

Getting to know



Getting to know



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 **CIGNA ID number**, which is printed on your ID card.

The screenshot shows the myCIGNA registration page. At the top left is the myCIGNA logo. Below it, a green checkmark icon is followed by the heading "Enter Your Identifying Information". To the right, the word "REGISTRATION" is displayed in blue. The main content area contains instructions: "To register for your plan information, please provide the following information." followed by a note about subscribers and dependents. Below this is a disclaimer: "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." A red asterisk indicates required fields. The form includes three input fields: "Date of Birth:" with a placeholder "(mm/dd/yyyy)", "Home ZIP Code:", and "Member ID:". Below the Member ID field is a link: "Your member ID number can be found on your identification card. Please input the entire number from your member ID card. Don't have a CIGNA ID card?". An "OR" separator is followed by two more input fields: "Temporary ID:" and "Temporary Password:". Below these is another instruction: "If you've received a letter from us with a temporary ID and password, enter them exactly as they appear in the letter." At the bottom of the form is a blue "Register" button. A vertical line with a dot at the top and bottom connects the "Step 3" text to the "Date of Birth" field and the "Register" button, respectively.

### Step 4

Click on **Register**.

Getting to know



**Step 5**  
Complete your  
**Demographic and  
Security Information**  
data. Click **“Continue”**.

### Enter Demographic and Security Information

\* indicates required field.

\* First Name:

\* Last Name:

Email Address:  (Example: johndoe@company.com)

Email is the most efficient way to notify you of changes to your access rights to myCIGNA and personal account information.

Email Preferences:  Periodic emails from CIGNA HealthCare about plan information, services, and tools on myCIGNA  
 Health and Wellness emails from WebMD®

The following information helps us to safeguard the privacy of your personal information.\*

\* City of Birth:

\* Choose an identifying question:

\* Enter the answer to your question:

Create an answer using 4-32 characters.

\* Create a permanent user ID:

Create a user ID using 4-32 characters. Be sure to include at least one letter. Do not use symbols. To protect your privacy, do not include your member ID or Social Security number in your user ID.

\* Create a new password:

Create a new password using 5 - 12 characters. Be sure to include at least one letter and one number. Please click on the "Help" icon for more details. (Example: cats@dogs5)

\* Re-enter new password:

Be sure to keep your user ID and password in a safe place for future visits to myCIGNA.  
\*Read more about our privacy policy.

**Step 6**  
A **Confirmation Page**  
should then appear. Click  
**“Accept”** if all information  
is accurate.

### Confirmation

Please review the information you've provided. If the entries are correct, click "Accept". If not, choose the "Back" button to edit the information on previous page.

First Name: John  
Last Name: Doe  
Email Address: email@address.com  
Email Preferences: Periodic emails from CIGNA HealthCare about plan information, services, and tools  
City of Birth: place  
Identifying question: question  
Answer to ID question: answer  
Permanent user ID: userID

*You are now ready to log-in to your personal myCIGNA site. Here's to your good health!*

## 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.

Getting to know



## Home

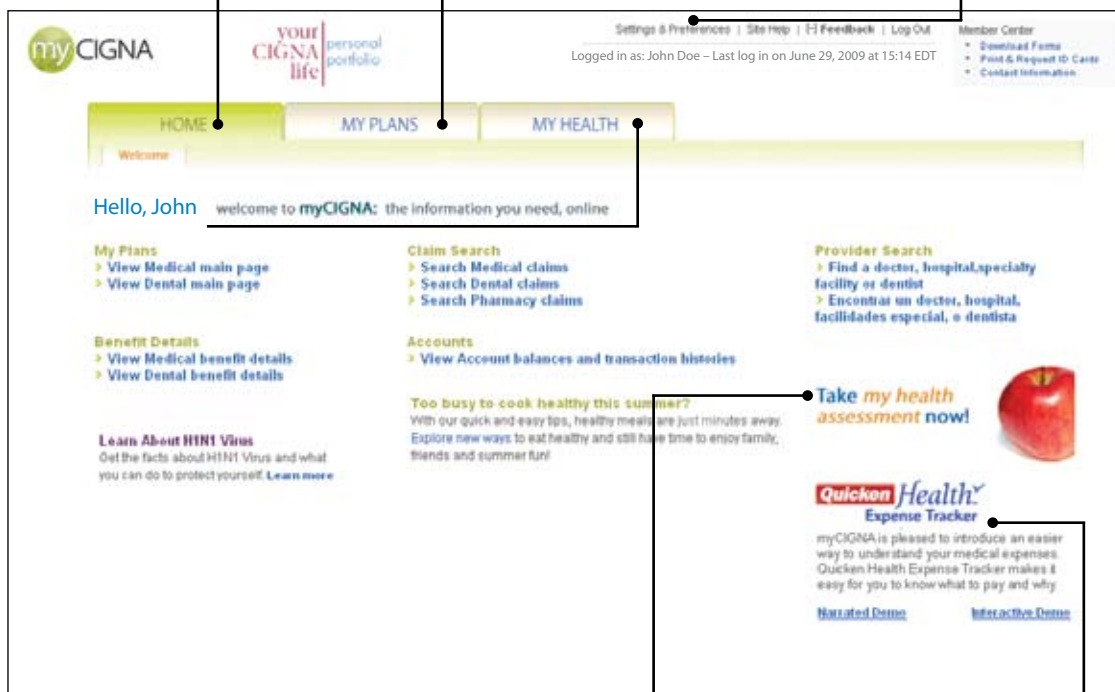
Upon log-in you'll land on your personal Welcome Page where you'll find quick links to the more popular online tools.

## 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.



## 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.

Getting to know



## 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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### 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, lab or clinic. Compare doctors and hospitals, request ID cards, and more.

The screenshot shows the 'My Plans - Medical' section of the myCIGNA website. It features several key areas:

- Plan Summary:** Displays information for JOHN DOE, including Plan: OPEN ACCESS PLUS, CIGNA Care Network, Account Number: 1234567, Effective Date: 07/30/2007, Status: Active, and a link to 'See who's covered'.
- Medical Claims Quick Search:** A search interface for JOHN DOE with a dropdown for 'Service date(s) within:' set to 'Last 30 Days' and a 'Find Claims' button. It also includes a link for 'Advanced date range search'.
- My Medical Deductibles - Year-to-Date:** A table showing plan accumulation and deductibles.
 

Deductibles - Year-to-Date	In Network		Out-of-Network
	Amount	Met	Remaining
Plan Accumulation	\$1,500.00	\$1,500.00	\$0.00
- Medical Benefits:** A section with a link to 'View your medical benefit details' and a description: '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:** Links to 'View preventive health benefit information (PDF 144k)' and 'Add or Switch a Primary Care Physician'.
- I Want to ...:** A list of actions including 'Find a doctor, hospital or special facility', 'Estimate medical costs for a condition or procedure', 'Print a temporary ID card', 'Request a new ID card', and 'Compare Hospitals'.
- Related Health Resources:** Links to 'MyConsult® Online Second Opinion', 'Behavioral Health Tools and Plan Information', 'CIGNA Companies' Summary Plan Description (SPD)', and 'Convenience Care Clinics'.
- Discounts from Healthy Rewards®:** A section with a link to 'Save on health and wellness products and services' and a 'Select a Program' dropdown menu.

### 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:

- 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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Getting to know



### My Accounts

View your balances & 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 for user JOHN DOE. It features three main sections with callouts:

- My Accounts:** A callout points to the 'My Accounts' section, which includes links for 'View HRA and FSA Balances & Transaction History', 'HRA Overview', and 'Health Care FSA Overview'.
- My Awards Programs:** A callout points to the 'My Awards Programs' section, which includes a link for 'View My Awards Program'.
- I Want to...:** A callout points to the 'I Want to...' section, which lists tasks such as finding a doctor, taking a health assessment, and downloading reimbursement forms.

### My Awards Programs

Learn about available programs and view completed programs.



## HIGHLIGHTS:

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.

- Search the CIGNA 24-Hour Health Information Line<sup>SM</sup> and Healthwise<sup>®</sup> 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<sup>®</sup>, and CIGNA Health Advisor<sup>®</sup>.

The screenshot shows the 'My Health - Health Topics Overview' page. It features several sections: 'This Month's Health Topic' (Hot weather? It's important to stay hydrated), 'Cost and Quality Resources' (Hospital and other facility-based procedures & services, Hospital Comparison Tool, More Cost and Quality Resources), 'Health Management Resources' (my health assessment, WebMD Personal Health Manager, Health Information Line, Personal and Online Coaching Programs, More Health Management Resources), 'Condition and Wellness Resources' (Arthritis, Men's Health), and 'Medical Encyclopedia from Healthwise' (Find specific information on, Browse information by topic, Focus on Prevention, Discounts from Healthy Rewards<sup>®</sup>). Callout lines connect these sections to the descriptive text on the right side of the page.

### **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 HealthCare doctors, hospitals, 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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Getting to know



### 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.

The screenshot shows the my CIGNA Provider Directory search page. At the top, there are navigation links: Settings & Preferences, Site Help, Feedback, and Log Out. Below this, it says "Logged in as: John Doe - Last log in on June 29, 2009 at 15:14 EDT".

The main heading is "Provider Directory - Find a Provider". Below it, there's a tip: "Know before you go. Estimate medical costs for your condition or procedure." There are three circular images showing people in a medical setting.

The search section has three main options:
 

- Type of Provider:** A dropdown menu set to "Physician".
- Search by Specialty:** A dropdown menu set to "By Specialty".
- Search:** A dropdown menu set to "Family Practice".

Below these are fields for "Choose the distance you're willing to travel and then city and state OR zip code."
 

- Distance: "Within 25 miles of"
- Address: [Empty field]
- City: [Empty field]
- State: [Dropdown menu]
- Zip Code: "06268" with a "Go" button.

Optional Filters include:
 

- Accepting New Patients:  Yes  No Preference
- Gender:  Male  Female  No Preference
- Board Certified:  Yes  No Preference
- Secondary Language: [Dropdown menu set to "No Preference"]
- Do you want to search in:  Your CIGNA HealthCare Network  Out of Your Network [explain this...](#)

On the right side, there's a "Member Center" with links for "Download Forms", "Print & Request ID Cards", and "Contact Information". Below that is "Other Provider Directories" with links to:
 

- CIGNA Certified Hospitals for Bariatric Surgery (PDF)
- CIGNA Certified Oncology Centers (PDF)
- CIGNA Certified Hospice Centers (PDF)
- Dollars & Sense (PDF)
- VT Hospital Pricing and Financial Report

A "NEW" notice at the bottom right says: "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 (1.888.522.2677) are preferred national laboratories. Disclaimer"



## HIGHLIGHTS:

- Use our cost and quality tools to compare hospitals and doctors.
- Find hospitals designated as a CIGNA Center of Excellence and save on your out-of-pocket costs.
- 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.
- Get cost savings tips to make the most of your health care dollars.

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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.

The screenshot displays the 'My Health - Cost and Quality Resources' page. It is organized into several sections:

- This Month's Health Topic:** 'Hot weather? It's important to stay hydrated'. It includes tips on staying hydrated, sunscreen use, and insect repellent.
- Cost Resources:**
  - 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.
  - Cost Savings Tips (PDF 73k):** Tips to decrease your out-of-pocket expenses.
- Quality Resources:**
  - Hospital Comparison Tool:** Compare hospitals based on quality measures.
  - 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.
- Medical Encyclopedia from Healthwise:** Find specific information on various topics like Health Topics, Medical Tests, Medications, Support Groups, and en Español.
- Discounts from Healthy Rewards:** Save on health and wellness products and services.

## 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.

## 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.

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Getting to know



## WebMD Personal Health Manager

Store and monitor your health information in one central and secure location. Choose to have your lab and claim data sent to your health record. Fax or print a summary to share with your doctors.

**My Health - Health Management Resources**

**This Month's Health Topic**

Hot weather? It's important to stay hydrated

Summer is here at last, and it's time to enjoy the sun as we play and exercise outdoors. When the weather heats up, it's important to be sure you drink enough fluids. Find out how much is enough, and what you should choose to drink, in the [July "Your Health and Well-Being" newsletter](#) (PDF 230k). You'll find tips for children at summer sports camps and games, too.

**Summertime safety tips**  
Remember the simple basic precautions

- > Apply sunscreen 30 minutes before you go outdoors.
- > Use insect repellent with DEET to ward off mosquitoes and ticks. (Less than 10% DEET for children.)

**Health Management Tools**

- > [WebMD Personal Health Manager](#) Personalized health tools and information such as WebMD Health Record and Symptom Checker
- > [WebMD Health Record](#) Access your online Health Record to review your medical history. You can also choose to:
  - Create summaries to share with your healthcare providers
  - Generate an Emergency Health Record Card to carry with you

**Health Information**

- > [Health Information Line](#) Call the number on your ID card for 24-hour guidance on medical treatment, or refer to the [Download a Podcast](#) page for hundreds of the latest podcasts to help you stay informed about your health.
- > [Healthy Babies](#) Our prenatal care and patient education program. Educational materials from recognized sources

**Medical Encyclopedia from Healthwise®**

Find specific information on

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

## Health Information Line

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



**[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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