

myCigna.com 2023 Quick Hits & Tidbits

Together, all the way.®



Emergency?

Did you know?

In just 1 click you can find the nearest Urgent Care Facility or talk to a 24/7 Nurse



Messages ID Cards Rx Cart

Home **Find Care & Costs** Claims ▾ Coverage ▾ Spending Accounts ▾ Prescriptions ▾ Wellness ▾

Click Find Care & Costs then scroll down



Nearest Urgent Care

We found Physicians Immediate Care located 1.9 miles from your search location. See all urgent care near your current location

[View Now](#)



Talk to a doctor or nurse 24/7

Talk directly with a board-certified doctor or nurse via phone or video for help with minor, non-life threatening conditions at your convenience, any day of the week, 24/7, including holidays.

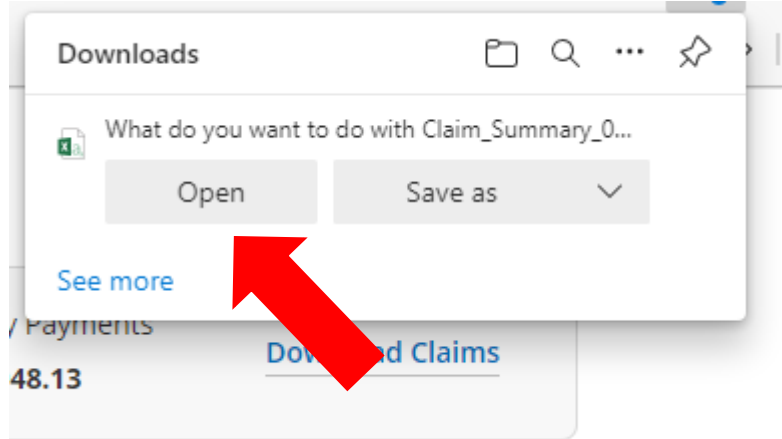
[View Details](#)



Accounting

Did you know?

Your browser will pop up an Excel Download asking you to Open or Save As.



A screenshot of an Excel spreadsheet titled 'Claim_Summary_04-19-2'. The spreadsheet shows a table of claim data. The columns are: Service Date, Patient, Provider, Status, Billed, Plan Paid, Patient Responsibility, and My Payments. The data is sorted by Service Date. The first row (row 2) is highlighted in green.

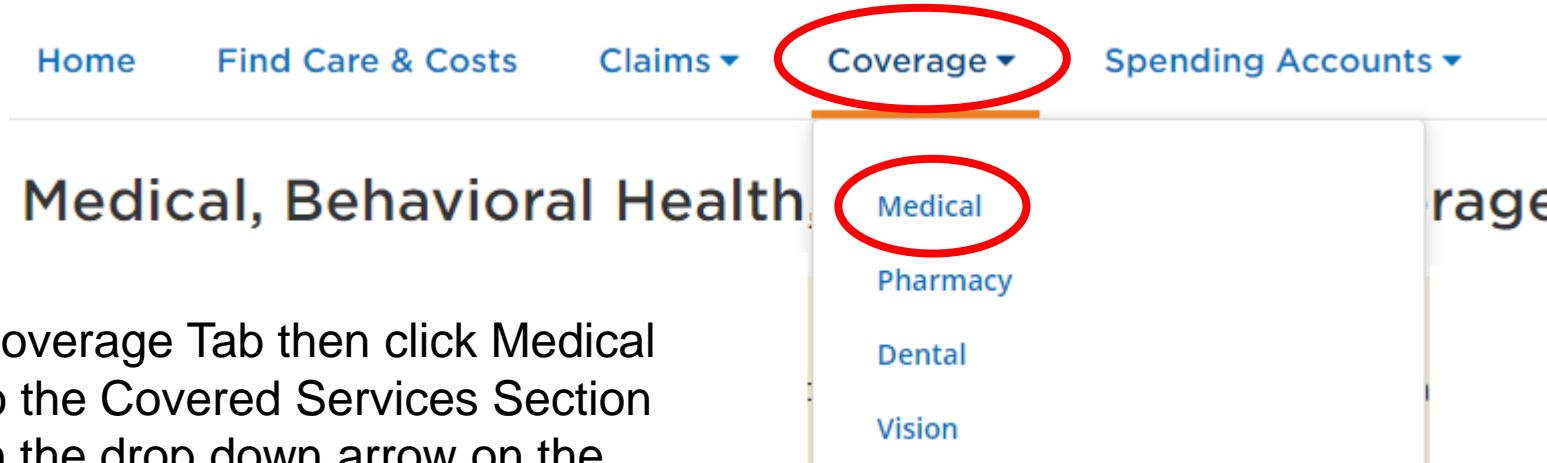
Service Date	Patient	Provider	Status	Billed	Plan Paid	Patient Responsibility	My Payments
12/28/2021	Gabrielle		Processed				
12/28/2021	Gabrielle		Processed				
12/28/2021	Gabrielle		Processed				
12/28/2021	Gabrielle		Processed				
12/28/2021	Gabrielle		Processed				
12/27/2021	Gabrielle		Denied				
12/27/2021	Gabrielle		Processed				
12/15/2021	Gabrielle		Processed				
12/2/2021	Gabrielle		Processed				
12/1/2021	Sean		Processed				
11/30/2021	Gabrielle		Processed				
11/30/2021	Gabrielle		Processed				
11/30/2021	Gabrielle		Denied				
11/30/2021	Gabrielle		Processed				
11/30/2021	Gabrielle		Processed				
11/30/2021	Gabrielle		Processed				
11/29/2021	Gabrielle		Denied				
11/29/2021	Gabrielle		Processed				
11/11/2021	Elijah		Processed				
11/3/2021	Sean		Processed				
10/21/2021	Gabrielle		Processed				
10/21/2021	Gabrielle		Processed				
10/21/2021	Gabrielle		Processed				
10/4/2021	Sean		Processed				
10/4/2021	Sean		Processed				

- 4. Click on Open
- 5. Excel will automatically open and sort your claims by date of service.
- 6. From here you can audit your own claims, total amounts, view providers, etc

What's Covered 100%?

Did you know?

You can find an EXACT list of what is covered at 100% for your Preventive/Routine Care?



- Click on the Coverage Tab then click Medical
- Scroll down to the Covered Services Section and click on the drop down arrow on the Preventive Care line

Covered Services and Your Share of Costs



Your plan requires that some services, or where you have the service, be approved to be covered.

[Learn about authorizations](#) | [View common services that require authorization](#)



Preventive Care

[Wellness Exams](#) | [Vaccinations](#) | [Preventive Screenings](#)



How Much is My Prescription?

Did you know?

In just 3 clicks you can compare how much your medicine will cost at all your local pharmacies.

- Go to the Prescriptions tab
- Click Price a Medication
- Type in your medication and hit enter

The screenshot shows the Cigna website navigation bar with the following tabs: Home, Find Care & Costs, Claims, Coverage, Spending Accounts, Prescriptions, and Wellness. The 'Prescriptions' tab is circled in red. A dropdown menu is open under 'Prescriptions', listing: My Medications, Switch to Home Delivery, Orders and Balances, Find a Pharmacy, and Price a Medication. The 'Price a Medication' option is also circled in red. Below the navigation bar, the main content area displays 'Find costs for all medications in BOURBONNAIS, IL 60914'. A search bar contains the name 'Gabrielle' with a dropdown arrow and the medication name 'lisinopril'. A large red arrow points to the search bar.

How Much is My Prescription?

Did you know?

- Confirm the Dose and Days Supply
- Click Next
- Confirm Day Supply and Quantity & Click Update

Please confirm your prescription
Drug: lisinopril

Form/Dose TAB 10MG	Package Package (N/A)	Days Supply/Quantity 30-Day Supply
------------------------------	---------------------------------	--

Next

Day Supply/Quantity

How often do you take this medication?
One Time Daily

How many do you take each time?
1

How many days should this prescription last?
30-Day Supply

Update Cancel

How Much is My Prescription?

Did you know?

It will pull up all local in-network only pharmacies, apply your patient responsibility, as well as give you how much using Express Scripts Home Delivery would cost you.

Results for: **Gabrielle** | Package (N/A) | 30-Day Supply

Pharmacy	Address	Phone	Distance	Supply	Est. Cost	Features
Express Scripts Home Delivery Pharmacy		(800) 835-3784		30 Tablets ER 12HR	\$2.30	90-day Network Pharmacy - cover 90 day supplies as allowed by your plan Free standard shipping Save more with 3-month supply
Unite Here Health Pharmacy	218 S Wabash Ave, Chicago, IL, 60604	(312) 736-3397	0.1 mi	30 Tablets ER 12HR	\$5.98	Pharmacy Features: Open 24 hours, Drive-up Window, Electronic Prescriptions
CVS Pharmacy	310 S Michigan Ave, Chicago, IL, 60604	(312) 588-0704	0.2 mi	30 Tablets ER 12HR	\$5.98	Pharmacy Features: Open 24 hours, Drive-up Window, Electronic Prescriptions

What is the status of my Precertification?

Did you know?

In just 1 click you can out the status of your medical precertification

Home Find Care & Costs Claims **Coverage** Spending Accounts

Important Information for Customers [Learn more](#)

Welcome, Gabrielle!
Looking for care? Start here

Primary Care Dentist

- Medical
- Pharmacy
- Dental
- Vision
- Mental Health
- Substance Use Disorder
- Disability/Leave of Absence
- Employee Assistance Program (EAP)
- Precertifications**

Precertifications

View Precertifications for All For All Available Dates **APPLY**

! Due to Cigna confidentiality policies and federal privacy laws, health information for customers age 18 and over will not be displayed.

Precertifications are approvals for certain services and medical procedures. If an in-network procedure or service requires precertification, it's important that your provider call Cigna to request approval before you receive services. However, you are responsible for initiating out-of-network precertification requests. Review of a precertification request can take 5 to 10 business days, but longer if additional information is required from your provider for review.

For SEAN			
Precertification #:	Requested by:	Facility Type:	Case Manager:
[REDACTED]	JONATHAN COTTON	Hospital - Outpatient	--
Service Description		Status	Service Date
--		--	--

For SEAN			
Precertification #:	Requested by:	Facility Type:	Case Manager:
[REDACTED]	RITA KUSELIAUSKAS	Hospital - Outpatient	--
Service Description		Status	Service Date
--		--	--

For GABRIELLE's			
Precertification #:	Requested by:	Facility Type:	Case Manager:
[REDACTED]	JOHN VASKO	Hospital - Inpatient	[REDACTED]
Service Description		Status	Service Date
--		APPROVED	[REDACTED]
Service Description		Status	Service Date
--		APPROVED	[REDACTED]

Update Other Insurance Information

Did you know?

You can update whether you or any of your dependents have other insurance other than Cigna!

Profile

Contacts & Communications

▶ Email Addresses

▶ Phone Numbers

Communication Preferences

Choose which communications you'd like to receive from Cigna.

Manage My Coverage

Other Insurance/Coverage

Keep this information up-to-date to help us process claims faster.

Personal Information

▶ Name and Address

▶ WebMD Personal Health Record

Store lab results and claims information in your WebMD Personal Health Record.
(On)

Change Other Insurance Information

Please review the Other Insurance Information shown below. If this information is incorrect, use the "View/Change" link to correct it. When this information is correct it's easier for us to pay your claims faster and with more accuracy.

Other Insurance Information

Last Name:	First Name:	Relationship:	Other Insurance:	Verification Date:	Details:
[REDACTED]	GABRIELLE	Subscriber	None	01/01/2022	View/Change
[REDACTED]	SEAN	Spouse / Partner	Yes	08/09/2021	View/Change
[REDACTED]	ELIJAH	Dependent	None	05/01/2021	View/Change
[REDACTED]	SOPHIA	Dependent	None	09/01/2021	View/Change

ID Cards Rx Cart **Gabrielle**

Profile

Inbox

My Health Team

Reviews

Log Out



Update Other Insurance Information

You can update whether you or any of your dependents have other insurance other than Cigna!

Change Other Insurance Information

i Please review the Other Insurance Information we have on file. If this info to provide additional coverage information. With this information, we can

Information for: Sean [REDACTED]

Other Insurance: Yes Last Verification Date: 08/09/2021 Medicare ID
Coverage Type: Medical
Effective Date: 03/01/2021
Policy Number: [REDACTED]
Rule that applies when determining which insurance is primary: Own Plan
Carrier Type: Other Insurance
Cancel Date: 03/02/2021
Primary Insurance for Customer? Yes

ADD COVERAGES

CHANGE

CANCEL

Change Other Insurance Information

i Please review the Other Insurance Information we have on file. If this info to provide additional coverage information. With this information, we can

Information for: Sean [REDACTED]

Other Insurance:

- None
- Choose
- Yes
- Yes(CIGNA)
- None**
- Unknown

i Starting in April, the Center for Medicare & Medicaid Services are issuing your current HICN or your new MBI number.

i Enter your Medicare ID number, located on the back of your card.

Delete

Coverage Type:

Medical

Carrier Type:

Other Insurance

Effective Date:

03/01/2021

Cancel Date:

03/02/2021

Policy Number:

Primary Insurance for Customer?

Yes

Rule that applies when determining which insurance is primary:

Own Plan

ADD COVERAGES

SUBMIT

CANCEL

Make sure you contact Cigna via Click to Chat or Call to let Cigna know you updated so we can adjust any affected claims!

Thank you!

Together, all the way.®



04/20/2022