

CignaAccess Client Portal Health Care User Guide

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I. Introduction

CignaAccess is a tool used by clients to help manage their Cigna plan information. CignaAccess is a role based tool providing real-time access to information to assist in making strategic decisions and simplifying plan administration.

II. Home Page

Once you have successfully logged into CignaAccess, your home page will display. The options you see on your home page will be based on your assigned role and business functions.

The screenshot shows the CignaAccess home page. At the top, there's a blue navigation bar with the Cigna logo on the left and links for Profile, Live Chat (M-F, 9am-5pm ET), Messages Archive, and Log Out on the right. Below the navigation bar, the main content area is divided into several sections. On the left, there's a 'Client Selection' dropdown menu showing 'CSG QA GO TO MARKET ACC3'. Below this, it says 'Now viewing client information for CSG QA GO TO MARKET ACC3-9505696'. A 'Health Care' tab is selected. The main content area starts with a 'Welcome To CignaAccess' message, followed by 'Your portal for managing employee benefits, finances, and plan performance'. Below this is a 'What's New?' section with three alert banners. The first alert says 'Welcome to the new CignaAccess! Watch the video to learn more about the new CignaAccess.' The second alert says 'Cigna and Express Scripts are accelerating a new, more sustainable model of health care on a global scale. Together, we have the potential to deliver even greater value to you and your employees, helping to improve their health, and control your costs. See what Cigna can do today for your business.' The third alert says 'The Center for Medicare Services will be issuing new Medicare Numbers replacing the Social Security based Health Insurance Claim Number, also known as HICN, from April 2018 – April 2019. During this time, what is viewable on our website may reflect either the HICN or the new Medicare Number.' On the left side, there's a navigation menu with options: Home, Employee Support, Reports & Tools, Member Materials, Site Administration, and Resources & Trainings. At the bottom left, there's a 'Call us!' section with the text 'Site not working? 1 (800) 261-6242' and a 'For errors & technical' link.

a. Client Selection

If you have access to more than one client ID, you will need to select the client ID you want to view. The plan information specific to the client selection will display.

b. Left Navigation menu

CignaAccess is a role based tool. The options you see are based on the products you have purchased, your assigned role and the business functions assigned to you.

c. Profile

This provides the ability for you to view & update your phone number, email address, password, default view and view the current business

roles assigned to you. It also provides the ability for you to add additional business functions to your access level. If you have been granted access to new business functions and receive a new temporary user id and password, you can enter the temporary user id and password on this page. Once you select submit, your new access will be added to your existing user id. Screen prints of these pages are available in section VIII below.

d. Live Chat

Customer service is available Monday- Friday, 9am – 8pm ET to answer questions online. Click the link, select the topic most closely related to your question and you will be connected to customer service.

e. Messages Archive

Provides access to secure Cigna email messages.

f. Alert Messages

This section provides Important, short term notifications will be displayed in the Alert section in the center of the page.

g. Informational Content

This section provides access to information Cigna wants to share with you.

h. Customer Service

This section provides the phone numbers you should call to speak with customer service.

i. Log out

To maintain security of your information, when you have completed what you want to do in CignaAccess, please click the log out link.

III. Employee Support

a. Enroll New Employee

This function provides the ability to enroll a new employee and their dependents. If you are an automated eligibility client, you will still need to include all new enrollment related employee information on your next file. A separate enrollment user guide can be found within the Resources & Training section of the site.

b. Search Employee

This function provides the ability to search for an existing employee. Select the search criteria option and enter in your search information and the employee information will display.

Enroll New Employee **Search Employee**

▼ **Manage Employee Search by - SSN**

Search for an employee to view or update information

- Search by **SSN**
- Search by **Employee Id**
- Search by **Exact Last Name**
- Search by **Partial Last Name**
- Search by **First & Partial Last Name**

***SSN**

914103302 **SEARCH**

What you see when you search for an employee will vary based on your role and business functions assigned. You may see some or all of the following tabs. The page will default on the employee information. Select the viewing customer drop down box to select a different family member.

▶ **Manage Employee Search by - SSN**

*SSN

914103302

SEARCH

- Manage Benefits/Coverage**
- View Benefits
- View Claims
- Print/View/Request ID Cards
- Cost Tracker

Viewing Customer:

YELLOWBOX RAJASEKAR ▼

Customer Summary

Relationship Employee	Account Number 1410077	Effective Date 01/01/2014
Eligibility Status Active	Current PCP	Other Customers CHITRA YELLOWBOX PRASANNA YELLOWBOX

c. **Manage Benefits/Coverage**

i. **Enrollment maintenance options**

This function provides the ability to update an employee or dependents eligibility information. The EMT user guide found in the Resources & Training section will provide additional information about these functions.

Enrollment Maintenance Options

- [Add a Dependent](#)
- [Add a Benefit / Assign Benefits](#)
- [Cancel/Terminate Coverage](#)
- [Change Benefit Dates / Attributes](#)
- [Change Benefit Options](#)
- [Change Branch Dates](#)
- [View/Update Other Insurance Information](#)
- [View History](#)
- [View/Change Demographics](#)

ii. **View Benefits**

This function provides detailed benefit information for medical (vision, and mental health & substance abuse when part of the medical plan), pharmacy and dental PPO.

Benefits

[Medical](#)
[Pharmacy](#)
[Vision](#)
[Mental Health](#)

Customer Summary

Relationship EMPLOYEE	Account Number 1208060	Effective Date 01/01/2018
Eligibility Status InActive	Current PCP	Other Customers TATYANA WESLEY SILAS WESLEY

Find Benefits for

BERNARD WESLEY ▼

Below are the benefit plan highlights for BERNARD WESLEY

Please review your plan documents for full details, including exclusions, limitations and state mandates that might affect the benefits described below. Be sure to review your specific copayment and coinsurance information as well as your current deductible standing to understand how any claims may be processed.

COVERAGE	IN-NETWORK	OUT-OF-NETWORK
Plan Year Deductibles		
• Individual	\$200.00	\$400.00
• Family	\$400.00	\$800.00
Out-of-Pocket Maximums		
• Individual	\$1,000.00	\$2,000.00
• Family	\$3,000.00	\$6,000.00
Lifetime Maximum	Unlimited	Unlimited

Benefit Details [Print](#)

COVERAGE	IN-NETWORK	OUT-OF-NETWORK
▼ Preventive Care		
Well Child Care	Employee pays 0%, plan pays 100%	Does Not Apply
Adult Preventive Care	Employee pays 0%, plan pays 100%	Does Not Apply
▶ Office Visit		
▶ Outpatient		

d. View Claims

This function provides access to view claim summary and details for medical and dental PPO plans.

Available claim search date options

- Last 30 Days
- Last 60 Days
- Last 90 Days
- Last 180 Days
- Last 365 Days
- Year-To-Date
- Prior year
- Date Range

Showing medical claims for **Elle Woods** from last 60 days [Print](#) [Export results to CSV](#)



Important Notice!

Note: Only claims submitted for the member's current account number will display. Members can view all claim history for the past 24 months on myCIGNA.com.

SERVICE DATES	PROVIDED BY	STATUS	AMOUNT BILLED	WHAT YOUR PLAN PAID	EMPLOYEE OWES	ACTION
03/06/2019	Smith, John MD	PAID	\$275.00	\$158.13	\$0.00	1234567891234 View Details

Service Details

SERVICE DATE(S)	SERVICE TYPE(S)	AMOUNT BILLED	DISCOUNT	AMOUNT COVERED	COPAY / DEDUCTIBLE	WHAT YOUR PLAN PAID	COINSURANCE	EMPLOYEE OWES	NOTES
03/06/2019	PHYSICIAN	\$275.00	\$116.87	\$158.13	\$0.00	100% = \$158.13	0% = \$0.00	\$0.00	0248
Totals		\$275.00	\$116.87	\$158.13	\$0.00	\$158.13	\$0.00	\$0.00	

The information above reflects our data at the time your claim was processed. Due to ongoing claims processing activities, such as the payment of additional claims or an adjustment to this claim, the information above may not show the final member coinsurance amount. Your Explanation of Benefits will reflect the final member responsibility.

0248 116.87 - CUSTOMER: THANK YOU FOR USING CIGNA'S OPEN ACCESS PLUS NETWORK. THE DISCOUNT SHOWN IS HOW MUCH YOU SAVED. YOU DON'T NEED TO PAY THAT AMOUNT. IF YOU ALREADY PAID YOUR HEALTH CARE PROFESSIONAL MORE THAN THE "WHAT I OWE" AMOUNT, PLEASE ASK FOR A REFUND. HEALTH CARE PROFESSIONAL: YOUR CIGNA AGREEMENT DOES NOT ALLOW YOU TO BILL THE PATIENT FOR THE DIFFERENCE. IF YOU ARE IN INDIANA, CALIFORNIA OR TENNESSEE, PLEASE CONTACT CIGNA CUSTOMER SERVICE AT 1.800.88CIGNA (882.4462) FOR INFORMATION ON YOUR DISCOUNTED RATE.

[BACK](#)

e. Print/Request ID Cards

This function provides the ability to print a temporary medical, pharmacy or dental id card. The temporary id card will be the image of the employee's actual id card.

You can also request a new medical id card on behalf of the employee and they will receive the new id card in the mail in 7-10 days.

Print or Request ID Card

[Medical](#) [Dental](#) [Pharmacy](#)

If you require medical services before your card(s) arrive, you may select the 'Print ID Card' link below to print ID cards. Please note, ID Cards will be sent to the address on record.

NAME	RELATIONSHIP	DATE OF BIRTH	EFFECTIVE DATE	COVERAGE END DATE	ACTION
BENJAMIN CAIRO	EMPLOYEE	03/27/1971	01/01/2016		Print Request
MAILE CAIRO	SPOUSE	03/28/1977	01/01/2016		Print Request
XANDRA CAIRO	CHILD	03/10/2009	01/01/2016		Print Request

f. Cost Tracker

This function provides the deductible and out-of-pocket amounts and lifetime maximums employee/dependents have to meet for medical and dental plans, how much they have contributed year to date and how much is remaining to be met for the current and prior years.

Cost Tracker

Medical Dental

Information for

Current Benefits

Print

Deductibles - Year-to-Date

	In-Network			Out-of-Network		
	AMOUNT	MET	REMAINING	AMOUNT	MET	REMAINING
BENJAMIN CAIRO	\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00
MAILE CAIRO	\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00
XANDRA CAIRO	\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00
Plan Accumulation	\$400.00	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00

Out-of-Pocket Maximums - Year-to-Date

	In-Network			Out-of-Network		
	AMOUNT	SPENT TO DATE	REMAINING	AMOUNT	SPENT TO DATE	REMAINING
BENJAMIN CAIRO	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00
MAILE CAIRO	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00
XANDRA CAIRO	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00
Plan Accumulation	\$3,000.00	\$0.00	\$3,000.00	\$0.00	\$0.00	\$0.00

Lifetime Plan Maximums - Totals-to-Date

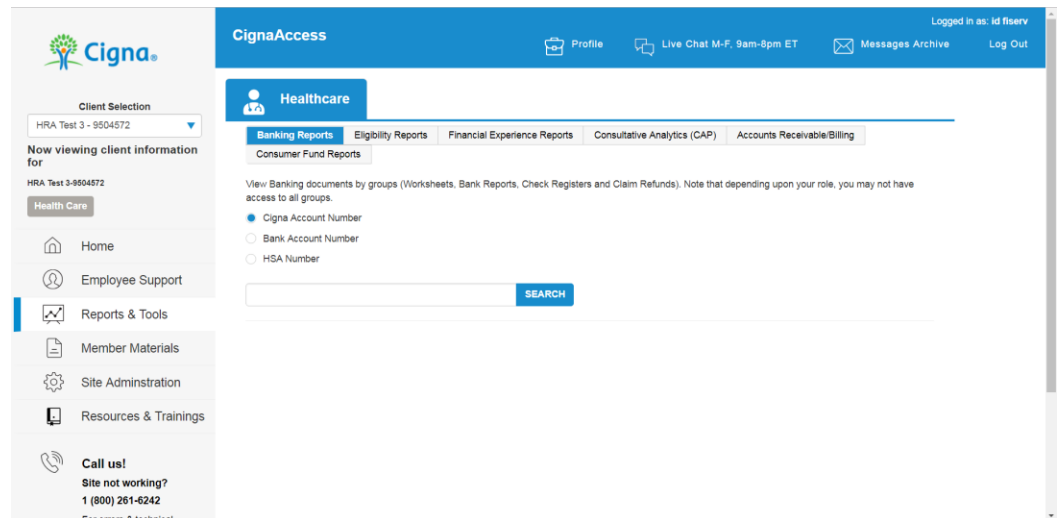
	In-Network			Out-of-Network		
	AMOUNT	COVERED TO DATE	REMAINING	AMOUNT	COVERED TO DATE	REMAINING
BENJAMIN CAIRO	Unlimited	\$8,842.55	Does Not Apply	\$0.00	\$0.00	\$0.00
MAILE CAIRO	Unlimited	\$0.00	Does Not Apply	\$0.00	\$0.00	\$0.00
XANDRA CAIRO	Unlimited	\$0.00	Does Not Apply	\$0.00	\$0.00	\$0.00

IV. Reports & Tools

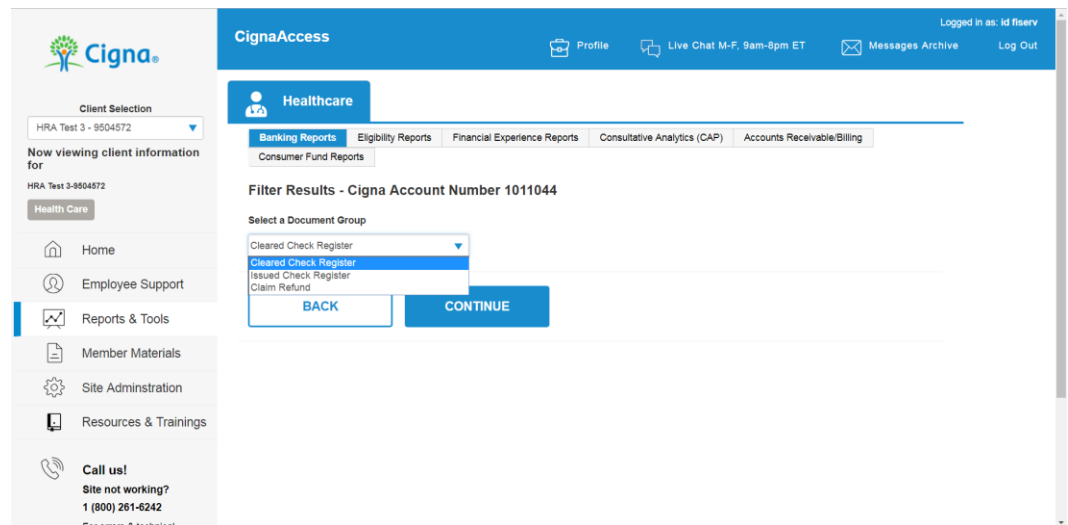
a. Health Care

i. Banking

The function provides access to many banking worksheets and check registers. Motivate me incentive reporting is also available with the banking section. You can search for reports using the 7-digit Cigna account number, your bank account number and for HSA clients, your HSA account number.



The search results will return the list of available types of documents. Select the document group option.



You will be presented with additional criteria to select from. Once you select the criteria, select run report and the list of available reports will display.

Filter Results - Cigna Account Number 1011044 - Cleared Check Register

Select a Report

Cleared Detail Cleared Summaries

Select a Time Period

Monthly Daily

From /

Go Back 4 Months ▼

Select Funding Source Identifier (Optional)

Leave blank to select all

BACK

RUN REPORT

Search Results

REPORT DATE	FSI CODE	FILE SIZE	REPORT LINK
10/01/2018	FM997	3852	ViewPDF
09/01/2018	FM997	4926	ViewPDF

ii. Eligibility

1. Ad hoc reporting

This provides access to run real-time eligibility reports. Reports are saved for 7 business days.

To run a new report, select the Run an Ad Hoc report option and select continue.

The screenshot shows a web interface for Healthcare Eligibility Reports. At the top, there is a blue header with a person icon and the word "Healthcare". Below this is a navigation bar with several tabs: "Banking Reports", "Eligibility Reports" (which is highlighted in blue), "Financial Experience Reports", and "Consultative Analytics (CAP)". Below the navigation bar is a sub-section for "Consumer Fund Reports". The main content area contains the text "View up-to-date membership data from a list of report options to assist in your health plan administration." Below this is the heading "Ad Hoc Reports" followed by two radio button options: "View Existing Requested Reports" (which is unselected) and "Request Ad Hoc Report" (which is selected with a blue dot). At the bottom of the form is a large blue button labeled "CONTINUE".

There are 20+ reports available to choose from the drop down list.

The screenshot shows a dropdown menu with a list of report options. The menu is open, showing a scrollable list of items. The first item, "Account Structure", is highlighted in blue. Other items in the list include "Address List", "Census Count", "COBRA Membership", "Comparative Research Assessment", "Dependents Within 90 Days of Cancellation", "Employee ID Percentage", "Flexible Spending Account", "Guest Membership", "Handicapped/Disabled Membership", "Health Care Spending Account", "HRA Missing Eligibility Data", "ID Card Mail Date", "IRS 1095 Submission", "Membership Addition", "Membership Cancellation", "Membership List", "No PCP Selected, Non-open Access", "No PCP Selected, Open Access", and "Open Access Plus - PCP Optional". The dropdown menu is positioned over a background that shows parts of the "Request Ad Hoc Report" form.

Choose your report and select continue. Then select Run Report.

Choose Report

Account Structure ▼

Enter Parameters for Account Structure

If you choose to leave a field blank, you'll receive all possible results for that field.

Report Description

Report Description: Enter a description to uniquely identify the report.

Account Number(s)

Account Number(s): (Example: 0071421, 2077126)

Branch(es)

Branch(es): (Example: 1000, R15308)

Include Network Information?

Yes No

Include Termed Structure?

Yes No

BACK

RUN REPORT

The page will display a status of Running. After a few moments, select refresh and the report links will display. The larger the report the longer it will take to be available.

Requested Reports for the Last 7 Days

Requested reports are available for seven (7) calendar days. If you need to refer to a particular report over a longer period of time (exceeding : days), please download and save for easy reference.

My Reports

All Reports

REPORT NAME	REPORT DESCRIPTION	REQUESTOR ID	REQUEST DATE/TIME	STATUS
Account Structure		FISERV123	12/21/2018 11:34 AM View Request	Running

BACK

REFRESH

Requested Reports for the Last 7 Days

Requested reports are available for seven (7) calendar days. If you need to refer to a particular report over a longer period of time (exceeding seven days), please download and save for easy reference.

My Reports All Reports

REPORT NAME	REPORT DESCRIPTION	REQUESTOR ID	REQUEST DATE/TIME	STATUS
Account Structure		FISERV123	12/21/2018 11:34 AM View Request	Complete View PDF* Download CSV*

BACK

REFRESH

- 2. Automated eligibility reporting
If you are an automated eligibility client, file error reports are available.

 **Healthcare**

Banking Reports **Eligibility Reports** Financial Experience Reports Consultative Analytics (CAP) Accounts Receivable/Billing
Consumer Fund Reports Cigna Express

View up-to-date membership data from a list of report options to assist in your health plan administration.

Ad Hoc Reports

- View Existing Requested Reports
- Request Ad Hoc Report

Standard Reports

- View Automated Eligibility Reports (based on your latest file submission)

CONTINUE

Select an Automated Eligibility File ID

- 1234 - All Active
- 1234 - All Retirees


Select an Automated Eligibility for ABC Corporation

- Critical Error Report Detail
- Current Default Cancel Candidates
- Mismatch Members
- Client Warning Report

Default Cancel Candidates Aging	View PDF	Download CSV
Default Cancel Candidates Terminated	View PDF	Download CSV
File History Report	View PDF	Download CSV
File Processing Summary	View PDF	Download CSV
Summary of Critical Errors	View PDF	Download CSV

iii. Financial Experience

This function provides access to the monthly claim experience, claim lag and claims in excess reports.

 **Healthcare**

Banking Reports Eligibility Reports **Financial Experience Reports** Consumer Fund Reports

View your financial experience in the following categories with **Monthly Experience Reports, Claims in Excess Reports, Cigna Choice Fund and Medicare Part D.**

- Monthly Experience Reports
- Claims in Excess of \$25,000
- Lag Reports
- CIGNA Choice Fund
- Stop Loss Reports

CONTINUE

Select the report category you want to view and then the report option. You will be presented with the download report links.

Healthcare

Banking Reports | Eligibility Reports | **Financial Experience Reports** | Consumer Fund Reports

Filter Results - Monthly Experience Reports

Choose Report

Summary By Client & Product ▼

Summary By Client & Product

Detail By Account & Product

Detail By Account, Product and Branch

BACK **VIEW REPORT**

Monthly Experience Reports: Summary By Client & Product

TITLE	REPORT DATE	FILE SIZE (BYTES)	REPORT LINK
Client / BenOpt	12/2017	30208	DOWNLOAD
PPACA Fees and Assessment Report	12/2017	29184	DOWNLOAD
5500 Subscriber and Membership Report	12/2017	38912	DOWNLOAD

- iv. Consultative Analytics
- This function provides access to another tool where you can access consultative analytics utilization reporting. When you select the link, you will need to accept the user agreement before you are able to continue on.

Healthcare

Banking Reports | Eligibility Reports | Financial Experience Reports | **Consultative Analytics (CAP)** | Consumer Fund Reports

Consultative Analytics (CAP)

[View Consultative Analytics \(CAP\)](#)

User Agreement

IMPORTANT - THIS AGREEMENT AFFECTS YOUR COMPANY'S RIGHTS AND OBLIGATIONS

Consultative Analytics (CAP) Usage Terms and Conditions

If you have elected not to receive identifiable health information, then this report complies with your election. Nevertheless, please note that you may have responsibilities under law to determine whether the information contained in this report could be used to identify individuals either when combined with other information that you have or in any other manner and, if so, to take appropriate protective steps.

I AGREE

CANCEL

Consultative Analytics Tool



Welcome to the Consultative Analytics Platform - your self-service tool that enables you to select, generate and download reports on-demand.



Create Report

[Initiate New Request](#)



My Reports

[View Reports](#)



Help

[Training / FAQs](#)
[Contact Us](#)



POC

[POC Selector](#)

v. Accounts Receivable/Billing

This function provides access to view billing invoices and to electronically pay invoices.

Healthcare

Banking Reports | Eligibility Reports | Financial Experience Reports | Consultative Analytics (CAP) | **Accounts Receivable/Billing**

Consumer Fund Reports | Cigna Express

Cigna Accounts Receivable Billing System (CARBS)

View CARBS invoices by statement number and time period, or by invoice number. Administrative users will also have the ability to upload replacement invoices.

Search by:

Statement Name + Statement Code + Invoice Period

Invoice Number

SEARCH

Select the search criteria option you wish to use, enter the data and select search. The available invoices will display.

Search by:

- Statement Name + Statement Code + Invoice Period

Statement Name
--ALL-- ▼

Statement Code
--ALL-- ▼

Invoice Period

From /

To /

mm / yyyy

- Invoice Number

SEARCH


Select the invoice number link to view the invoice detail or select the pay invoice link to view the payment page.

Document Selected: **CARBS Invoices**
Reports are listed by invoice period.

INVOICE PERIOD	STATEMENT CODE	STATEMENT NAME	INVOICE NUMBER	FILE SIZE (KB)	AD HOC DOCUMENTS	FILE SIZE (KB)	BILL PAY
05/2017	0001	MAY 12 PPACA BSF REG ACCOUNT 1	187010	193	View	803	Pay Invoice
12/2017	0001	MAY 12 PPACA BSF REG ACCOUNT 1	189896	193	View	145	Pay Invoice

vi. Consumer Funds

For clients with Choice Fund products, fund related reports are available.

 **Healthcare**

[Banking Reports](#) | [Eligibility Reports](#) | [Financial Experience Reports](#)

[Consumer Fund Reports](#) | [Cigna Express](#)

Select a Report Category

- Employer Summary - HRA & Health Care FSA
- Employer Fund Balance - Account Summary
- Employer Fund Balance - Current Month
- Employer Fund Balance - Year-To-Date
- PRIOR YEAR - Employer Fund Balance - Current Month
- PRIOR YEAR - Employer Fund Balance - Year-to-Date
- Fund Distribution
- FSA Annual Forfeitures

CONTINUE

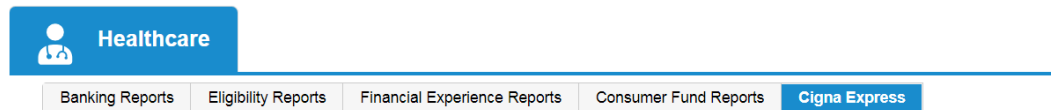
Select the report category and continue. A list of available reports will display. Select the link to download and view the report.

Search Results for Employer Fund Balance - Account Summary

CREATE DATE	REPORT DATE	FILE SIZE	REPORT LINK
12/03/2018	11/2018	41472	Download Excel
12/03/2018	11/2018	29696	Download Excel

vii. Cigna Express

This function provides access to another tool where you can access additional claim reporting. When you select the link you will need to accept a user agreement before you are able to continue on.

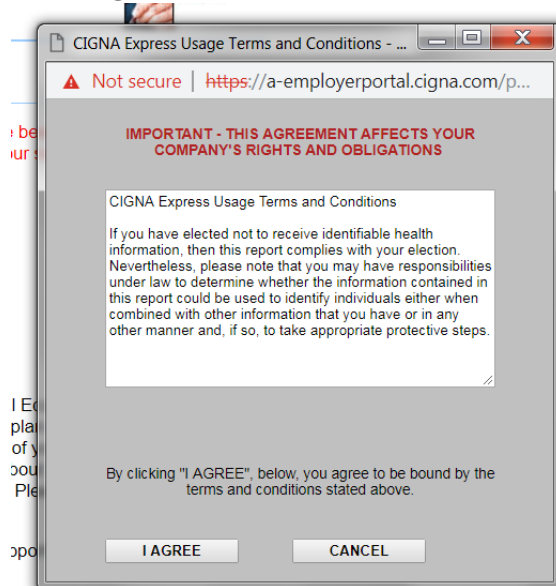


Cigna Express

Provides a customized view of your data. View, save, download, or graph medical utilization data.

[CIGNA Express®](#)

User Agreement



Cigna Express Tool

Consumers Professionals Providers Log out

Information and tools for plan members, participants, policy holders, account holders and prospective participants.

CIGNA Express

Home

Who's logged on: Proclaim, AIMS

If you are unable to access your utilization reports, they may have been disabled due to inactivity during 2011. If you have questions or concerns, please contact your sales representative or the [CIGNA Helpdesk](#).

save time and energy

CIGNA Express is an optional program, developed by our Medical Economics and Information division and available to most CIGNA HealthCare health benefits plan customers. This program provides aggregate data about the health care benefits utilization of your employee group. Its purpose is to help you make timely and cost-effective decisions about your benefits offerings. CIGNA Express does not disclose employee-specific information. Please contact your sales representative for details and costs of this program.

CIGNA Express supports Microsoft Windows 2008 clients and supports the following web browsers: Microsoft Internet Explorer 8 and above.

V. Member Materials

This function provides access to plan booklets, policies & certificates produced by Cigna. The ability to search by employee SSN is only available for our medical HMO clients.

Member Materials

Member Materials

View Member Materials such as member handbooks, Benefit Booklets, Certificates, Riders or Policies.

View **Benefit Booklet (Group Service Agreements, Member Handbooks)**

Employee SSN

Employee SSN	Member Suffix (Optional)
<input type="text"/>	<input type="text"/>

View **Certificates and Certificate Riders, California Schedule of Copays, ET Riders or Policies.**

Account Number

SEARCH

When searching by account number, the document selection screen will display.

Member Materials

Member Materials

View Member Materials such as member handbooks, Benefit Booklets, Certificates, Riders or Policies.

Select a Document Group

Certificates and Certificate Riders

State Compliance Riders

Policies and Policy Amendments

BACK **CONTINUE**

Once you've made your selection, the search options will display.

Member Materials

View Member Materials such as member handbooks, Benefit Booklets, Certificates, Riders or Policies.

Document Selected: **Certificates and Certificate Riders**

View Documents

- View all Documents
- View Documents as of Effective Date

Effective Date

12/21/2018

mm/dd/yyyy

- View Documents by Document ID

Document ID

BACK

CONTINUE

Once you've selected your search option, the list of available documents will display.

Member Materials							
Member Materials							
View Member Materials such as member handbooks, Benefit Booklets, Certificates, Riders or Policies.							
Certificates and Certificate Riders							
CERTIFICATE ID	RIDER ID	EFFECTIVE DATE	EXPIRATION DATE	REPLACEMENT ID	FILE SIZE (KB)	PRODUCT TYPE	MORE INFO
D1548		01/01/2017	12/31/9998		281978	DPPO	Details ViewPDF
D597		01/01/2017	12/31/9998		282081	DPPO BASIC	Details ViewPDF
D598		01/01/2017	12/31/9998		282079	DPPO BASIC	Details ViewPDF

VI. Site Administration

This function provides primary and secondary administrators the ability to delegate site access to other individuals, change access for an existing user or view all users.

A separate, detailed user guide can be found online in the Resources & Training section.

VII. Resources & Training

This function provides access to frequently asked questions, user guides and sample reports.

Resources & Trainings - Healthcare Information

Contains all of the documentation, tutorials and support offerings for the entire CignaAccess Platform.

General
FAQ's



Employee
Support



Reports &
Tools



Site
Administration

What steps should I take to ensure the security of my information?

You share responsibility for maintaining the security of personal information when using online services. When you finish using CignaAccess.com, you should always logout and close your browser. Also, you should never share your CignaAccess.com password with anyone.

How can I change my password on CignaAccess.com?

Can I update my information on the Profile page?

What is Live Chat?

VIII. Profile

- a. Profile Summary – allows you to view & update your phone number, email address, password, default view and view the current business roles assigned to you.

Profile Summary Add New Online Service

AIMS, Proclaim

- ▶ Phone Number / Email
- ▶ Change Password
- ▶ Default Client Selection
- ▶ Current Role(s)/View Health Care Roles

- b. Add new online service – if you have been granted access to new business functions and receive a new temporary user id and password, you can enter the temporary user id and password on this page. Once you select submit your new access will be added to your existing user id.

Add Access to New Online Service

To add access, please enter the Temporary User ID and Temporary Password that you received from Cigna or your administrator. We use the Temporary User ID and temporary Password to verify your account status with Cigna.

The Temporary User ID and Temporary Password are only valid for one time use.

Please enter your Temporary User ID and Temporary Password below and click on the "Go" button to add access. You will then return to the "Site Utilities" page.

Temporary User ID

Temporary Password

SUBMIT