

CIGNAFORHCP.COM: NEW REGISTRATION AND ACCESS PROCESS COMING SOON

For Health Care Providers

March 2018

Later this year, we'll be making some important enhancements to the Cigna for Health Care Professionals website (CignaforHCP.com)*. This includes new functionality that will make it easier for providers to administer plans for their patients with Cigna coverage.

To pave the way for these enhancements, we are changing how providers register and obtain access to CignaforHCP.com, which will result in a faster, more seamless experience.

Website access manager: A new role

Our first step will be to identify for each practice one or more website access managers – a new role with three key responsibilities:

- Obtain access for new users and approve new users for CignaforHCP.com.
- Assign or modify the website functions to which users have access.
- Remove access for users who no longer need it

Website registrations and approvals will take less time

Once we implement the new registration and access process, website access managers will have the ability to register one or multiple users for one or multiple Taxpayer Identification Numbers (TINs) at the same time. In addition, website access managers will also be able to approve access for users who have registered themselves.

Cigna will no longer need to approve new users, which will help to speed a new user's access to the website and the functions they need.

Level of website access will align with a user's role

The website access manager will assign and manage each user's level of access to CignaforHCP.com for that practice. This will help ensure that users are able to view content and use functions on the website that are aligned and relevant to their job. For example, users who need electronic funds transfer (EFT) banking information to perform their job will have access to it; others will not.

What we'll be asking of registered website users

Before we implement these new processes, we'll be asking all registered users via email, a website pop-up screen, and other outreaches, to verify their CignaforHCP.com contact information – such as their email address and role. We'll also be asking users to identify one or more website access managers for their practice.

We look forward to improving your website experience.

* CignaforHCP.com is best viewed on Internet Explorer version 9 and above, and all versions of Microsoft Edge, Chrome, FireFox, and Safari. Some functionality may not display on older versions of Internet Explorer.

Together, all the way.™



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.