

# A BETTER SITE FOR BETTER HEALTH

User Guide



**GO YOU.**



# myCigna.com: KEY FEATURES

MyCigna.com is easy-to-use and provides useful tools and information to help you manage your health.



- Simple navigation
- Built-in search engine
- Mobile access
- Spanish language functionality
- Tools to find and compare doctors and hospitals
- Cigna Care Designation<sup>1</sup>
- Cost comparison estimates based on Cigna historical data
- Interactive medical library with info on hundreds of health topics
- Access to your pharmacy benefits<sup>2</sup>
- Drug price quote tool<sup>2</sup>
- Online prescription refills<sup>2</sup>

Hablamos  
español



1. Indicates doctors in 22 different medical specialties, who we've assessed for certain quality and cost measures.
2. If your plan offers Cigna pharmacy benefits. Features may vary by plan.

## ONE-AND-DONE REGISTRATION

- You will need to register the first time you use the site.
- Login ensures you're accessing the right provider directory – don't forget to bookmark it.
- If you've already registered for myCignaforHealth.com, you will still need to register for myCigna.com. If you already have a myCigna.com login, you do not need to re-register.



# REGISTRATION – It's Easy

The first time you visit, you'll be directed through a simple registration. Enter your personal information, confirm your identity (with your Cigna ID, Social Security Number, or fill out a personal questionnaire), and create your User ID and Password. Keep these in a safe place, and bookmark myCigna.com for easy access.

The registration process consists of four main steps:

- ENTER PERSONAL DETAILS:** This step involves providing personal information such as First Name, Last Name, Date of Birth, Address, City, State, and ZIP Code.
- CONFIRM YOUR IDENTITY:** This step allows users to verify their identity using either their Cigna ID (Option 1) or their Subscriber ID (Option 2).
- CREATE USER ID:** This step involves creating a new User ID and Password, along with a security question and answer.
- REVIEW & SUBMIT:** The final step where the user reviews their information and submits the registration.

# LOGIN EACH TIME YOU VISIT

**Cigna.**

[LOGIN / REGISTER](#) | [LEARN 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**

**Registering to take the Health Assessment?**  
If you or your dependent(s) are registering to take the Health Assessment, each person must register separately and then log in with their own User ID and Password.

¿Está buscando myCigna en español? [Obtenga más información.](#)

Not sure which site to use? → [Check Your ID Card](#) | [Other Cigna Websites & myCigna Capabilities](#)

[+] Feedback

Each time you visit, login with your User ID and Password to access all of the features of myCigna.com.

# FIND A DOCTOR

Profile | Contact | Forms | Español | Log Out

SEARCH

REVIEW MY COVERAGE + MANAGE CLAIMS & BALANCES + FIND A DOCTOR OR SERVICE CIGNA HOME DELIVERY PHARMACY ESTIMATE HEALTH CARE COSTS MANAGE MY HEALTH +

Home » Find a Doctor or Service Print This Page

## Find a Doctor or Service

Find out more about the doctors and services listed in the Cigna directory and read important notices and disclosures for your state.

Directorio en Español ?

**Find a...**  
Person, place or procedure  
Select Search Type

**Who or What are you looking for?**  
John Smith, lab, heart doctor, colonoscopy

**Where?**  
Full Address OR City and State OR ZIP code  
Bloomington, IL 60108

SEARCH

**NEED HELP**

- For help finding something on the site please call 1.800.853.2713
- For help with plan and coverage information please call the number on the back of your ID card.

**Find a Person**

Doctor

**YOU CAN ALSO FIND A DOCTOR on Cigna.com.**  
Click "Find a Doctor" then select the "PPO/Choice Fund PPO" network, and click "Select" to make sure you are searching in the correct network.

Search by name, specialty, or location.

Use selection tools to refine your search results.

Profile | Contact | Español | Log Out

SEARCH

FIND A DOCTOR OR SERVICE ESTIMATE HEALTH CARE COSTS MANAGE MY HEALTH +

Home » Find a Doctor or Service » Search Results Print This Page

## Search Results

You searched for: Johnson | Near: Bloomington, IL | Plan: PPO

START OVER

We Found: 36 Doctors

REFINE RESULTS ?

Sort By: Best Match

Print | Save Results | View List | View Map

**36 Doctors**  
Found In-Network

**DISTANCE FROM**

BLOOMINGTON, IL (Change)

0 5 10 25 75 150 250

Distance: 20 miles

**CIGNA CARE DESIGNATION**


- View CCD Only (9)
- View All (36)

<b>Johnson, Erik L, MD</b> 850 Biesterfield Rd #4003 Elk Grove Village, IL 60007 (847) 228-0460	2.2 Miles View Map	CIGNA Care Designation Quality Designations Specialty: Pediatrics	Cost Efficiency Rating ☆☆☆ View procedures and cost information
<b>Johnson, Marianne, MD</b> 30 Stratford Dr Bloomington, IL 60108 (630) 893-2210	4.0 Miles View Map	CIGNA Care Designation Quality Designations Specialty: Obstetrics And Gynecology	Cost Efficiency Rating ☆☆☆ View procedures and cost information
<b>Johnson, Jeffrey T, MD, DO</b> 150 N Winfield Rd Schaumburg, IL 60196 (847) 665-1550	6.2 Miles View Map	CIGNA Care Designation Quality Designations Specialty: Family Practice	Cost Efficiency Rating ☆☆☆ View procedures and cost information

When searching for a doctor, the Cigna Care Designation<sup>1</sup> symbol will appear next to those network doctors who practice in one of the specialties reviewed who meet certain quality and cost-efficiency measures.

1. Indicates doctors in 22 different medical specialties, who we've assessed for certain quality and cost measures.

# MEDICAL COST ESTIMATOR



REVIEW MY COVERAGE + MANAGE CLAIMS & BALANCES + FIND A DOCTOR OR SERVICE

Home » Estimate Health Care Costs

## Estimate Health Care Costs

### Medical Cost Estimator

In our Health Care Professional Directory, you can estimate your average place for care based on cost, plan and location.

Compare estimated costs for various procedures based on Cigna's historical data. Sort by outcomes rating, average price, distance, and more.

Home » Find a Doctor or Service » Search Results [Print This Page](#)

### Search Results

You searched for: Knee replacement | Near: Canton, CT [START OVER](#)

We Found: 139 Doctors and 11 Hospitals

DOCTORS HOSPITALS

REFINE RESULTS ?

11 Hospitals Found In-Network

DISTANCE FROM CANTON, CT (Change)

0 5 10 25 75 150 250  
Distance: » 20 miles

PATIENT OUTCOMES

★ ★ ★ (0)  
 ★ ★ ★ (4)  
 All Others (7)

COST EFFICIENCY RATING

★ ★ ★ (2)  
 ★ ★ ★ (1)  
 All Others (8)

LIMIT AVERAGE COSTS

8850.0 33100.0

Sort By: Patient Outcomes Rating


Print/ Save Results | View List | View Map

Hospital Name	Distance	Outcomes Rating	Average Hospital Costs	Cost Efficiency Rating
St. Francis Hospital and Medical Center 114 Woodland St Hartford, CT 06105 (860) 714-2606	11.1 Miles <a href="#">View Map</a>	Center of Excellence for: Knee replacement Patient Outcomes Rating for: Knee replacement ★ ★ ★	Average Hospital Costs <b>\$15,600.00 - \$17,500.00</b>	Cost Efficiency Rating for: Knee replacement ★ ★ ★
Hospital of Central Connecticut 100 Grand St New Britain, CT 06050 (860) 224-5011	14.2 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★	Average Hospital Costs <b>\$17,500.00 - \$19,500.00</b>	Cost Efficiency Rating for: Knee replacement ★ ★ ★
Hartford Hospital 80 Seymour St Hartford, CT 06102 (860) 545-5555	12.1 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★	Average Hospital Costs <b>\$21,600.00 - \$29,200.00</b>	Cost Efficiency Rating for: Knee replacement ★ ★ ★
John Dempsey Hospital 263 Farmington Ave Farmington, CT 06030 (860) 679-2000	9.7 Miles <a href="#">View Map</a>	Patient Outcomes Rating for: Knee replacement ★ ★ ★	Average Hospital Costs <b>\$27,700.00 - \$38,500.00</b>	Cost Efficiency Rating for: Knee replacement ★ ★ ★


# MANAGE YOUR HEALTH

**Home** » **Manage My Health** » **My Health Programs & Resources** Print This Page


## My Health Programs & Resources




**Better Eating For a Healthier Life**  
You only get one body. Feed it well.  
[Learn more.](#)




**Increase Your Energy and Fitness**  
Pack more purpose, fun and activity into your day. Get more done with less effort.  
[I choose fitness.](#)




**Chronic Health Issue?**  
We help you tackle asthma, heart disease and 14 other conditions for an easier, healthier life.  
[Learn more.](#)




**Healthy Pregnancies, Healthy Babies**  
Months before your baby's first smile comes a first chance at health. Give your baby a great start.




**Leave Tobacco Behind For Good**  
It's your health. Don't let smoke cloud your future. Quit today.




**Sleep Better, Feel Better, Live Better**  
Reduce sleep problems, rest deeply and wake up refreshed.  
[Get sleep help now.](#)



**Control Your Stress**  
Everyone has stress. CIGNA can help you control it.  
[Learn more.](#)



**Healthy Steps To Weight Loss**  
Boost your health with effective weight management.  
[Learn more.](#)



**Winning Against Cancer**  
A cancer diagnosis can be overwhelming. But there are ways to cope. CIGNA can help.  
[Get cancer support now.](#)

The “Manage My Health” section includes a wealth of tools and information to help you get healthy and stay healthy. You’ll find articles, support groups, advice, and other resources on a variety of topics including blood pressure, cholesterol, tobacco cessation, weight management, stress, and more.



# VIEW YOUR COVERAGE<sup>1</sup>

Home » Review My Coverage

## Review My Coverage

**What's Covered**

**i** Some elements of your coverage are not available through myCigna.com. For full details of your plan and coverage, please call your plan administrator at the number on your ID card.

**Pharmacy**  
Check up on deductibles, dependents and home delivery coverage for different drugs.  
[View Details](#)

**Learn More About Your Health Programs**

Search, browse, get help and information--online or up close and personal. Educational programs, coaching and personal support, and topic-specific resources are at your fingertips.

**Other Health Tools and Resources**

- [Healthy Rewards](#)

[ALL HEALTH PROGRAMS](#)

**NEED HELP**

- For help finding something on the site please call 1.800.853.2713
- For help with plan and coverage information please call the number on the back of your ID card.

**FAQ**

**COACHRX REMINDERS**  
Forgetting to take your medication may affect your health and your budget. Set up your reminders

If your plan includes pharmacy benefits, you can view all of your pharmacy claim information, including when and where you received services, what you were billed for, and what you paid.

You can also order prescriptions for home delivery, compare prices, set up reminders to help you remember to take your medications as prescribed by your doctor, and more.

1. If your plan offers Cigna pharmacy benefits, pharmacy coverage will appear. Features may vary by plan. If you have had prior coverage through Cigna in the past 24 months, you will have access to prior benefit information. If you have specific coverage or benefit questions, please call your TPA.

## IMPORTANT INFORMATION



- If you are a new Cigna customer, you must wait until on or after the effective date of your plan to register. You may not register in advance.
- To access current Medical Claim Information, you will need to go to your Plan Administrator's website (or follow the instructions on your ID card). If you have had coverage through Cigna in the past 24 months, some prior claim information may appear, however, current Medical Claim Information is not available on myCigna.com.
- If you have had any prior coverage through Cigna in the past 24 months, you will have access to prior benefit information on myCigna.com.
- If your plan includes pharmacy benefits, Pharmacy Claim Information is available on myCigna.com, including claim and benefit information and history, and access to Cigna Home Delivery Pharmacy.
- If you have technical issues with registering, please contact 800-853-2713.

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