

CIGNAFORHCP.COM: NEW REGISTRATION AND ACCESS PROCESS

For Health Care Providers

September 28, 2018

On September 28, 2018, we changed how providers will register for, and obtain the appropriate level of access to, the Cigna for Health Care Professionals website (CignaforHCP.com).^{*} Now, newly assigned website access managers at each practice will manage these functions.

Please note that your level of access to CignaforHCP.com may have changed. Your new level of access is based on the functions you have recently used. To make changes to your access level, please work with your website access manager. To find the name of your website access manager, log in to CignaforHCP.com and go to Settings & Preferences. The website access manager's name will be listed there.

Website access manager's role at your practice

There should now be one or more website access managers at your practice who will be responsible for the activities outlined below.

Assigning users' levels of access to CignaforHCP.com

Your website access manager will assign and manage the level of access to CignaforHCP.com for each registered user in your group. This will help to ensure that users are able to view content and utilize 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.

Your website access manager will also remove a user's access to a function if it is no longer needed, and remove users' access to CignaforHCP.com when they no longer work for your group.

Managing website registrations and approvals

Your website access manager is able to register users in your group for CignaforHCP.com. They can do this for one or more users at the same time for one or more Taxpayer Identification Numbers (TINs). Individuals in your group may also continue to register themselves for the website; however, the website access manager will now approve these registrations, and assign the appropriate level of website access.

Providing access to additional website functions

Your website access manager can provide you with access to additional website functions, as needed. Cigna is no longer able to change or modify the level of website access for users.

How to find your website access manager

When logged in to CignaforHCP.com, go to Settings and Preferences, select Online Access. Under View Access Rights, select a TIN from the dropdown to find your website access manager(s). If you don't see a website access manager listed, please call 1.800.853.2713 to get an access manager set up.

More website enhancements coming soon

We look forward to providing you with additional enhancements to CignaforHCP.com,^{*} including new functionality that will make it easier for providers to administer plans for their patients with Cigna coverage.

^{*} 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.

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