



The Care Factor

IMPORTANT NOTICE
[myCigna.com website](http://myCigna.com)

DATE: June 7, 2013
FROM: EBMC
RE: Introduction of myCigna.com

Cigna has confirmed that they have now formally launched their new *myCigna.com* website. This notice serves to provide you with as many details of the associated changes as we have at this juncture. As we receive additional clarifications or updated information we will certainly send another notice out to you.

1. myCignaforhealth.com (being redirected)

The *myCignaforhealth.com* website is now being redirected to myCigna.com. Upon renewal of your groups or as other changes may dictate, please have the myCigna.com website printed on ID cards. Note, however that this redirect will continue through the end of 2014.

2. myCigna.com (*new*)

myCigna.com is Cigna's new enhanced personalized website for eligible members. The premise to this site is that it provides members with a more personalized site such as provider search results that are generated based on member's actual geographic area (address) that is on file. Cigna has created an account for each subscriber who is eligible for access to the Cigna PPO network based on the eligibility information.

Members will need to log in to this new website to activate their account.
(Please see Page 2 for a screen shot of the myCigna.com website login screen)
Please have members enter the ID number for the subscriber from their card. This is the PRIMARY SUBSCRIBER ID number.

Remember, members will not be able to activate their account in myCigna.com until eligibility is loaded at Cigna. However, the Cigna.com main website can still be used for provider look up and directories.

Key points:

- For myCigna.com, a single account has been set up using the subscriber's ID number. Where applicable, family members would use the main subscriber's ID number to log in.
- The cigna.com website remains and can be used for provider look up by you or your members at any time.
- The provider database from the 'Find A Doctor' look up on myCigna.com and Cigna.com are the same. The only difference is that the search results under myCigna.com automatically bring up providers closest to the subscriber's actual address.



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➔ myCigna.com website

Log In Screen



LOGIN / REGISTER 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**

▶ The “User ID” is the **ID number for the subscriber on the card**, which should be the same number that is in the eligibility file.

▶ Have your members enter that ID number in the “User ID” field and then have them create a password and click “Login”.

▶ Upon completing that process they will be brought to the myCigna.com home page. From this home page they can, among other features, perform a provider search. Once registered, they do not need to enter or click on any network selection. The system already knows what network to query by virtue of their account.



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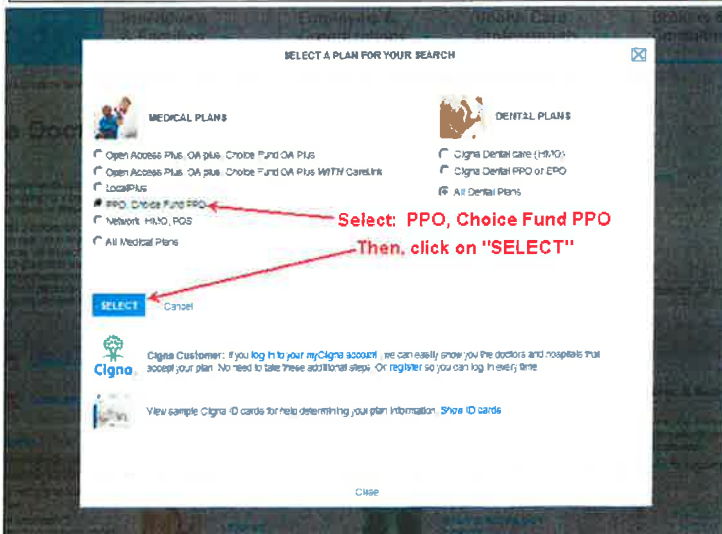
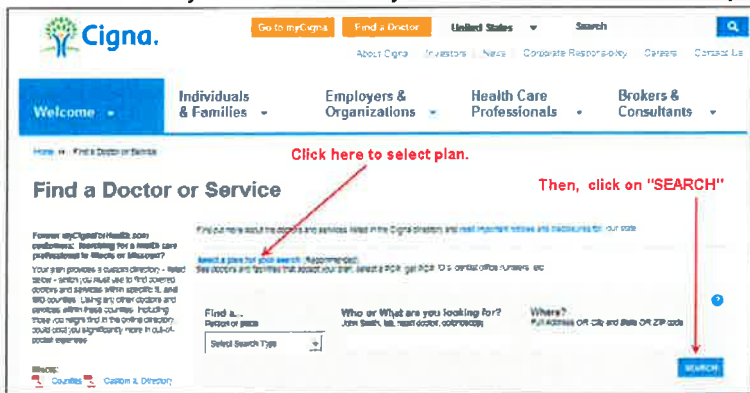


Cigna.com website

- ▶ There are two options on the home page: “Go to myCigna” and “Find a Doctor”.
- ▶ For a provider search, click on “Find a Doctor”.
- ▶ You can still search for a doctor from this main *cigna.com* site. You do not have to create an account to do a provider search on *cigna.com*.



- ▶ Upon clicking the “Find a Doctor” button, the below page will appear. It is important that you or your members **select the appropriate plan**.
- ▶ Click on the blue lettering that says “Select a plan for your search”. By doing this a pop up box will appear. Please see the below 2 captioned screen shots.
- ▶ Select “PPO, Choice Fund PPO” and then click on “Select” (*clarification, the Choice Fund PPO is just another network name that is NOT applicable to the SandsTech/Cigna Network Access Program and should not be referenced or used. The network name you should always use or refer to is “PPO”*).



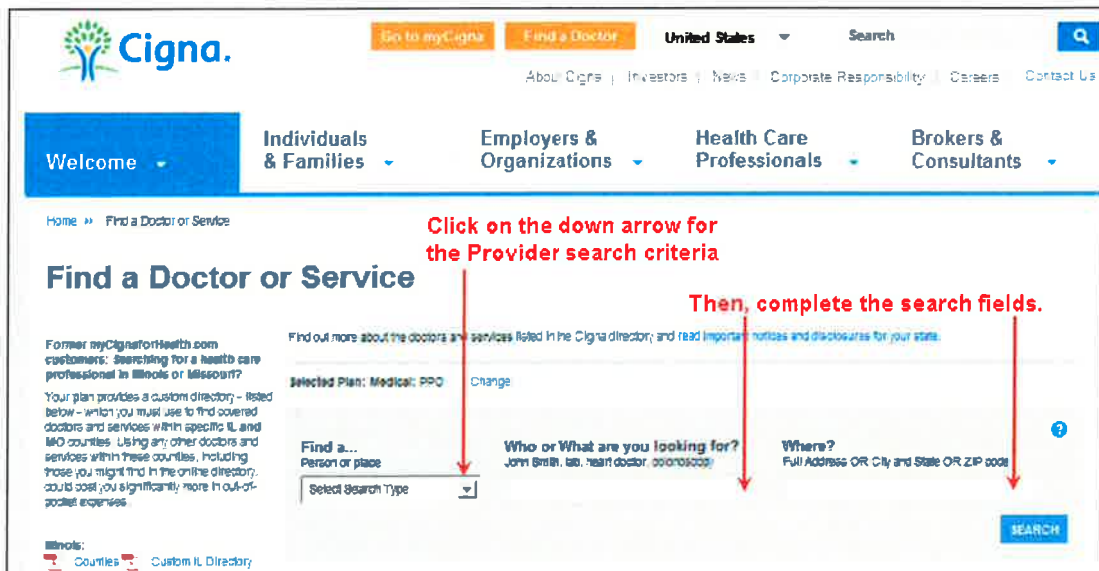


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- ▶ After selecting the network you can begin entering the search criteria.
- ▶ Click on the down arrow for the Provider search criteria and then complete the search fields.



Special Notation Regarding Provider Searches and Results

Please review the key points below and be sure to educate your members for accurate participating provider selection. These instructions can help to minimize the back end challenges associated with out of network claim issues.

▶ As with any provider network website, there is an important disclaimer regarding the information that is displayed. There are always updates occurring with the network. **This website should not be used a final determination of provider participation status.**

▶ Members should also be advised to contact any potential health care provider prior to receiving services to confirm that the **individual** practitioner or care provider is participating with the Cigna PPO network at the location they will be using. It is imperative that members include the words "Cigna PPO" when asking about participation.

▶ Contracting with individual providers and facilities can be done by location. It is possible that some individual providers are participating at one location but not another. Members should make sure that they include **the location** where they are to receive the health care when confirming a health care provider's participation.