGHLIGHTS:

- 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.

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®.

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 HealthCare 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 providers 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 if your plan includes CIGNA Care, 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.

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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.

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.

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

Getting to know myCIGNA
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 Manager
Store and monitor your health information in one central and secure location. Choose to send your lab and claim data to your 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 6-8 week online programs, 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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