CignaAccess Client Portal Health Care User Guide

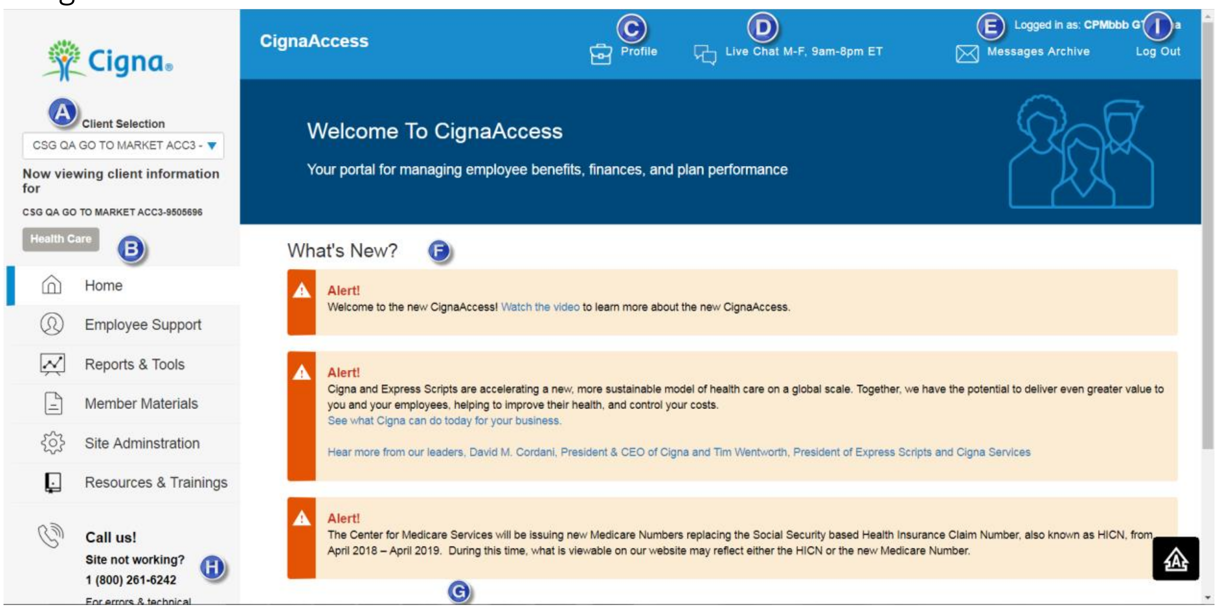
Table of Contents

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.



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

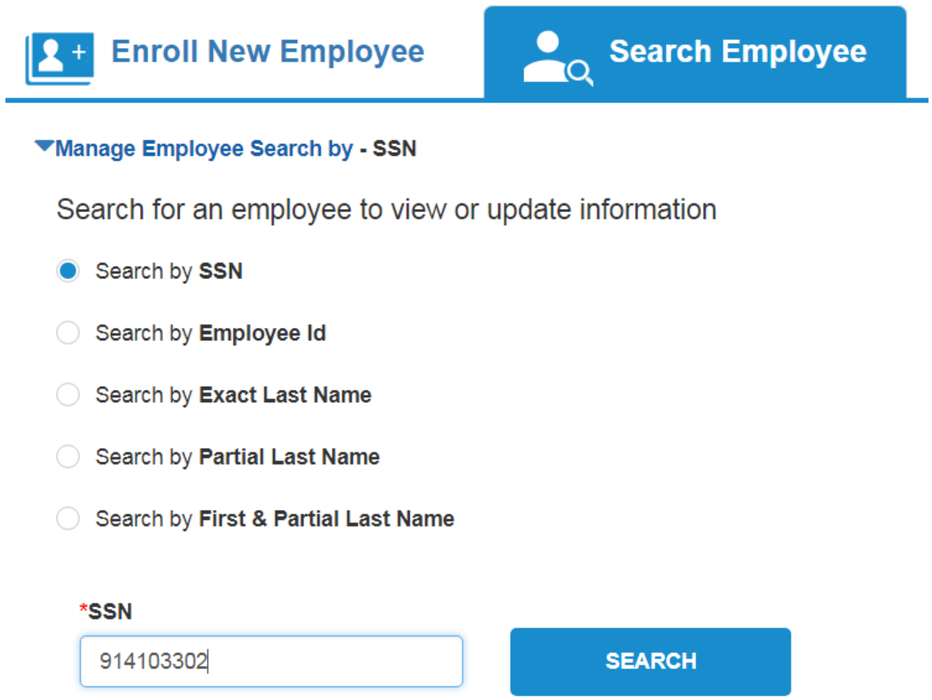
   This provides the ability for you to view & update your phone number, email address, password, default view and view the current business roles assigned to you. It also provides the ability for you to add additional business functions to your access level. If you have been granted access to new business 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.

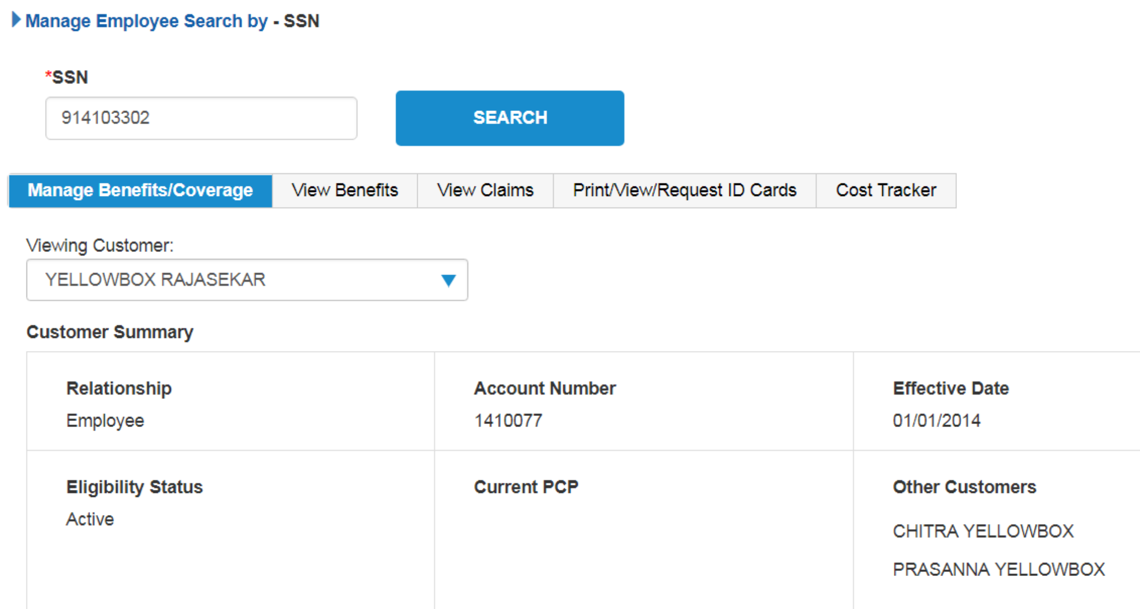
III. Employee Support

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.



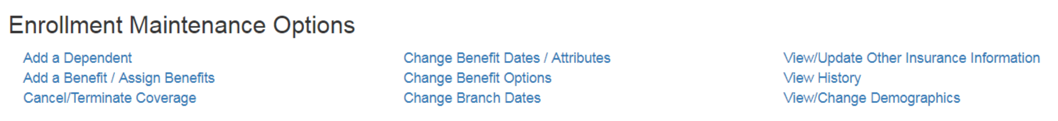
What you see when you search for an employee with vary based on your role and business functions assigned. You may see some or all of the following tabs. The page will default on the employee information. Select the viewing customer drop down box to select a different family member.



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.



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.

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

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

Print

Information for

Current Benefits

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

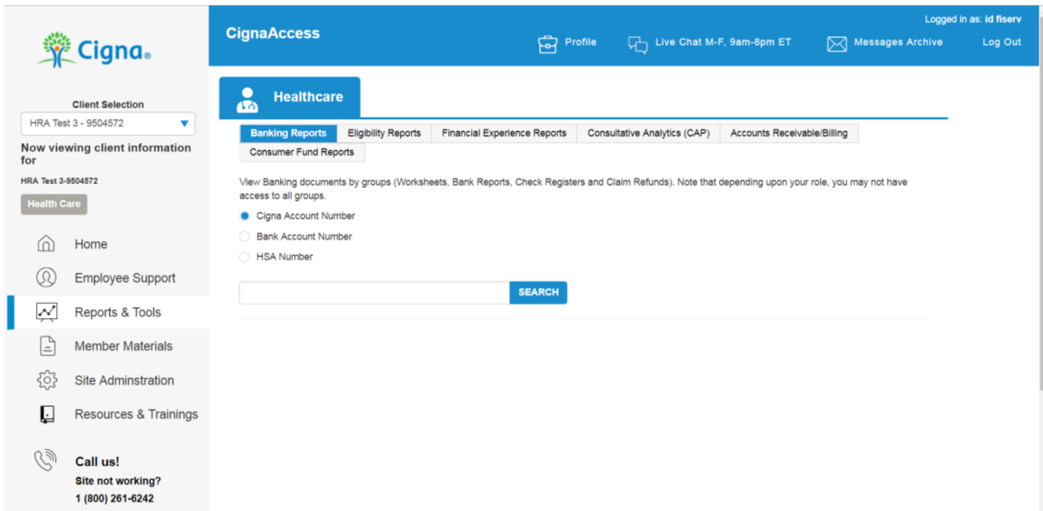
	In-Network			Out-of-Network		
	AMOUNT	COVERED TO DATE	REMAINING	AMOUNT	COVERED TO DATE	REMAINING
BENJAMIN CAIRO	Unlimited	$8,842.55	Does Not Apply	$0.00	$0.00	$0.00
MAILE CAIRO	Unlimited	$0.00	Does Not Apply	$0.00	$0.00	$0.00
XANDRA CAIRO	Unlimited	$0.00	Does Not Apply	$0.00	$0.00	$0.00

IV. Reports & Tools

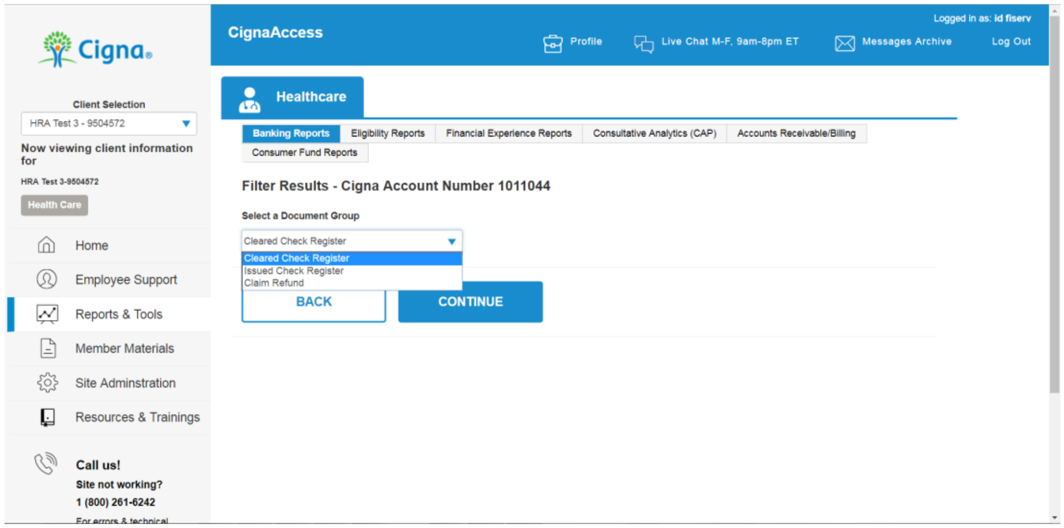
a. Health Care

i. Banking

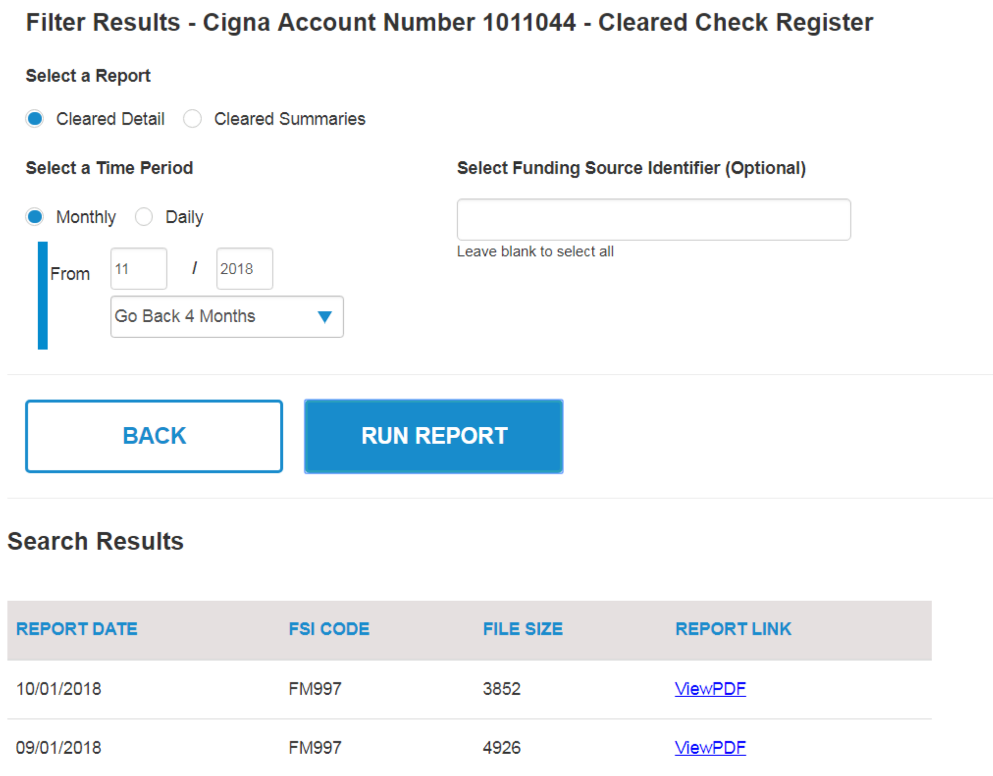
The function provides access to many banking worksheets and check registers. Motivate me incentive reporting is also available with the banking section. You can search for reports using the 7-digit Cigna account number, your bank account number and for HSA clients, your HSA account number.



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.

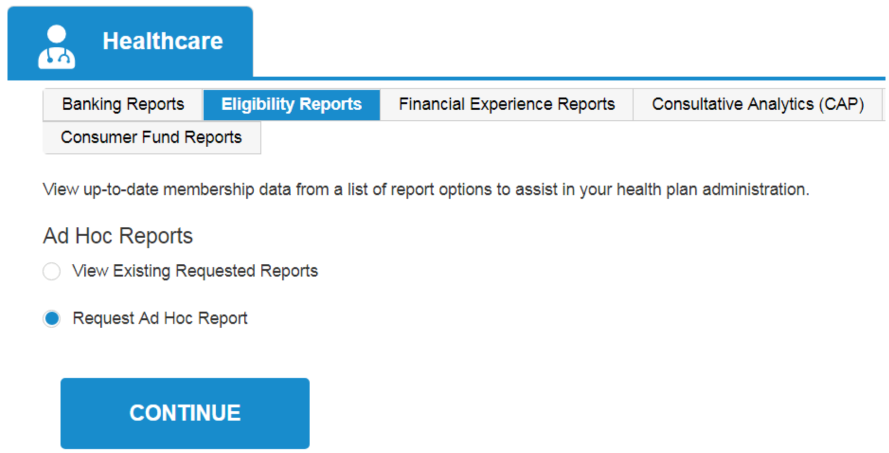

Filter Results - Cigna Account Number 1011044 - Cleared Check Register
Select a Report
Cleared Detail
Cleared Summaries
Select a Time Period
Monthly
Daily
From
11
/
2018
Go Back 4 Months
Select Funding Source Identifier (Optional)
Leave blank to select all
BACK
RUN REPORT
Search Results
REPORT DATE
FSI CODE
FILE SIZE
REPORT LINK
10/01/2018
FM997
3852
ViewPDF
09/01/2018
FM997
4926
ViewPDF

ii. Eligibility

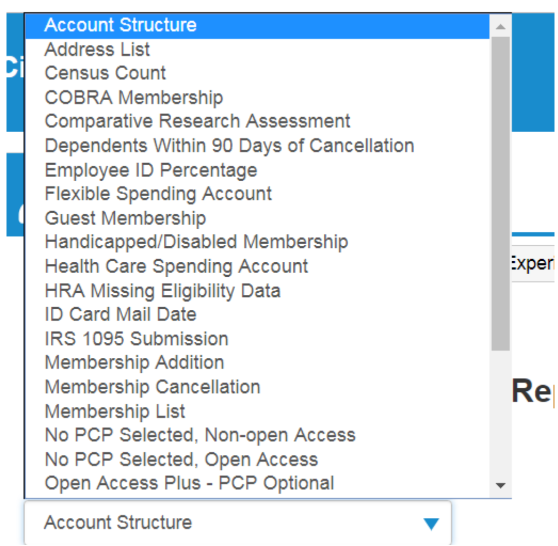
1. Ad hoc reporting

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

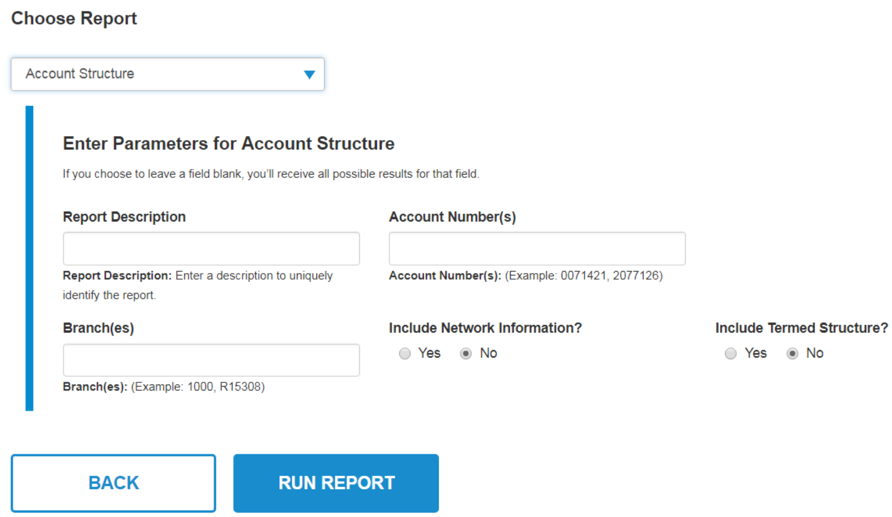
   To run a new report, select the Run an Ad Hoc report option and select continue.



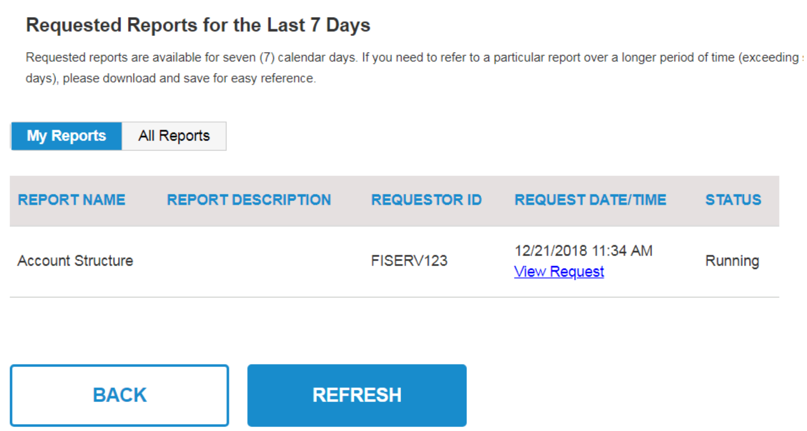
   There are 20+ reports available to choose from the drop down list.



Choose your report and select continue. Then select 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 sev 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)

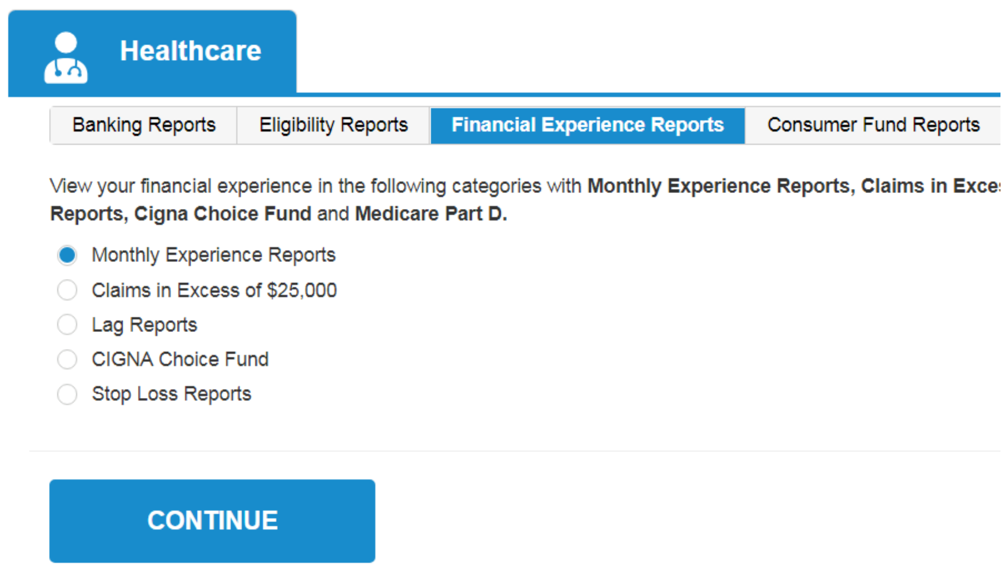
CONTINUE

Select an Automated Eligibility File ID

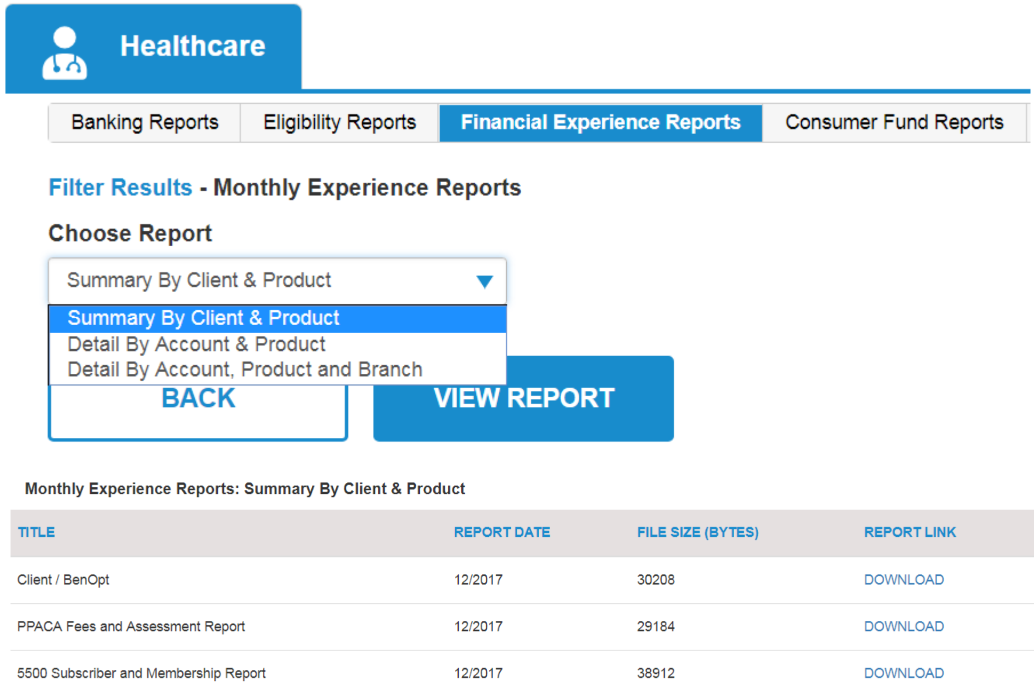
- 1234 - All Active
- 1234 - All Retirees

iii. Financial Experience

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

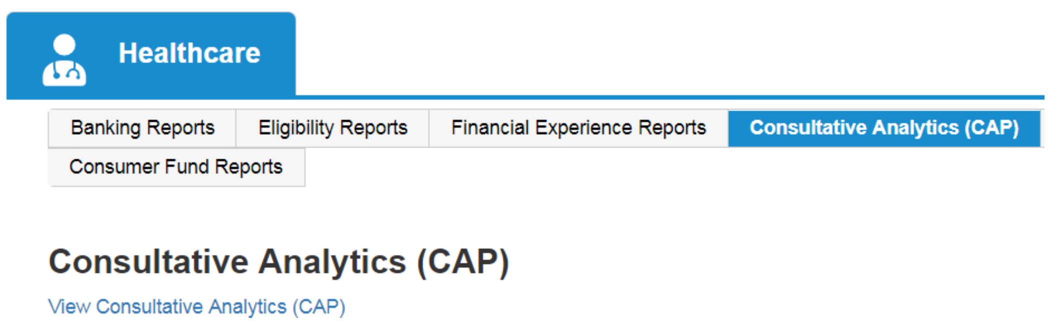


Select the report category you want to view and then the report option. You will be presented with the download report links.



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.



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

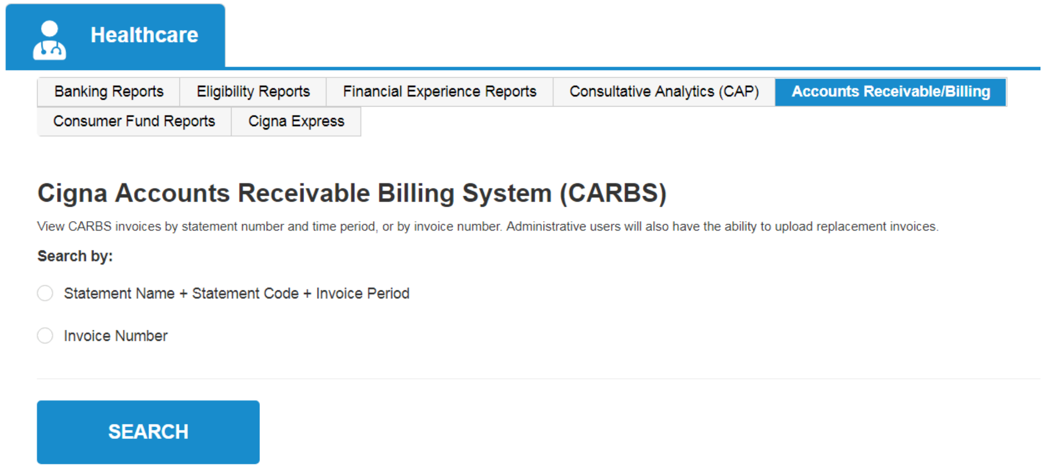
POC
POC Selector

My Reports
View Reports

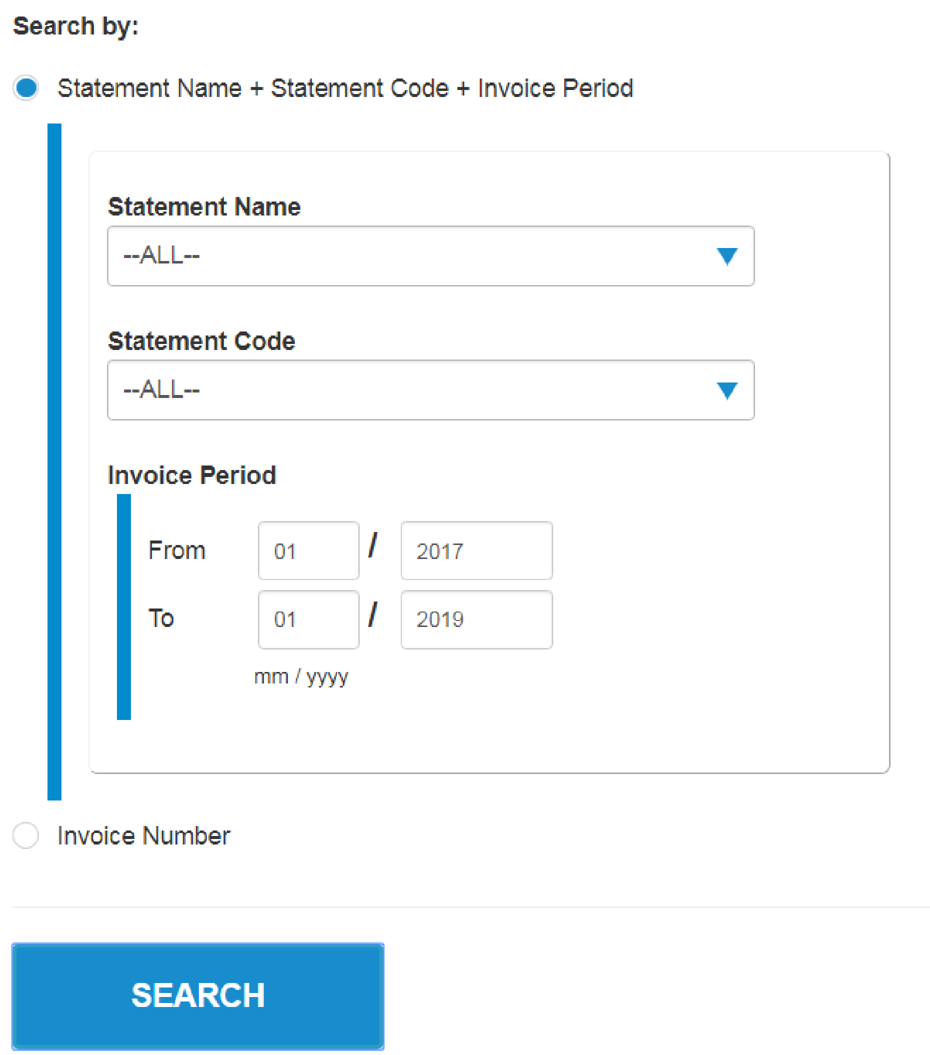
Help
Training / FAQs
Contact Us

v. Accounts Receivable/Billing

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



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
01
/
2017
To
01
/
2019
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.

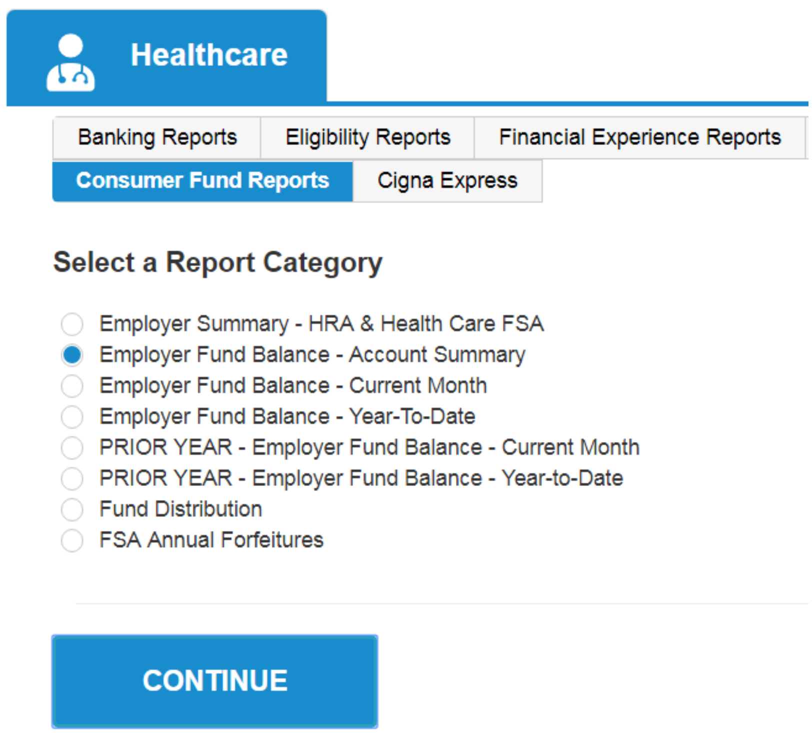
Document Selected: **CARBS Invoices**

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.



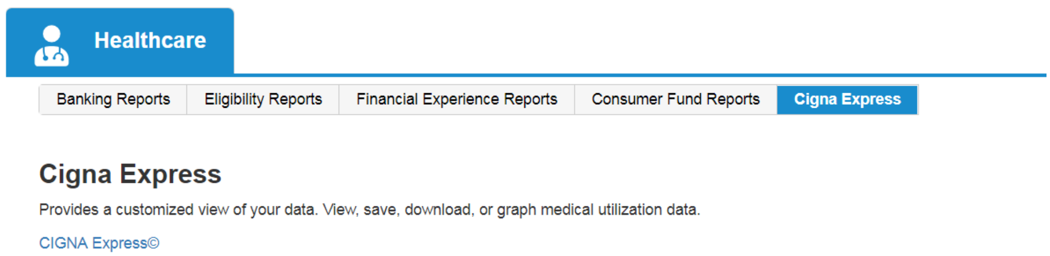
Select the report category and continue. A list of available reports will display. Select the link to download and view the report.

Search Results for Employer Fund Balance - Account Summary

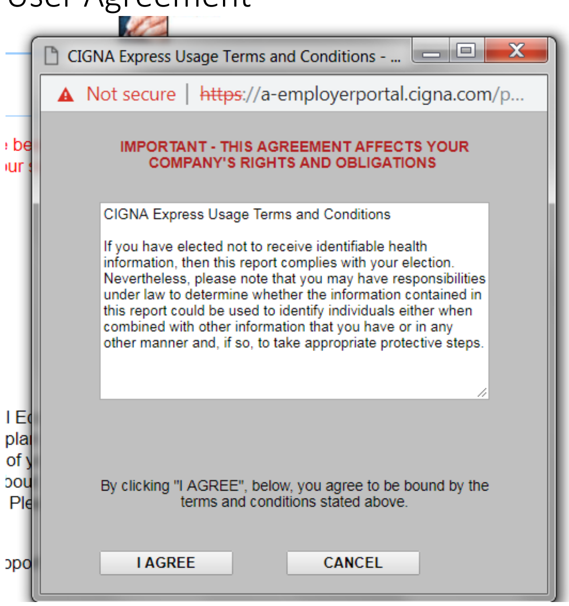
CREATE DATE	REPORT DATE	FILE SIZE	REPORT LINK
12/03/2018	11/2018	41472	Download Excel
12/03/2018	11/2018	29696	Download Excel

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.



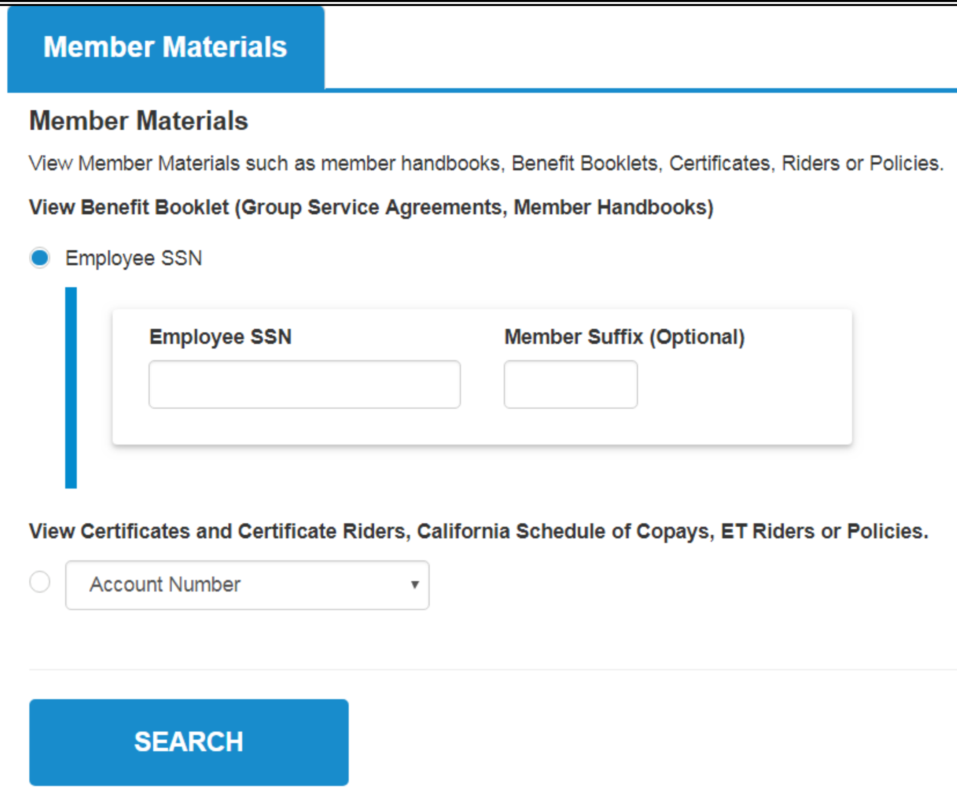
User Agreement



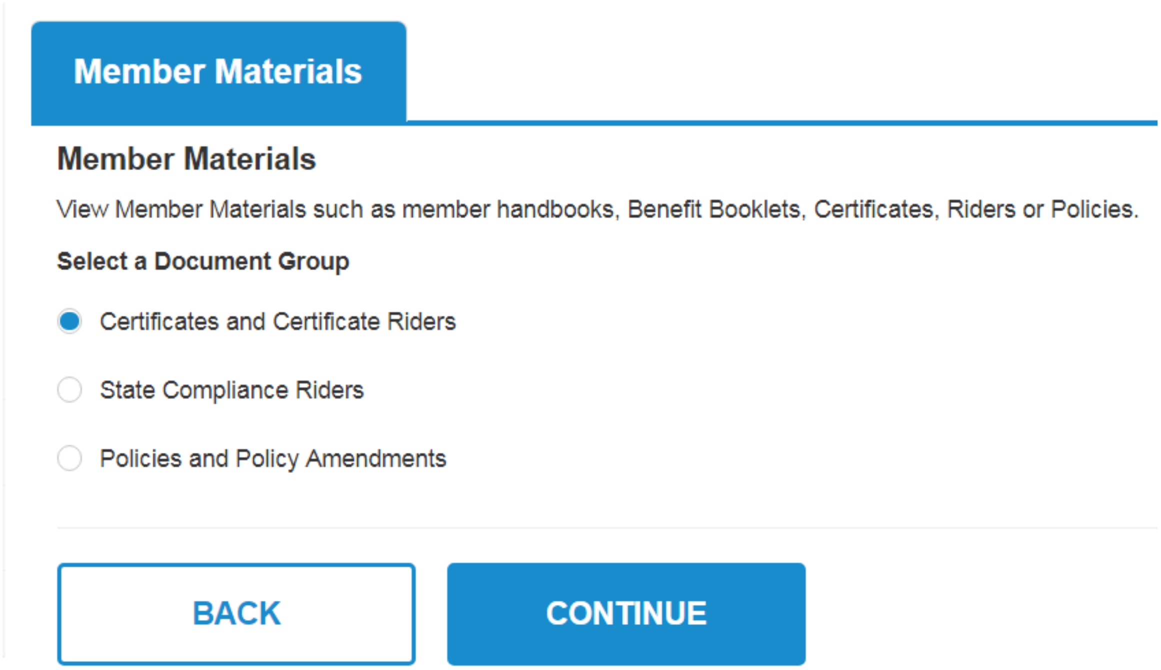
Cigna Express Tool

V. Member Materials

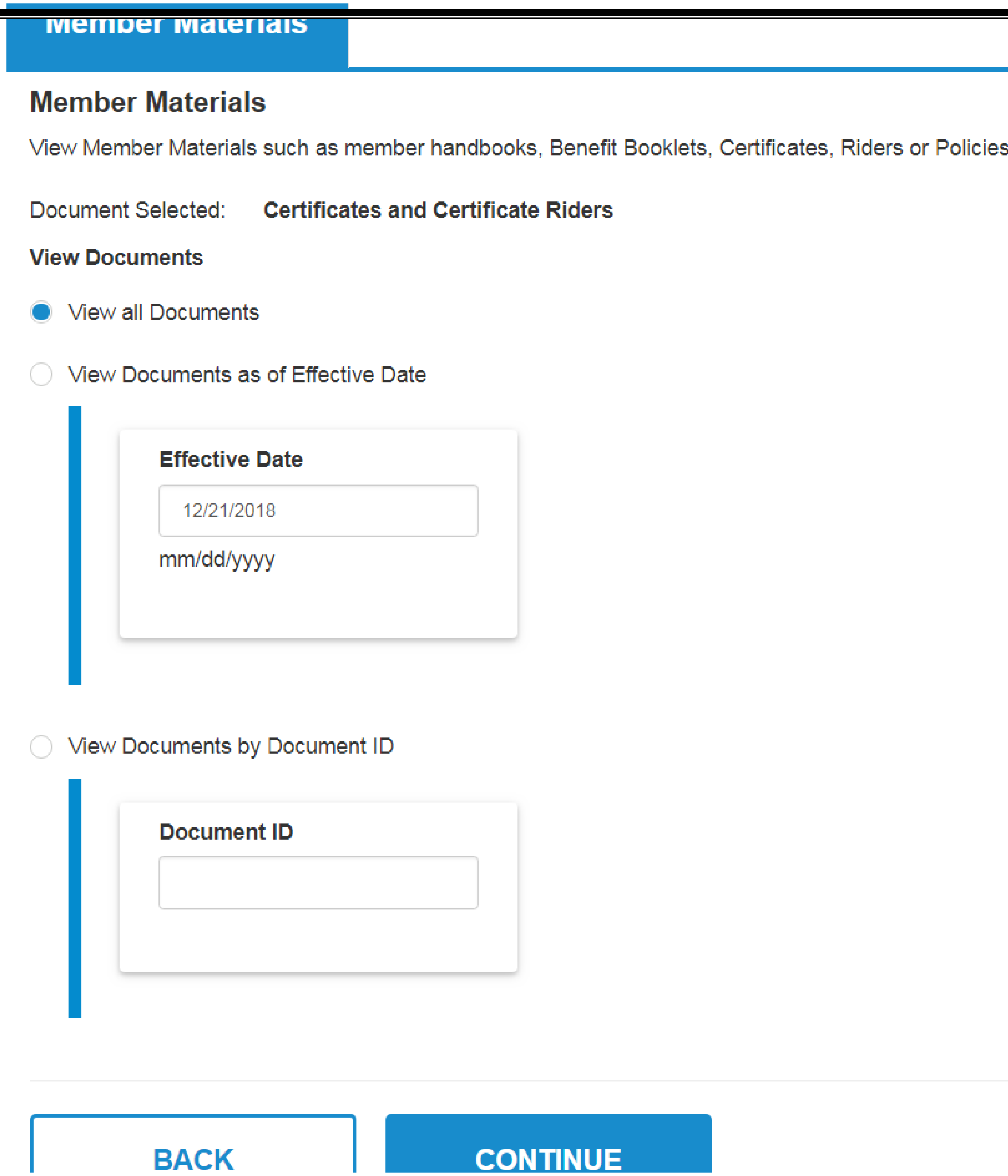
This function provides access to plan booklets, policies & certificates produced by Cigna. The ability to search by employee SSN is only available for our medical HMO clients.


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)
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.



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


Member Materials
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.

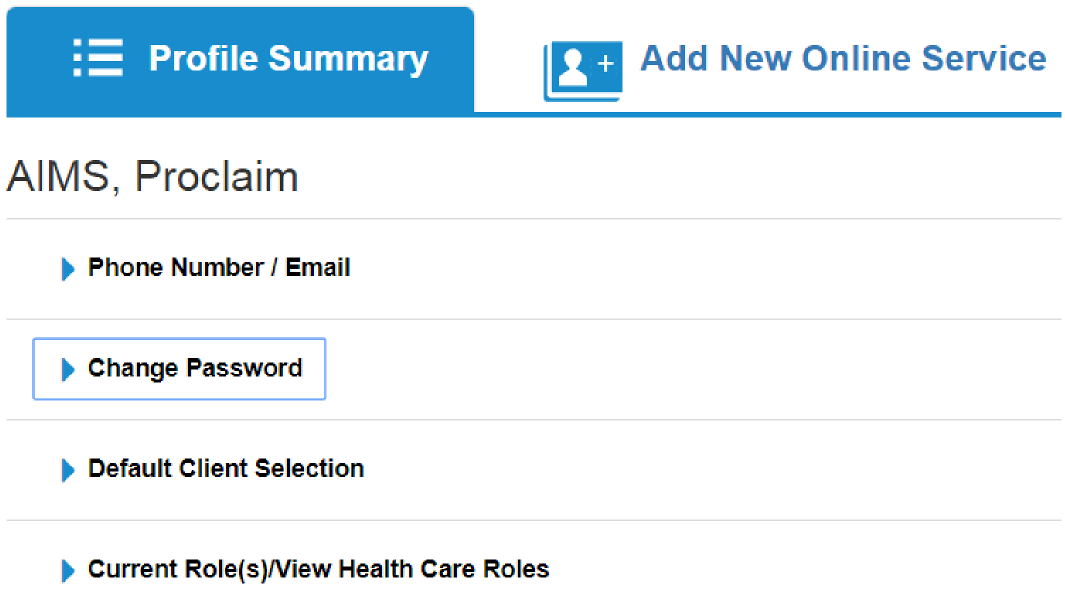
How can I change my password on CignaAccess.com?

Can I update my information on the Profile page?

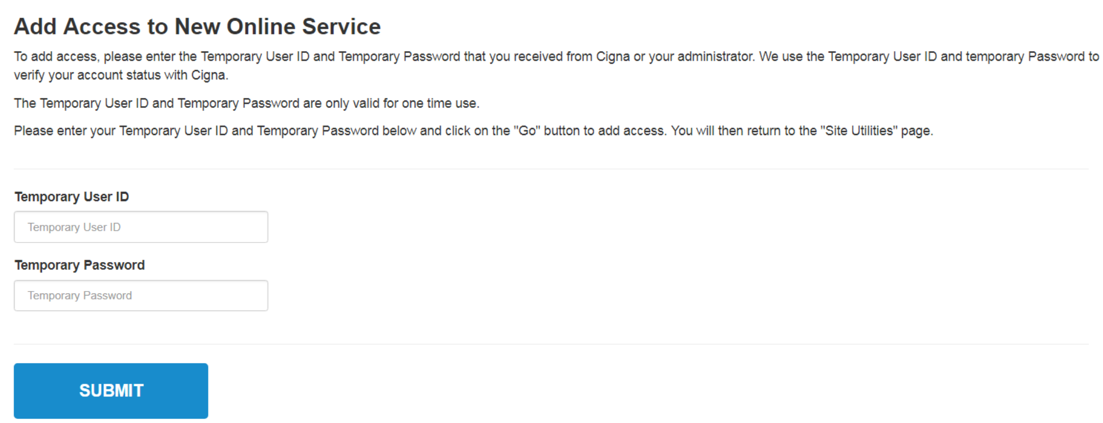
What is Live Chat?

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.



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 User ID

Temporary Password

Temporary Password

SUBMIT