

# To create your myCigna account, start by going to myCigna.com. Select Register

A background image showing a smiling man and a young child sitting on a couch, looking at a tablet together. The man is holding the tablet, and the child is pointing at the screen. They are in a living room with a bookshelf and a window in the background.

**Customer Login**

Username [Forgot Username?](#)

Password [Forgot Password?](#)

 [Show](#)

[Log In](#)

— Haven't created an account yet? —

[Register](#)

[Registrarse en Español](#)

Your online account gives you access to these features:



#### Find Care and Costs

Search for in-network providers, procedures, cost estimates, and more.



#### View Claims

See a list of your most recent claims, their status, and reimbursements.



#### Manage Spending Accounts

Review your spending account balances, contributions, and withdrawals, all in one place.



#### Access Your Digital ID Cards

Get on-the-go access to your digital ID card or proof of coverage wherever you are, from the web or mobile app.

# Select Start Registration



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Registration

Not started – takes about 5 minutes

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## Before you continue:

- 1 Have your Cigna ID number, the subscriber's Social Security number, or another form of identification ready.
  - ▶ [What can I use to register?](#)
- 2 Make sure that:
  - You're enrolled in a Cigna plan with coverage based in the United States (International customers should register with [Cigna Envoy](#))
  - Your date of birth and ZIP code match what's on file with your employer (if your plan is offered through work)

Start Registration

# Enter your First and Last Name, Date of Birth and Home ZIP code



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Registration

Your Progress  30%

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## Activate your myCigna account

We just need a few details from you to begin.

First Name

Enter your full first name—not a nickname.

Last Name

Date of Birth

Month

Day (dd)

Year (yyyy)

ZIP Code

Recently moved? We may have your previous ZIP code on file.

Next

## With your account, you can:

- Search for in-network providers and cost estimates
- Manage health benefits for you and your family
- Get your ID card information and so much more

Select “I’m the Subscriber on a non-Medicare plan. Or, “I’m a Dependent on a non-Medicare plan



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Registration

Your Progress  50%

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## What best describes you?

- ☒ I'm the Subscriber on a non-Medicare plan
  - The person who signed up for the plan either through your employer or on your own, through a health exchange.
- ☐ I'm a Dependent on a non-Medicare plan
  - A child, spouse or domestic partner covered under the subscriber's plan.
- ☐ I'm a Cigna Medicare Customer
- ☐ I want to register for the Employee Assistance Program ONLY

# Select Use My Cigna ID number




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Registration

Your Progress  50%

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## How would you like to confirm your identity?

- ☒ Use my Social Security number
-  ☐ Use my Cigna ID number  
Your Cigna ID number is located on the front of your ID card. (Ex: U123456789)
- ☐ I want to register for the Employee Assistance Program ONLY

[Next](#)

Continue through registration to create your unique username and password.

*Once you've created your account don't forget to download the myCigna app for easy on the go access to your benefits information.*




# Select Use My Cigna ID number



## Registration

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### How would you like to confirm your identity?

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- ☒ Use my Social Security number
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Your Cigna ID number is located on the front of your ID card. (Ex: U123456789)
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Next

Please note that the best way to register is by using the ID number from your Cigna Healthcare ID card in the ID number field on the registration form. However, if you are traveling and unable to get your ID card, you can also use the SSN field to register. Instead of typing in your SSN (even if you have one), you will need to use your IDB Group Employee/Retiree ID number with additional zeros as follows:

- If you have a six-digit IDB Group ID number: 00 + your six-digit IDB Group number + 0
- If you have a five-digit IDB Group ID number: 000 + your five-digit IDB Group number + 0
- If you have an eight-digit IDB Group ID number: your eight-digit IDB Group number + 0

For example, if your IDB Group ID number is 123456, you would enter 001234560 in the SSN field. If this does not work, contact HRD/INS to obtain the Cigna ID number you should use.

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