

myCigna.com Guide

The quick, easy and secure way to manage your plan.



Make the most of your plan at myCigna.com

What's inside

3	Registration
4	Home
4	Main Menu
4	View and print your Cigna Healthcare ID card
5	Message Center
6	Find Care and Costs
6	Find a network doctor
6	Access virtual care
6	Find a network pharmacy
7	Claims
7	Review claims history
7	View Explanation of Benefits (EOB)
7	Download claims
8	Coverage
8	View medical and pharmacy benefits
9	Prescriptions
9	Manage prescriptions
9	Find a pharmacy
9	Price a medication
10	Wellness
10	Manage your incentives



Note: myCigna.com is continually evolving, and on-screen details may vary based on your current plan's coverage and benefits. You may also see details from previous Cigna Healthcare plans you've had. The screen images shown in this brochure are for example only.

Registration

Your first step is to register at myCigna.com. This will activate your myCigna account. You'll be asked to fill out information, including your Medicare number.

If you've already registered, simply sign in to continue.

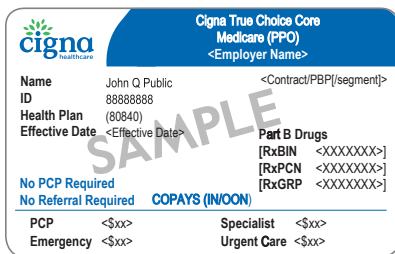
All dependents need to re-register and create a new log-in with their new Medicare member ID, which is found on your new Cigna Medicare ID card. If they have a non-Medicare medical plan with a separate Medicare Part D plan, they may need to use two separate sign-ons (one for medical and another for pharmacy).

If you need help registering, please call our **myCigna Help Desk** at **1-800-853-2713** (TTY 711).



Did you know?

You can access all the features of myCigna from your mobile device with the myCigna App. Download the free **myCigna App** to your smartphone or tablet to get started.



Here's a tip: If you don't have your Medicare number handy, you may enter the number on the Cigna Healthcare ID card you received in the mail. Your Cigna Healthcare ID number, in addition to other requested information, will automatically look up your profile.



Home

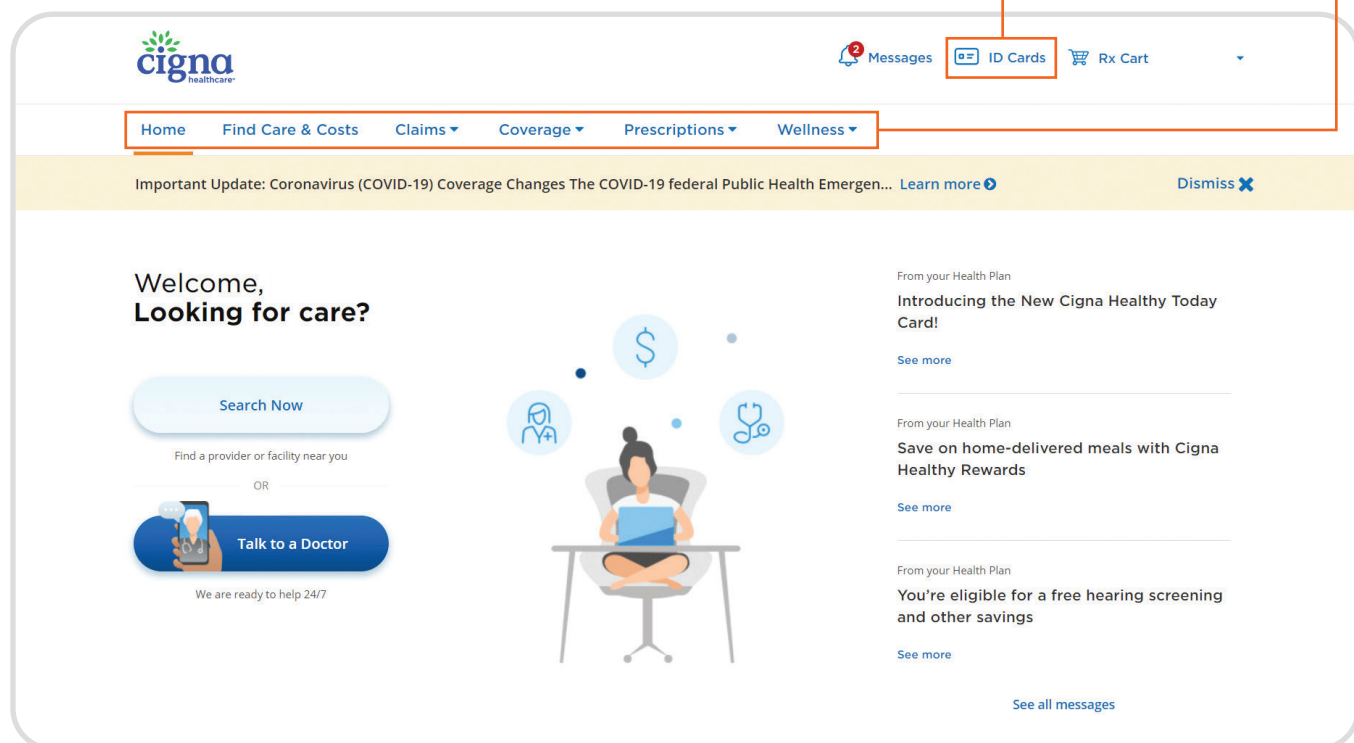
When you sign in, your Home page will open first. The top-right corner of your Home page features a drop-down menu after your first name and a link to view, print or request **ID Cards**. This remains visible as you navigate through the site.

Your Home page is a **personalized dashboard** that displays up-to-date information such as:

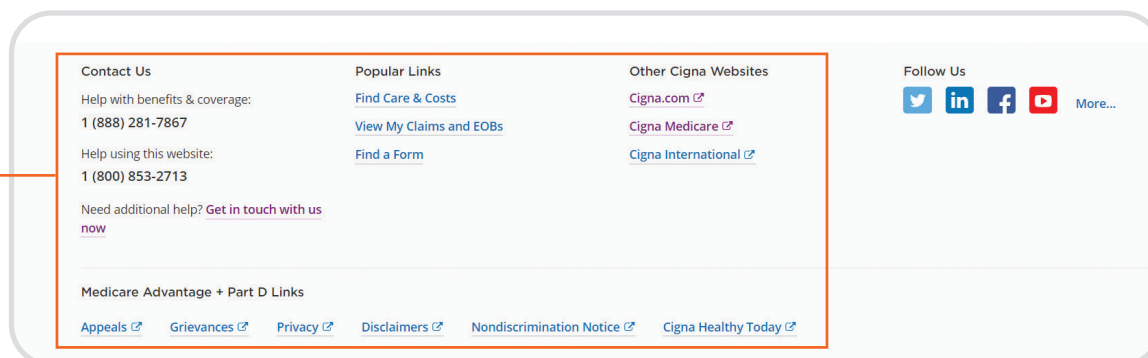
- Important reminders
- Your plan snapshot
- Welcome messages
- Latest updates

The top of your Home page features a **main menu** that takes you to different sections of your site, including:

- Home
- Find Care & Costs
- Claims
- Coverage
- Prescriptions
- Wellness

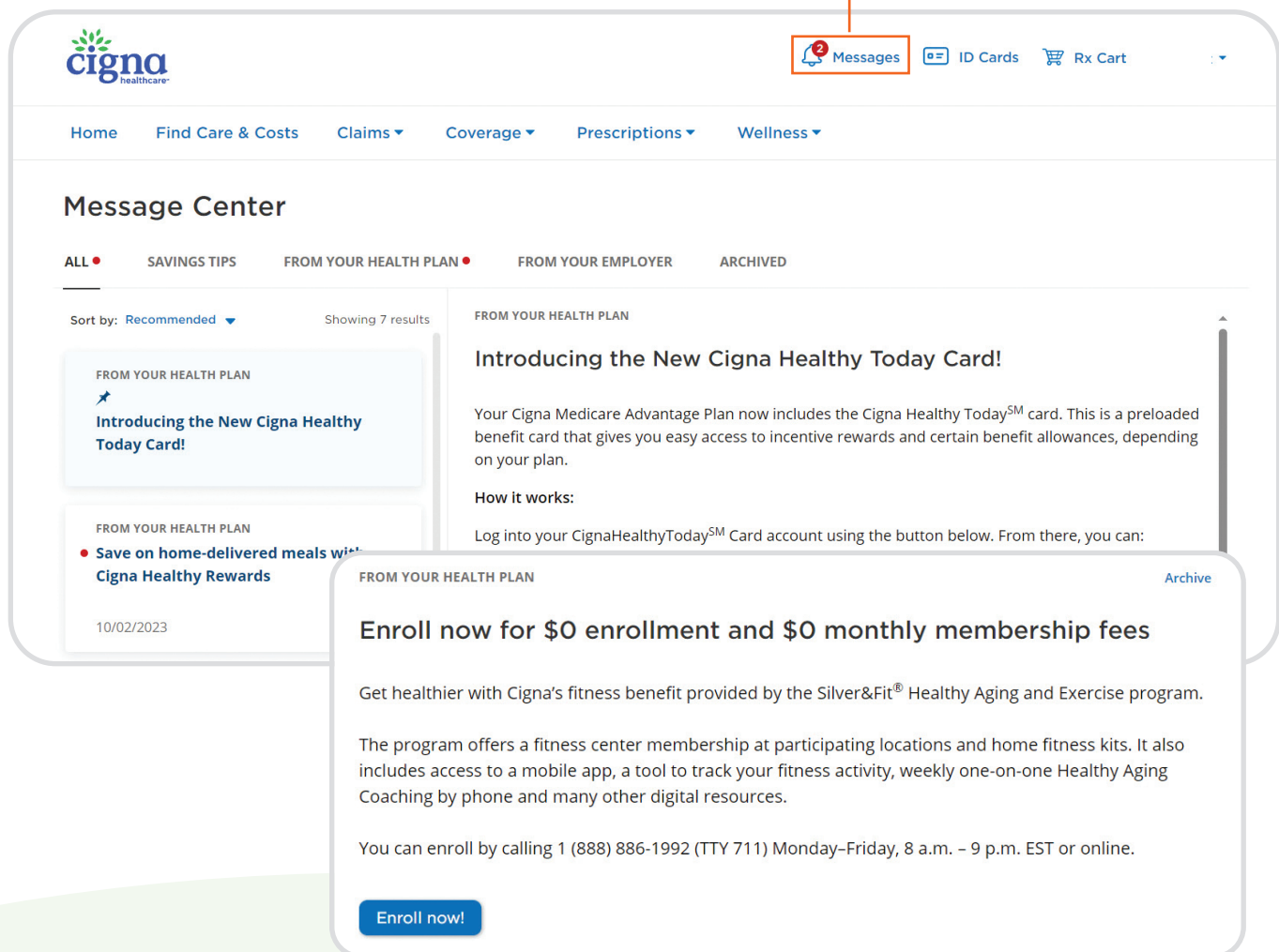


The bottom of every page features a gray bar that includes links to help you **Contact Us** and access **Popular Links** including **CignaHealthyToday.com**.



To view the **Message Center**, click on **Messages** in the top-right corner of your Home page. If you have unread messages, you will see a red badge with the number of unread messages.

Messages can include savings tips, how to take advantage of extra benefits, and more.



Now that you're familiar with your Home page, let's look at where you can go by using your main menu.



Find Care and Costs

Find care and costs based on your city and zip code.

Use the blue buttons to find a doctor or facility. You can search for a Doctor by Type, Doctor by Name, Reason for Visit, or Health Facilities.

To find a pharmacy, click on Health Facilities.

Claims

View Claims within a certain time frame or search by **Claim Type**. Your claim details will show the service date, provider name, amount billed and amount paid.

Download copies of your claims. You can see up to two years of your claims history and filter by claim type.

Service Date	Patient	Provider	Status	Billed	Plan Paid	Patient Responsibility
5/26/23	Customer Name	Dr. Jane Doe	Processed	\$185.00	\$150.00	\$25.00
5/5/23	Customer Name	XRAY Provider	Processed	\$235.60	\$210.60	\$25.00
4/22/23	Customer Name	XRAY Provider	Processed	\$339.87	\$339.87	\$0.00
4/12/23	Customer Name	XRAY Provider	Processed	\$182.00	\$182.00	\$0.00
3/31/23	Customer Name	Dr. John Doe	Processed	\$207.28	\$207.28	\$54.02

Explanation of Benefits (EOB) documents will appear in this area. EOBs post monthly.

Explanation of Benefits (EOB)

Medical & hospital benefit claims processed between 2/1/23 - 2/28/23

Customer name: John Doe
Customer ID: 0000000

		Notice
Amount charged	\$159.00	This is the amount of these claims.
Amount we approved	\$107.21	This total reflects Cigna discount from the provider.
What we paid	\$82.21	We paid \$82.21.
What you may be billed*	\$25.00	This is the amount you may be billed for. If you have other health care providers, they will send you a bill.

Your Monthly Prescription Drug Summary For January 2023

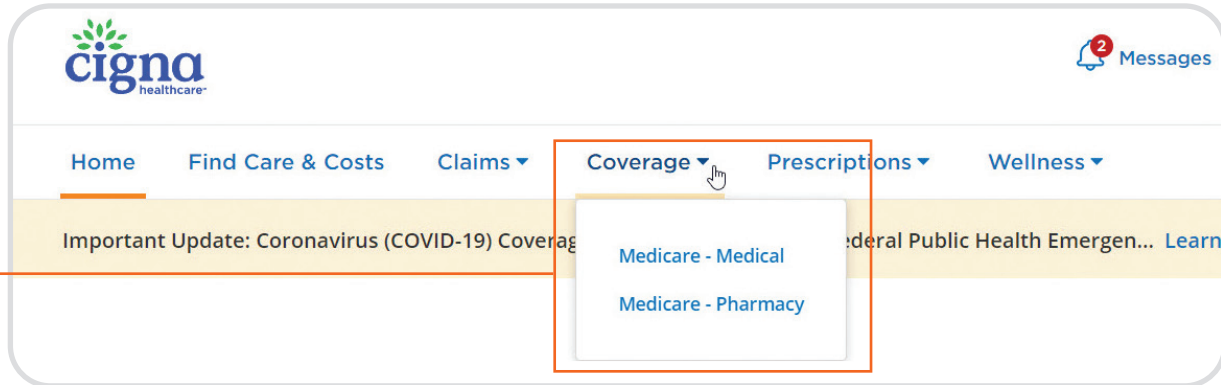
This summary is your "Explanation of Benefits" (EOB) for your Medicare prescription drug coverage (Part D). Please review this summary and keep it for your records. (This is *not* a bill.)

Here are the sections in this summary:

- SECTION 1. Your prescriptions during the past month
- SECTION 2. Which "drug payment stage" are you in?
- SECTION 3. Your "out-of-pocket costs" and "total drug costs" (amounts and definitions)
- SECTION 4. Updates to the plan's Drug List that affect drugs you take
- SECTION 5. If you see mistakes on this summary or have questions, what should you do?
- SECTION 6. Important things to know about your drug coverage and your rights

Coverage

Under **Coverage**, you can choose Medicare-Medical or Medicare-Pharmacy. Depending on your coverage you may see other options in this drop-down list, including previous Cigna Healthcare plans you've had.



- When you select the main coverage category, you'll be presented with sub-coverage categories for more details.
- Covered services display in-network and out-of-network copays, coinsurance and limitations (if applicable).

Covered Services and Your Share of Costs

⚠ Your plan requires that some services be approved to be covered. [Learn about authorizations](#)

- ▶ Inpatient Hospital Coverage
- ▶ Skilled Nursing Facility (SNF)
- ▶ Home Health Care
- ▶ **Physician Services**
- ▶ Preventive Care
- ▶ Diagnostic Services, Labs and Imaging
- ▶ Outpatient Services
- ▶ Emergency Care and Urgently Needed Services

Service	In-Network You Pay	Out-of-Network You Pay
Primary Care	\$0 copay	\$0 copay
Telehealth Services - MDLIVE	\$0 copay For nonemergency care, talk with a telehealth doctor via phone or video for minor illnesses 24 hours a day, 7 days a week Call 1-866-918-7836	Combined with in-network

- The Medical page includes medical plan accumulators. If a deductible applies to the plan, then deductible accumulators would also be shown.

How Your Medical and Hospital Plan Works

You are here

1

You and the plan share costs

You and the plan share the **cost of covered services** for medical and hospital services from Medicare providers until the **out-of-pocket maximum** is met.

Out-of-Pocket Maximum Remaining:
\$2,279⁶⁵

Met: \$720.35

\$0.00 \$3,000.00

2

You pay nothing

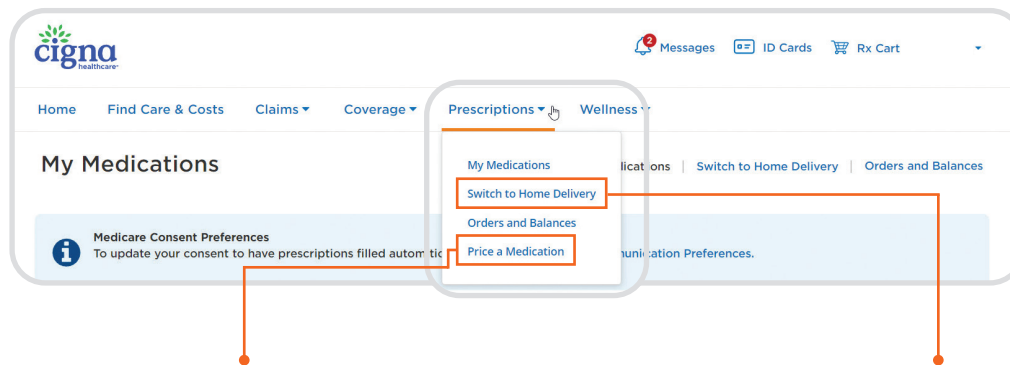
When you reach the plan's out-of-pocket maximum, your plan pays 100% of covered medical and hospital services from providers who accept Medicare.

Certain covered services have limits or allowances. You continue to pay for these services once the limit or allowance has been met.

Prescriptions

Use the drop-down list to view **My Medications**, **Switch to Home Delivery**, view **Orders and Balances** and access the **Price a Medication** tool to calculate costs based on your specific drug name, dosage, plan type, drug list, pharmacy and current coverage phase. The Price a Medication tool generates:

- Alternative drug options.
- Important messages, including any restrictions.
- Out-of-pocket costs at local pharmacies versus costs using Express Scripts® Home Delivery.



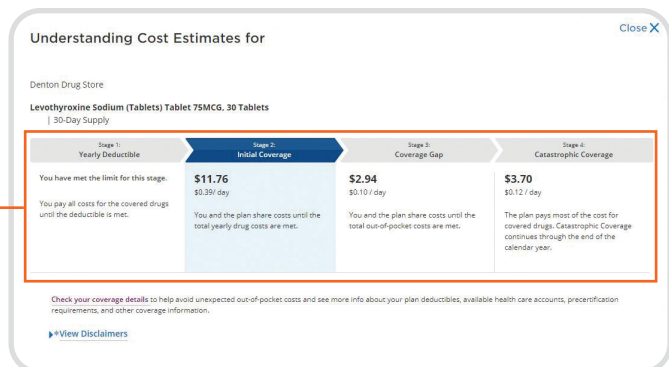
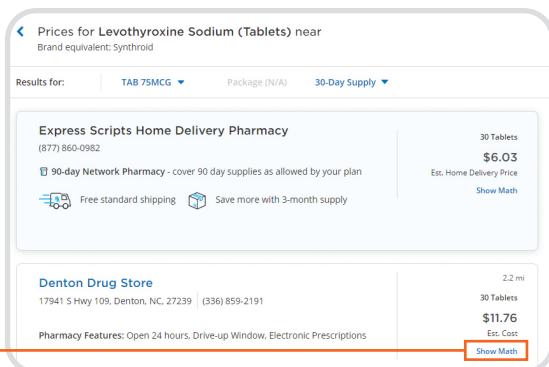
When you click **Price a Medication**:

- Enter the name of the drug.
- Select form/dosage.
- Select days supply/quantity.
- You can see costs for different pharmacies and Express Scripts Pharmacy.

When you click **Switch to Home Delivery**, you can:

- Place a prescription home delivery order.
- Check the status of an order.
- Pay your balance online, and more.

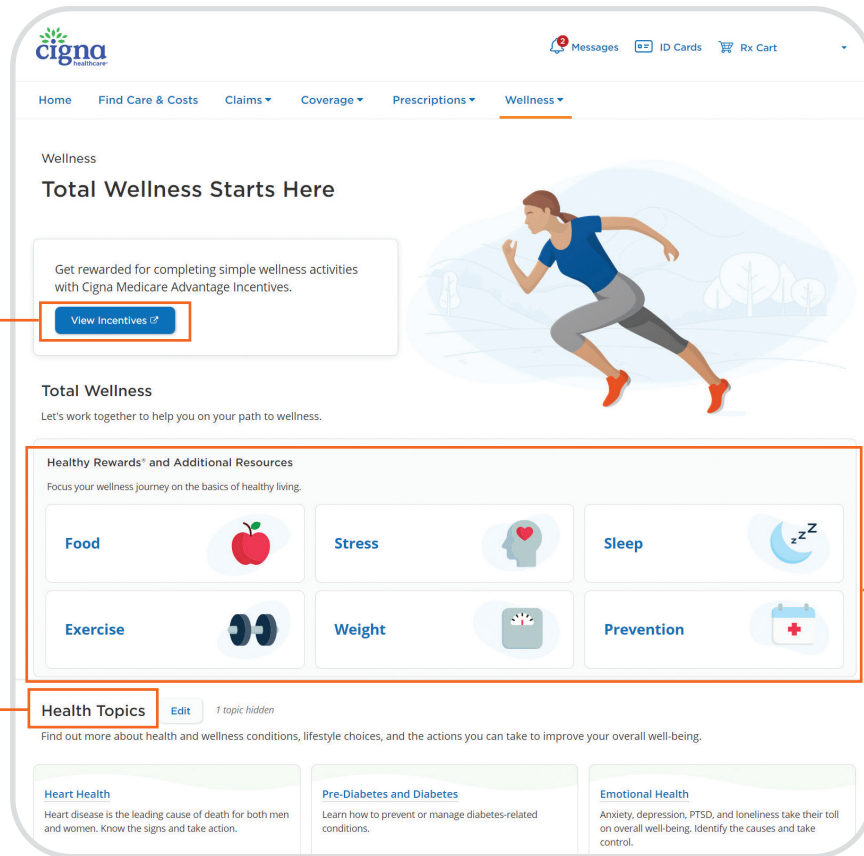
Click **Show Math** for a specific pharmacy and you'll see a screen with cost estimates for each Medicare Part D phase.



Cost estimates are calculated based on your specific plan design, drug list, pharmacy and current coverage phase. Your current phase will be highlighted in blue.

Wellness

Earn incentives for completing your yearly health check-up and other preventive care activities.



Access **Healthy Rewards**, a discount program available with your Cigna Healthcare Medicare Advantage plan. These discounts are extra savings outside of your standard plan coverage. Discounts are available on a range of health and wellness programs and services, including vision exams and eyewear, hearing aids and exams, alternative medicine and therapies, and more.

Find out more about health and wellness conditions, lifestyle choices, and the actions you can take to improve your overall well-being.

Help is here.

Call the **myCigna.com** Help Desk at **1-800-853-2713 (TTY 711)**. If you have questions about your plan, call customer service at **1-888-281-7867 (TTY 711)**, October 1 – March 31, 8 a.m. – 8 p.m. local time, seven days a week, and April 1 – September 30, 8 a.m. – 8 p.m. local time, Monday – Friday. Our automated phone system may answer your call.



Did you know?

You can access all the features of myCigna from your mobile device with the myCigna App. Download the free [myCigna App](#) to your smartphone or tablet to get started.



1-888-281-7867 (TTY 711)

[myCigna.com](https://www.myCigna.com)

Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your health plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. Healthy Rewards programs are separate from your plan benefits. A discount program is NOT insurance, and you must pay the entire discounted charge. All goods, services and discounts offered through Healthy Rewards are provided by third parties who are solely responsible for their products, services and discounts. All savings amounts and provider counts are based on Cigna Healthcare data as of the date of publication and are subject to change. Actual savings may vary.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group. The Cigna names, logos, and marks, including THE CIGNA GROUP and CIGNA HEALTHCARE, are owned by Cigna Intellectual Property, Inc. Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDP) in select states, and with select State Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal.

970181 11/23 © 2023 Cigna Healthcare.