

# HOW TO ACCESS PATIENT REVIEWS

All patient reviews will be posted to the Cigna for Health Care Professionals website (CignaforHCP.com). They can only be accessed by the providers for whom they were submitted or their delegated office staff. To view, read, and respond to reviews, providers and their delegated office staff must be registered users of CignaforHCP.com. Patient reviews are also visible in your profile in the myCigna.com provider directories.

## Before you access patient reviews the first time

You will need to ask your practice's website access manager to grant you access to patient reviews on CignaforHCP.com. To find out who your website access manager is:

- Log in to CignaforHCP.com > Settings and Preferences > Online access > View TIN Access.
- Select the Taxpayer Identification Number (TIN) and the name of the website access manager who is shown at the bottom of the screen.

### Your website access manager will need to:

- Log in to CignaforHCP.com > Manage Users.
- Click Modify an Existing User or Add a New User on the Manage Access screen under Assign TIN and Levels of Access.

## Once you have access to patient reviews

- Log into CignaforHCP.com > Working with Cigna > Patient Reviews. *(Note that if you do not see the Patient Reviews option on the Working with Cigna tab, contact your website access manager.)*
- Search by TIN and then Provider Name.
- Read reviews. At your discretion, you may respond to them directly.
- Report for additional assistance.

## How customers access patient reviews

When customers search our online provider directory and select a provider's profile, they can click the Reviews tab to view the recommendation rate, patients' comments, and the provider's responses. This tab will appear on all provider profile pages, but will only display reviews if they are available.

## Contact us for additional support

Type of patient reviews support	Call:
<b>Access to patient reviews</b> on CignaforHCP.com	Internet Customer Service Associate: <b>800.853.2713</b> , option 3 (health care professional)
<b>Specific support questions</b> How to view and respond to reviews; review collection methods and review editorial guidelines	Cigna Provider Reviews Team: <b>888.535.0873</b>
<b>General questions</b> <i>Have your Taxpayer Identification Number, if available</i>	<ul style="list-style-type: none"><li>• Your Cigna Provider Relations key contact <i>or</i></li><li>• Cigna Customer Service: <b>800.88Cigna (882.4462)</b></li></ul>

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