



A Business of Caring.

Getting to know
my CIGNA

Getting to know



Step 1

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

Step 2

Click on the **Register** button.



myCIGNA **REGISTRATION**

Enter Your Identifying Information

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.

* Indicates required field.

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

* **Home ZIP Code:**

* **Member ID:**
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?](#)

OR

* **Temporary ID:**

* **Temporary Password:**
If you've received a letter from us with a temporary ID and password, enter them exactly as they appear in the letter.

Step 3

Enter your **Date of Birth**, **ZIP code** and either your **Member ID number** or **Social Security number** which is printed on your ID card.

Step 4

Click on **Register**. A **Confirmation Page** should then appear. Click **"Accept"** if all information is accurate.

HIGHLIGHTS:

Visit myCIGNA – you can:

- Find personalized benefit and claim information.
- Print a temporary ID card or request a new one.
- Get health care information.
- Track your deductible.
- Plan for health benefit expenses.

That's not all. As a myCIGNA member, you have access to quality and cost information 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 benefit plan and your individual security profile.

Getting to know



My Plans

Navigate to pages with plan specific tools and resources. You'll find separate pages for each CIGNA plan type (medical, dental and pharmacy). Information on Flexible Spending or Health Savings accounts can be found under the Accounts tab.

Settings & Preferences

Change your password, email address, default start page, preferences for receiving emails and automatically sending lab data to 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
- Medical Encyclopedia from Healthwise®
- my health assessment

Member Center

Download forms, print & request ID cards, and locate contact information.

HIGHLIGHTS:

- Find a dentist.
- Get preventative care information.
- Estimate your dental costs before your visit.
- Print a temporary dental ID card.
- Change your dentist.
- Access dental health information through WebMD Dental Health.

And get information on how to select a dentist, the oral health maternity program, second opinions and more.

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

Getting to know



Plan Summary

Find your plan information, including who's covered.

Dental Benefits

Find benefit details and who's covered. Learn what types of preventative care are covered by your plan. And get answers to your dental health questions.

Dental Treatment Cost and 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 to biopsies of the mouth.

I Want to...

Access the provider directory to find a dentist or specialist. Or print a temporary dental ID card.

The screenshot shows the 'My Plans - Dental' page. On the left, the 'Plan Summary' section displays member information: MEMBER NAME, Plan: CIGNA, Account Number: 12345678, Effective Date: 09/06/2005, Status: Active, Dental Office: DR. SMILE, and Dental Office Number: 12345. Below this is a 'Message from CIGNA' section. The main content area features three primary sections: 'Dental Benefits' with a link to 'View your dental benefit details', 'Dental Treatment Cost Estimator' with a dropdown menu for 'MEMBER NAME' and a search icon, and 'I Want to...' which lists actions like 'Find a dentist in CIGNA's Provider Directory', 'Print a temporary Dental ID Card', 'Request a new ID card', and 'Change my dental office'. Below these are 'Related Health Resources' (WebMD Dental Health Resources, Cavity Risk Assessment Quiz) and 'Discounts from Healthy Rewards®' with a 'Select a Program' dropdown. Lines connect the text descriptions above to these specific UI elements.

Related Health Resources

Find dental health information from WebMD Dental Health Resources. You'll find information on getting the right care, including how to handle a dental emergency.

Getting to know



HIGHLIGHTS:

- Search for claims.
- View benefit information.
- Obtain a prescription drug price quote.
- Order medications through CIGNA Tel-Drug® Home Delivery.
- Get answers to commonly asked questions.
- Compare drug costs and alternatives using DrugCompare™.
- Review drug costs and alternatives for over 200 medications.

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

Plan Summary

Find your plan information, including who's covered.

CIGNA Tel-Drug® Home Delivery

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.

Claim Search

Search for pharmacy claims for the primary plan subscriber for the past 16 months.

I Want to...

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

The screenshot shows the 'My Plans - Pharmacy' section of a user's account. It includes several key features:

- Plan Summary:** Displays user information for MARSHAL FAULK, including Plan (Tier 2), Account Number (4080151), Effective Date (06/01/2004), and Status (Active). A link to 'See who's covered' is provided.
- CIGNA Tel-Drug Home Delivery:** Shows 'Order History' with a note that there are currently no orders. It provides instructions for new orders and lists actions: 'Order a new prescription', 'Refill a prescription', and 'Request a Price Quote'.
- Pharmacy Claims Search:** Offers a link to 'Search claims for MARSHAL FAULK' and explains that history is available for the past 16 months.
- Prescription Drug Price Quotes:** Provides a link to 'Find prescription drug price quotes' and explains that users can compare costs at retail pharmacies and CIGNA Tel-Drug.
- Pharmacy Benefit Details:** Offers a link to 'View your pharmacy benefit details' and explains that users can see who's covered and what the plan covers.
- Additional Resources:** Includes links for 'Ask a Pharmacist' and 'CIGNA's Prescription Drug List'.
- I Want to...:** A menu of quick actions including finding a pharmacy, requesting an ID card, printing a claim form, and downloading a mail order form.
- Related Health Resources:** Links to the WebMD Drug Comparison Tool, Top 50 Drugs, and a Healthwise encyclopedia.
- Discounts from Healthy Rewards®:** A section for saving on health products with a dropdown menu to select a program.
- Common Questions:** A list of frequently asked questions about non-preferred brands and coverage changes.

Prescription Drug Price Quotes

Compare costs of your prescription drugs at specific retail pharmacies and CIGNA Tel-Drug.

Related Health Resources

Find links to helpful resources such as the WebMD Drug Comparison Tool and the Healthwise encyclopedia of medications.

HIGHLIGHTS:

- View balances and transaction history for accounts such as a Health Reimbursement Arrangement (HRA), Health Savings Account (HSA) or Flexible Spending Account (FSA).
- Find a list of services and expenses covered by your account(s).
- Get answers to commonly asked questions.

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

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 myCIGNA website interface. At the top, it says "Logged in as:" followed by "Settings & Preferences | Site Help | Log Out". Below that, it displays "Today is August 15, 2007; Last log in on August 14, 2007 at 11:39 EDT". The main navigation bar includes "MY PLANS" and "MY HEALTH". Under "MY PLANS", there are tabs for "Medical", "Dental", "Pharmacy", "Accounts", and "Life, Accident & Disability". The "Accounts" tab is selected. On the left, there is a section titled "My Plans - Accounts" with an "Account Summary" for "MEMBER A" showing "Health Reimbursement Arrangement (HRA) Flexible Spending Account". The main content area is titled "My Accounts" and contains three links: "View HRA and FSA Balances & Transaction History", "HRA Overview", and "Health Care FSA Overview". On the right, there is a "Member Center" box with links for "Download Forms", "Print & Request ID Cards", and "Contact Information". Below the "Member Center" is a box titled "I Want to..." with a list of tasks: "Find a doctor, hospital or special facility", "Take my health assessment", "See what's covered by my HRA", "See what's covered by my Health Care FSA", and "Download my Account Reimbursement Forms".



HIGHLIGHTS:

Visit myCIGNA – you can:

- Complete my health assessment.
- Compare hospitals for quality.
- Seek health advice.
- Learn more about a particular condition.

- Search audio library for the CIGNA 24-Hour Health Information LineSM, which provides recorded 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 benefit plan and your individual security profile.

Compare Cost and Quality

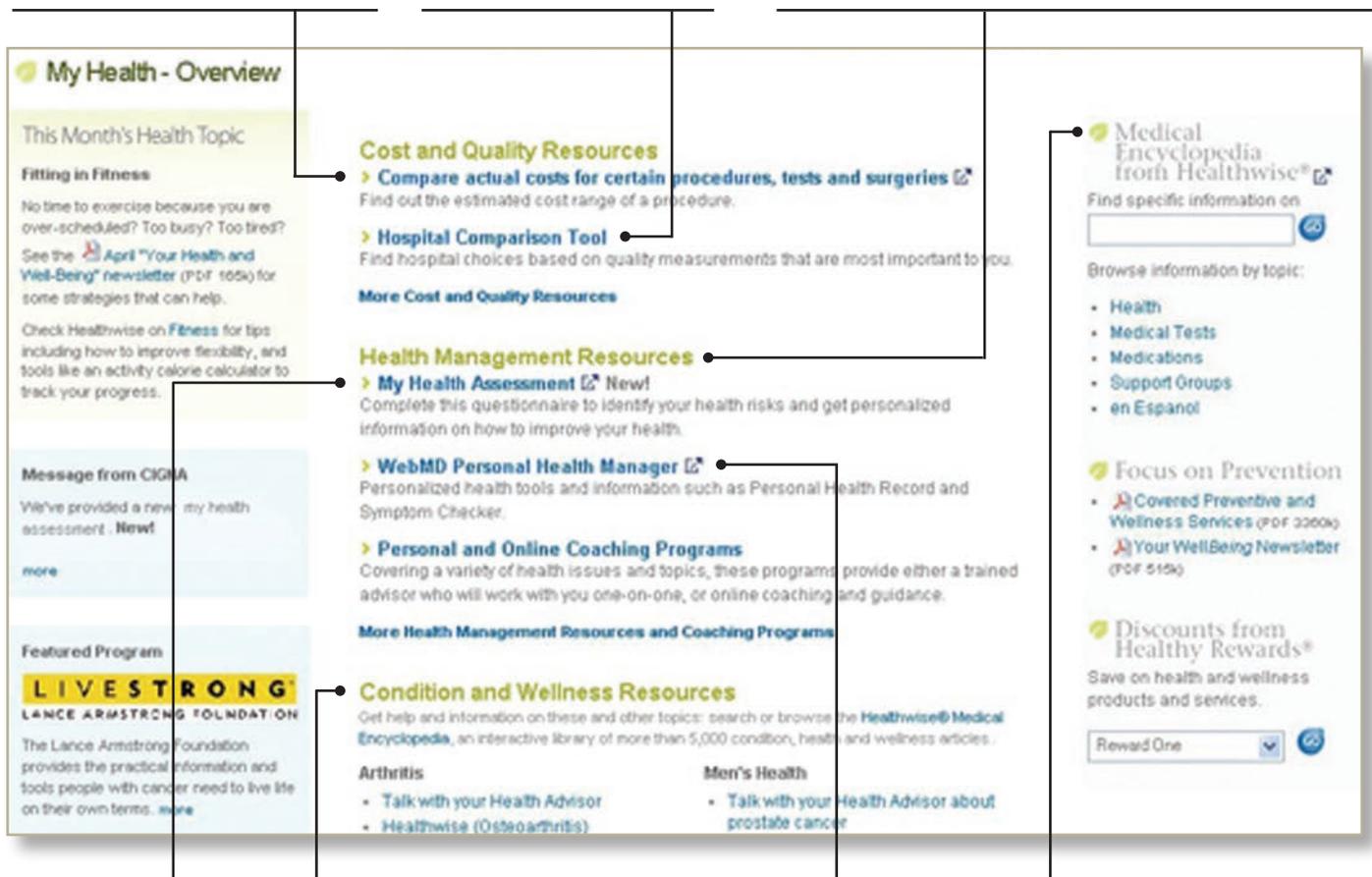
Compare cost and quality between providers to help you decide where to receive care.

Hospital Comparison Tool

Use Select Quality Care[®] to evaluate hospital quality based on what’s important to you for specific procedures.

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 LineSM, CIGNA HealthCare Healthy Babies[®], and CIGNA Health AdvisorSM.



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.

Personal Health Manager

Store and monitor your health information in one central and secure location. Upload your lab data. Efax or print your records and share with your doctors.

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 providers, primary care physicians, specialists, hospitals or special facilities with the click of the mouse.
- Get to know the different tools that can help you find quality care at lower costs. Find out how choosing a CIGNA Care Network® designated specialist can save you 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 benefit plan and your individual security profile.

Getting to know



Find a Specialist

Look up participating specialists in your area. If your plan includes CIGNA Care Network, you can find doctors with the CIGNA Care Network designation.

Hospital Search

Look for a hospital in your area. You can also find our Centers of Excellence.

Search

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

The screenshot shows the 'Provider Directory' search page. On the left, there is a sidebar with navigation links: 'back to my CIGNA', 'CIGNA Provider Directory en Espanol', 'CIGNA Certified Hospitals for Bariatric Surgery(PDF)', 'CIGNA Certified Oncology Centers(PDF)', and 'CIGNA Certified Hospice Centers(PDF)'. The main content area is titled 'Provider Directory' and includes a 'Read Disclaimer>>' link. Below this, a section titled 'Select the type of provider and location you are looking for:' contains several radio button options: 'Primary Care Physician' (with a 'Select Type' dropdown), 'Specialist Care Physician' (with a 'Select Type' dropdown), 'Facility/Ancillary **' (with a 'Select Type' dropdown), 'Dentist' (with a 'Select a Specialty' dropdown), 'Pharmacy', and 'Hospital' (which is selected). A line from the 'Hospital Search' text points to the 'Hospital' radio button. Below this is a 'Specific providers' section with a text input field for 'Provider's name (optional)' and a label 'Enter physician's last name'. The 'Where to look for providers' section includes a 'Select language spoken:' dropdown set to 'No Preference' (with a note '(All providers speak English)'), 'Select provider gender preference:' with radio buttons for 'Male', 'Female', and 'No Preference' (selected), and 'Do you want to search in:' with radio buttons for 'Your CIGNA HealthCare Network' (selected) and 'Network Savings Program'. The search criteria section includes input fields for '* City', '* State' (a dropdown), '* Zip' (containing '06002'), and 'Address'. Below these are radio buttons for search radius: '5 miles', '10 miles', '25 miles' (selected), '50 miles', and '75 miles'. A 'Next' button is at the bottom. A line from the 'Search' text points to the 'City' input field.



HIGHLIGHTS:

- Use our cost and quality tools to compare hospitals, doctors and special facilities for quality and cost value.
- Find hospitals designated as a CIGNA Center of Excellence and save on your out-of-pocket costs.
- Consider a CIGNA Care Network designated doctor. These doctors have earned 3 stars (the highest) for quality and cost. Look for the teal leaf symbol next to the doctor's name. 

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

Compare Costs for Certain Procedures

Compare costs for 48 procedures/conditions to see if you can save on your out-of-pocket costs.

Dental Treatment Cost Estimator

Estimate your dental care costs. Select your procedure or treatment and estimate your out-of-pocket costs.

The screenshot shows the 'My Health - Cost and Quality Resources' page. On the left, there is a 'This Month's Health Topic' section titled 'Fitting in Fitness' with a link to an April newsletter. The main content area is titled 'Cost Resources' and includes links to:

- Hospital and other facility based procedures & services
- Physician services for common treatments by state
- Convenience Care Clinics
- Prescription Drug Price Quote Tool
- Dental Treatment Cost Estimator
- Cost Savings Tips (PDF 73k)

 Below this is the 'Quality Resources' section with links to:

- Hospital Comparison Tool
- Compare physician & hospital quality
- NCOA Recognized Physicians
- Bariatric Centers (PDF 106k)
- Oncology Centers (PDF 106k)
- Hospice Centers (PDF 106k)

 On the right side of the page, there are sections for 'Medical Encyclopedia from Healthwise' and 'Discounts from Healthy Rewards'.

Prescription Drug Price Quotes

Compare costs of your prescription drugs at specific retail pharmacies and CIGNA Tel-Drug.

Cost Savings Tips

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

Compare Physician and Hospital Quality

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

Hospital Comparison Tool

Use Select Quality Care® and get quality information on a hospital or special facility based on your search criteria.

HIGHLIGHTS:

- Connect with the resources you need to make informed decisions about your health.
- Enroll in a program to improve your health and wellbeing.
- Get the facts about your health or condition.

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

Getting to know



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 have your lab data automatically forwarded to your record. Fax or print a summary to share with your doctors.

The screenshot shows the 'My Health - Health Management Resources' page. Callouts from the text above point to the following features on the page:

- my health assessment:** Located under 'Health Management Tools'.
- WebMD Personal Health Manager:** Located under 'Health Management Tools'.
- 24-Hour Health Information Line:** Located under 'Health Information'.
- Online Health Coaching Programs:** Located under 'Personal Coaching Programs'.
- Disease and Condition Management:** Located under 'Personal Coaching Programs'.

24-Hour Health Information LineSM

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

Online Health Coaching Programs

Participate in an 8-week long online program and learn how to manage your stress or find ways to improve the quality of your sleep.

Disease and Condition Management

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

Get connected to...

- A convenient and secure online resource
- Easy-to-use interactive tools
- Benefits, costs and wellness



CIGNA

A Business of Caring.

"CIGNA" and "CIGNA HealthCare" refer to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these operating subsidiaries and not by CIGNA Corporation. These operating subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc. and its affiliates, CIGNA Behavioral Health, Inc., Intracorp, and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc. In Arizona, HMO plans are offered by CIGNA HealthCare of Arizona, Inc. In California, HMO plans are offered by CIGNA HealthCare of California, Inc. In Connecticut, HMO plans are offered by CIGNA HealthCare of Connecticut, Inc. In Virginia, HMO plans are offered by CIGNA HealthCare Mid-Atlantic, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company. All models are used for illustrative purposes only.

807777a 8/07 © 2007 CIGNA.