



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.



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.

Getting to know



HIGHLIGHTS:

- Perform key tasks related to your medical or dental plan.
- Search for claims, view benefit information.
- Get answers to commonly asked questions.
- Access additional resources related to your medical and dental plans.

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.

Claims Quick Search

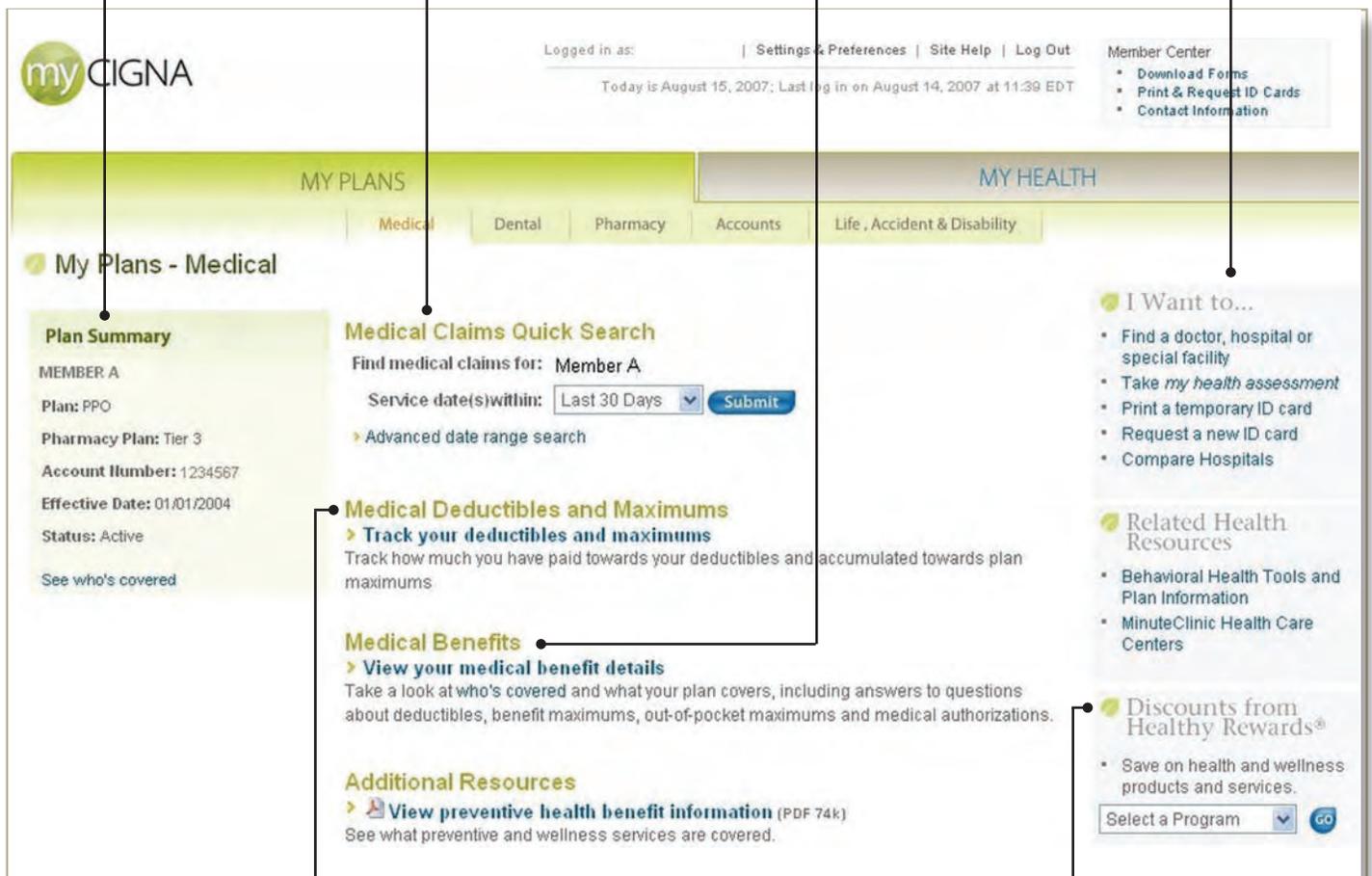
Search for claims for up to 365 days at a time. Claims are available for the past 24 months.

Benefits

View a summary of your plan's coverage, including answers to questions about deductibles and benefit maximums.

I Want to...

Search for a hospital, doctor or special facility. Compare hospitals. Take the my health assessment or print ID cards.



Deductibles and Maximums

Track how much you have paid toward your deductibles and accumulated toward plan maximums.

Discounts from Healthy Rewards®

Learn how you can save on health and wellness products and services.

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.



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' section of the myCIGNA website. It features several key components:

- Plan Summary:** A box containing member information such as 'MEMBER NAME', 'Plan: CIGNA', 'Account Number: 12345678', 'Effective Date: 09/06/2005', 'Status: Active', and 'Dental Office: DR. SMILE'. It also includes a 'Dental Office Number: 12345' and a 'See who's covered' link.
- Dental Benefits:** A section with a 'View your dental benefit details' link and a description: 'Take a look at who's covered and what your plan covers, including answers to questions about preventative, restorative and diagnostic care.'
- Dental Treatment Cost Estimator:** A section with an 'Estimate your dental costs' link and a description: 'Find out the estimated cost for a procedure or treatment.' It includes a form to 'Estimate costs for' with a dropdown menu showing 'MEMBER NAME' and a search icon.
- I Want to...:** A list of actions: 'Find a dentist in CIGNA's Provider Directory', 'Print a temporary Dental ID Card', 'Request a new ID card', and 'Change my dental office'.
- Related Health Resources:** A section with links to 'WebMD Dental Health Resources' and 'Cavity Risk Assessment Quiz'.
- Discounts from Healthy Rewards®:** A section with a description 'Save on health and wellness products and services.' and a 'Select a Program' dropdown menu.

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.

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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 the myCIGNA website. It features several main sections: 'Plan Summary' for user MARSHAL FAULK, 'CIGNA Tel-Drug Home Delivery' with an order history section, 'Pharmacy Claims Search' for searching claims for MARSHAL FAULK, 'Prescription Drug Price Quotes' for finding drug costs, 'Pharmacy Benefit Details' for viewing plan coverage, and 'Additional Resources' including a pharmacist Q&A and a prescription drug list. On the right, there are sections for 'I Want to...' (listing tasks like finding a pharmacy and downloading forms), 'Related Health Resources' (listing tools like WebMD and Healthwise), and 'Discounts from Healthy Rewards®'. A 'Common Questions' section is also visible at the bottom right.

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.

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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 myCIGNA user 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 has "MY PLANS" and "MY HEALTH" tabs. Under "MY PLANS", there are sub-tabs for "Medical", "Dental", "Pharmacy", "Accounts", and "Life, Accident & Disability". The "Accounts" sub-tab is selected. On the left, there is a "My Plans - Accounts" section with an "Account Summary" for "MEMBER A" showing "Health Reimbursement Arrangement (HRA) Flexible Spending Account". The main content area has a "My Accounts" section with three links: "View HRA and FSA Balances & Transaction History", "HRA Overview", and "Health Care FSA Overview". On the right, there is a "Member Center" section with links for "Download Forms", "Print & Request ID Cards", and "Contact Information". Below that is an "I Want to..." section 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

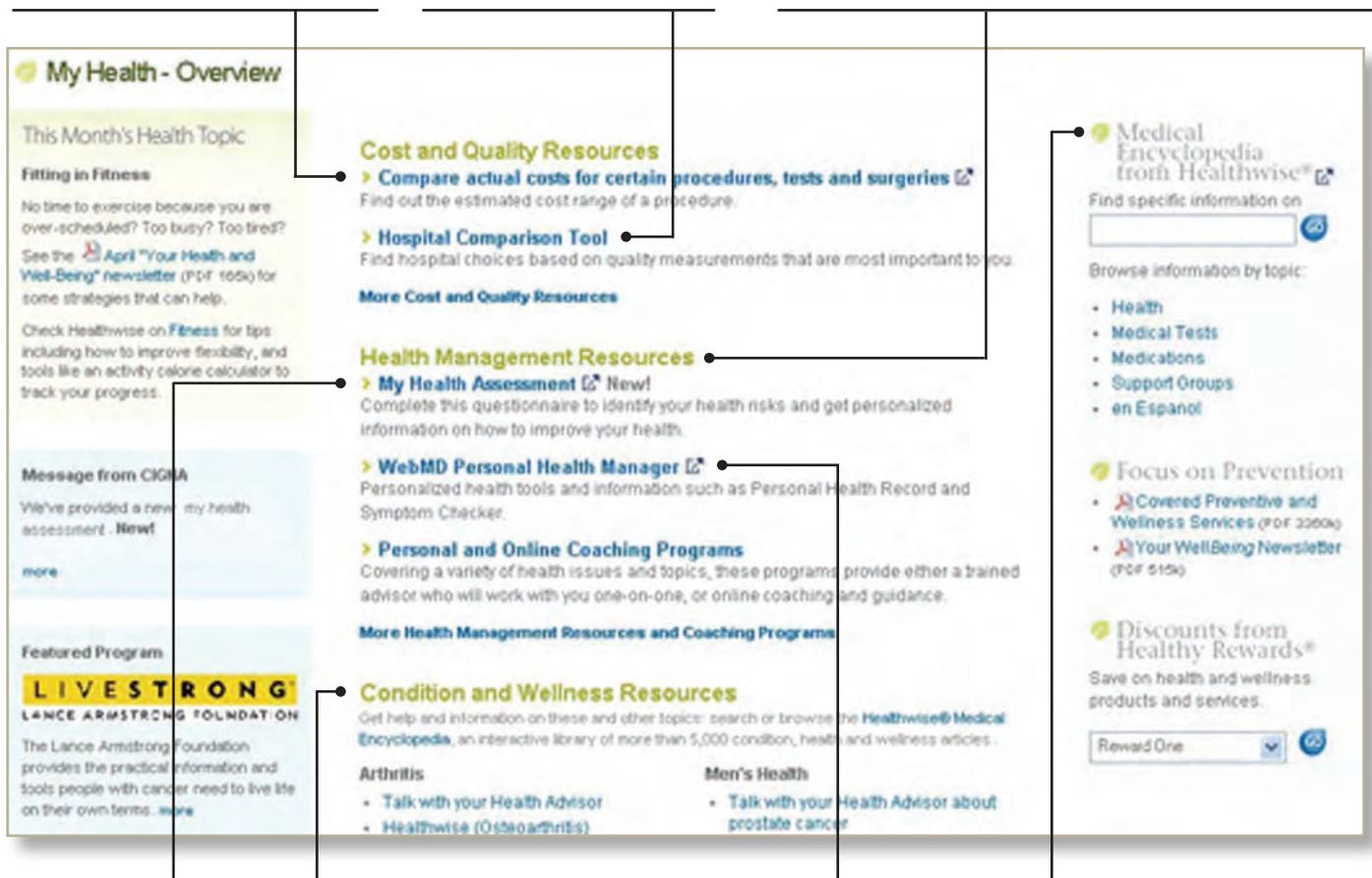
Compare cost and quality between providers to help you decide where to receive care.

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.



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. A sidebar on the left contains navigation links: 'back to myCIGNA', '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 is the section 'Select the type of provider and location you are looking for:', which contains radio buttons and dropdown menus for 'Primary Care Physician', 'Specialist Care Physician', 'Facility/Ancillary **', 'Dentist', 'Pharmacy', and 'Hospital'. The 'Hospital' option is selected. Under 'Specific providers', there is a text input field for 'Provider's name (optional)' with the placeholder 'Enter physician's last name'. The 'Where to look for providers' section includes a language preference dropdown (set to 'No Preference'), gender preference radio buttons (set to 'No Preference'), and a search scope selection (set to 'Your CIGNA HealthCare Network'). Location fields include 'City', 'State', and 'Zip' (06002), followed by an 'Address' field and a radius selection (set to '25 miles'). A 'Next' button is at the bottom.



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.

My Health - Cost and Quality Resources

This Month's Health Topic
Fitting in Fitness
 No time to exercise because you are over-scheduled? Too busy? Too tired? See the April "Your Health and Well-Being" newsletter (PDF 165k) for some strategies that can help.
 Check Healthwise on Fitness for tips including how to improve flexibility, and tools like an activity calorie calculator to track your progress.

Cost Resources
 Get costs for:
 > **Hospital and other facility based procedures & services**
 Estimated cost range for specific procedures.
 > **Physician services for common treatments by state**
 Cost estimates for specific physician services by state.
 > **Convenience Care Clinics**
 Costs for services provided by MinuteClinic Health Care Centers.
 > **Prescription Drug Price Quote Tool**
 Get the cost of your prescription drugs, check for generic drug equivalents and find out if a specific drug is covered by your plan. This link will redirect you to the My Plans - Pharmacy page where you can access the tool.
 > **Dental Treatment Cost Estimator**
 Estimate costs for dental procedures or treatments. This link will redirect you to the My Plans - Dental page where you can access the tool.
 > **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.
 > **NCOA Recognized Physicians**
 Search for physicians recognized by NCOA for quality diabetes or heart/stroke care and for hospitals that meet the Leapfrog Group patient safety standards. Check the myCIGNA provider directory to determine if the physician or facility participates in your benefit plan before seeking care.
 > **Bariatric Centers (PDF 306k)**
 Complete listing of CIGNA certified Bariatric Centers.
 > **Oncology Centers (PDF 306k)**
 Complete listing of CIGNA certified Oncology Centers.
 > **Hospice Centers (PDF 306k)**
 Complete listing of CIGNA certified Hospice Centers.

Medical Encyclopedia from Healthwise®
 Find specific information on
 Browse information by topic:
 • Health
 • Medical Tests
 • Medications
 • Support Groups
 • en Espanol

Discounts from Healthy Rewards®
 Save on health and wellness products and services.
 Reward One

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.



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. It features several sections: 'This Month's Health Topic' with an article on health care costs; 'Health Management Tools' including 'my health assessment', 'WebMD Personal Health Manager', '24-Hour Health Information Line', 'WebMD Dental Health Resource Center', 'WebMD Drug Comparison Tool', and 'WebMD Pregnancy Center'; 'Health Information' with 'Personal Coaching Programs' (Disease and Condition Management, Cancer Care Resources) and 'Online Health Coaching Programs' (Nutrition Management, Physical Activity/Fitness, Sleep Improvement, Stress Reduction); 'Medical Encyclopedia from Healthwise'; and 'Discounts from Healthy Rewards'. Callout lines connect the text descriptions to these specific features on the page.

24-Hour Health Information Line™

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



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"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.