

CIGNA FOR HEALTH CARE PROFESSIONALS WEBSITE (CignaforHCP.com)

Assign Access

This eCourse explains how you can manage users' access on the website.

GO YOUSM



ABOUT ASSIGNING ACCESS

As an Administrator of the website, you control others' access to the website to keep your health care professional and patient information secure.

Assigning access means controlling:

- Who can use the website
- Which health care professionals' claims a user can view
- Which website functions can be used
- The level of use to perform those functions

Assigning others access to the site ensures that:

- Only authorized staff are using the website
- You can update staff access based on job responsibility

ACCESS LEVELS

As the **Primary Administrator**, you can:

- Control the access of all other user roles
- Add and delete users
- Modify which health care professionals' information users can view
- Modify the functions available to users

There are three types of roles you can assign to users:

Secondary Administrators assist in the management of other users.

Processors perform the specific functions delegated to them, such as:

- Eligibility and benefit inquiry
- Claim status inquiry
- Precertification - submit and view requests (medical only)
- All transactions

Auditors view and download the delegation history report. This report details the history of the roles of the users in your organization.

ASSIGN ACCESS

Begin by logging in to CignaforHCP.com

Enter Keyword [SEARCH RESOURCES](#)

[LOGIN / REGISTER](#) [LEARN HOW TO REGISTER](#) [SITE BENEFITS](#)

Cigna for Health Care Professionals

i Don't worry, you're in the right place. We are redesigning the site with YOU in mind to help you save time and make your work easier. We think you'll like what you see. Stay tuned for more information! Remember to add this new website to your Favorites.

User ID →

Password →

[LOGIN](#)

[Forgot User ID](#) | [Forgot Password](#)

[Don't have a user ID?](#)

[REGISTER NOW](#) [TEMPORARY ID](#) [What is a temporary ID?](#)

Type your User ID and Password, then click **LOGIN**.



ASSIGN ACCESS

The screenshot shows the Cigna dashboard interface. At the top, there is a navigation bar with icons for DASHBOARD, PATIENTS, CLAIMS, REMITTANCE REPORTS, WORKING WITH CIGNA, and RESOURCES. Below this, there are two buttons: FLAGGED PATIENTS and FLAGGED CLAIMS. A callout box points to the WORKING WITH CIGNA menu item, stating: "You can modify existing users, add new users and get a delegation history report by clicking **WORKING WITH CIGNA**." Below the buttons, there is a table with columns: Patient ID, Date Flagged, Date of Birth, Patient Last Name, Patient First Name, and Coverage Status. The table contains four rows of data. A message box is overlaid on the table, stating: "Your dashboard is empty because you have no flagged patients. Learn how to get started." On the right side, there is a sidebar with a "USEFUL LINKS" section containing links for Provider Directory, Drug List, Policies & Procedures, and Precertification Policies. Below the links are two buttons: LATEST UPDATES and CUSTOMER SUPPORT.

Patient ID	Date Flagged	Date of Birth	Patient Last Name	Patient First Name	Coverage Status
U00000000	04/12/2012	01/01/1951	ALISTIN	ALLISON	Active
U00000000	02/15				Active
R00000000	03/05				Pending
R00000000	06/13				Active

ASSIGN ACCESS

Choose your desired action.

Assign Access

Modify Existing Users

Change the user roles and access levels your delegated users have to your practices or facilities.

Add New Users

Add users and assign them access to any practice or facility you are a primary or secondary administrator for.

Delegation History Report

Review a report that shows the complete history of user activity. Please select the practice or facility you'd like a report on. Microsoft Excel is the recommended application for viewing these reports.

All Practices/Facilities

DOWNLOAD

Modify Existing Users

MODIFY EXISTING USERS – MODIFY ACCESS

MODIFY ACCESS

Modify Existing Access

Here you can change the user roles and the access levels your delegates have to your practices or facilities. You can also remove access and primary administrators can reset passwords.

1. In the User column, click the name of the user you're looking for. To see more user names click the pagination links at the bottom of the table.
2. Use the User ID, Phone and other columns to make sure you have the right user.
3. Click Modify Access in the Actions column to change that user's user roles or access level.
4. You can also choose to view active or inactive users; view all practices/facilities or selected ones; and search by either first or last name.

Questions? Call Cigna Customer Support at 1.800.261.6232. We're available 24 hours a day, 365 days a year.

Search by Last or First Name GO [View All](#)

Choose the user whose access you wish to change and click **Modify Access**.

User	User ID	Phone	Extension	Email	Actions
Martin, Mary	mmartin5	555.555.1234	1234	mary.martin@emailcompany.com	Modify Access Remove Access Reset Password
Sally, Smith	ssmith1234	410.555.5555		sally.smith@anypractice.com	Modify Access Remove Access Reset Password



MODIFY EXISTING USERS – MODIFY ACCESS

Choose the desired access level for the user.

Click or unclick the boxes next to the functions you wish the user to have or be removed, then click **NEXT**.

	ALL PRACTICES/FACILITIES	INDIVIDUAL PRACTICES/FACILITIES
	OGYAM GEORGE Y MD	
Access Level	Change Access <input type="button" value="v"/>	Processor <input type="button" value="v"/>
Delegate Access & View Delegation History Report	<input type="checkbox"/>	<input type="checkbox"/>
Patient coverage	✓	✓
Claim status and remittance reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage remittance report preferences	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Precertification - View and submit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Precertification - View requests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

MODIFY EXISTING USERS – MODIFY ACCESS

MODIFY ACCESS

User Information
User ID: ssmith1234
Name: Smith, Sally
Email: Sally.Smith@anypractice.com
Phone: 410.555.5555 Ext.

Confirm These Changes
You're about to modify this user's access level and user roles to the practices and facilities listed here. You can only modify access that you have delegated.

Check these modifications carefully. Click **MODIFY ACCESS** if everything is correct. To make edits before you modify the user's access, click **PREVIOUS**.

OGYAM GEORGE Y MD User Access Level: Processor

- Patient coverage
- Claim status and remittance reports
- Manage remittance report preferences

Confirm your changes and click **MODIFY ACCESS**.

PREVIOUS **MODIFY ACCESS** CANCEL

MODIFY EXISTING USERS – MODIFY ACCESS

MODIFY ACCESS

User Information
Temporary User ID: 29U8Ue7C
Temporary Password: 76FA2H
Name: Smith, Sally
Email: Sally.Smith@anypractice.com
Phone: 410.555.5555 Ext.

Confirm These Changes
You're about to modify this user's access level and user roles to the practices and facilities listed here. You can only modify access that you have delegated.
Check these modifications carefully. Click MODIFY ACCESS if everything is correct. To make edits before you modify the user's access, click PREVIOUS.

OGYAM GEORGE Y MD User Access Level: Processor

- Patient coverage
- Claim status and remittance reports
- Manage remittance report preferences

You can **PRINT** a confirmation of your changes for your files.

[PRINT](#) [MODIFY ACCESS HOME](#)

MODIFY EXISTING USERS – REMOVE ACCESS

MODIFY ACCESS

Modify Existing Access

Here you can change the user roles and the access levels your delegates have to your practices or facilities. You can also remove access and primary administrators can reset passwords.

1. In the User column, click the name of the user you're looking for. To see more user names click the pagination links at the bottom of the table.
2. Use the User ID, Phone and other columns to make sure you have the right user.
3. Click Modify Access in the Actions column to change that user's user roles or access level.
4. You can also choose to view active or inactive users; view all practices/facilities or selected ones; and search by either first or last name.

Questions? Call Cigna Customer Support at 1.800.261.6232. We're available 24 hours a day, 365 days a year.

Search by Last or First Name GO [View All](#)

Choose the user whose access you wish to remove and click **Remove Access**.

VIEW » ACTIVE | INACTIVE* | All Practices/Facilities ▼

User	User ID	Phone	Extension	Email	Actions
Martin, Mary	mmartin5	555.555.1234	1234	mary.martin@emailcompany.com	Modify Access Remove Access Reset Password
Sally, Smith	ssmith1234	410.555.5555		sally.smith@anypractice.com	Modify Access Remove Access Reset Password



MODIFY EXISTING USERS – REMOVE ACCESS

REMOVE USER ACCESS

User Information
User ID: ssmith1234
Name: Smith Sally
Email: sally.smith@anypractice.com
Phone: 410.555.5555

REMOVE ACCESS takes away the user's access to all the listed practices/facilities. The user still may have access to other health care professionals if someone other than you has delegated access to them.

Access Being Removed

Practice/Facility	User Access Level
OGYAM GEORGE Y MD	Processor

REMOVE ACCESS Cancel

Click **REMOVE ACCESS** to remove the user.

Need To Permanently Delete A User ID?
Call Cigna Customer Support at 1.800.261.6232. We're available 24 hours a day, 365 days a year.

MODIFY EXISTING USERS – REMOVE ACCESS

REMOVE USER ACCESS

SUBMITCONFIRM

[▶ Show/Hide Delegation FAQs](#)

User Information
You have removed this user's access from the practices/facilities listed here. For these practices/facilities, the user ID will move from the active to the inactive user list*.

*Active users can perform delegated roles for the practices and facilities assigned to them. Inactive users can only view resource information.

User ID: ssmith1234
Name: Smith Sally
Email: sally.smith@anypractice.com
Phone: 410.555.5555 ext.

PRINTMANAGE EXISTING USER HOME

You can **PRINT** a confirmation of your action for your files, or click **MANAGE EXISTING USER HOME** to return to the Existing User home page.

Need To Permanently Delete A User ID?
Call Cigna Customer Support at 1.800.261.8232. We're available 24 hours a day, 365 days a year.

MODIFY EXISTING USERS – RESET PASSWORD

MODIFY ACCESS

Modify Existing Access

Here you can change the user roles and the access levels your delegates have to your practices or facilities. You can also remove access and primary administrators can reset passwords.

1. In the User column, click the name of the user you're looking for. To see more user names click the pagination links at the bottom of the table.
2. Use the User ID, Phone and other columns to make sure you have the right user.
3. Click Modify Access in the Actions column to change that user's user roles or access level.
4. You can also choose to view active or inactive users; view all practices/facilities or selected ones; and search by either first or last name.

Questions? Call Cigna Customer Support at 1.800.261.6232. We're available 24 hours a day, 365 days a year.

Search by Last or First Name GO [View All](#)

Choose the user whose password you wish to reset and click **Reset Password**.

User	User ID	Phone	Extension	Email	Actions
Martin, Mary	mmartin5	555.555.1234	1234	mary.martin@emailcompany.com	Modify Access Remove Access Reset Password
Sally, Smith	ssmith1234	410.555.5555		sally.smith@anypractice.com	Modify Access Remove Access Reset Password



MODIFY EXISTING USERS – RESET PASSWORD

RESET PASSWORD

REVIEW USER INFORMATION

RECEIVE PASSWORD

[▶ Show/Hide Delegation FAQs](#)

User Information
User ID: ssmith1234
Name: Smith Sally
Email: sally.smith@anypractice.com
Phone: 410.555.5555

Select RESET to begin changing the user's password.

PREVIOUSRESET

Click
RESET.

MODIFY EXISTING USERS – RESET PASSWORD

RESET PASSWORD

REVIEW USER INFORMATION

RECEIVE PASSWORD

[▶ Show/Hide Delegation FAQs](#)

User Information
User ID: ssmith1234
Name: Smith Sally
Email: sally.smith@anypractice.com
Phone: 410.555.5555

User Instructions
This user's password has been reset to: **b6J27C39**. Please print a copy of this screen so the user can create a new permanent password.

1. Go to CignaforHCP.com.
2. Enter your user ID and the temporary password exactly as printed here, noting upper- and lower-case letters, then click NEXT.
3. On the next screen create a new password, then click SUBMIT.
4. Completing this process provides you with access information and services for all their practices/facilities.

PRINT

MODIFY ACCESS HOME

Provide the temporary password to your user.
If desired, you can **PRINT** confirmation of your action.



Add New Users

ADD NEW USERS

ADD NEW USER ✕

IDENTIFY USER → DELEGATE → CONFIRM → RECEIVE CREDENTIALS

[▶ Show/Hide Delegation FAQs](#)

User Information

Last Name: Required

First Name: Required

Middle Initial:

Phone: - -

Extension:

Email: Enter a valid email address.
(Example: abodef@xyz.com)

Enter user information and click **NEXT**.

[CLOSE WINDOW](#)

ADD NEW USERS

Name: Smith Sally
 Email: Sally.Smith@anypractice.com
 Phone: 410.555.5555

Who Can Assign Access

Processors cannot assign access.
 Secondary administrators can assign the processor access level.
 Primary administrators can assign both secondary administrator and processor access levels.
 All users can only assign access and delegate user roles that they themselves are assigned.

For individual or all practices and facilities, choose the desired access level for the user.

 Click the boxes next to the functions you wish the user to have, then click **NEXT**.

	ALL	INDIVIDUAL PRACTICES/FACILITIES
	ALL PRACTICES/FACILITIES	OGYAM GEORGE Y MD
Access Level	Processor <input type="button" value="v"/>	Processor <input type="button" value="v"/>
Delegate Access & View Delegation History Report	<input type="checkbox"/>	<input type="checkbox"/>
Patient coverage	✓	✓
Claim status and remittance reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



ADD NEW USERS

ADD NEW USER

IDENTIFY USER

DELEGATE

CONFIRM

RECEIVE CREDENTIALS

[▶ Show/Hide Delegation FAQs](#)

User Information

Name: Smith, Sally
Email: Sally.Smith@anypractice.com
Phone: 410.555.5555

Confirm These Access Rights

You're about to assign an access level and user roles to this new user for the practices or facilities listed on this chart. Is everything here accurate? Click ADD USER if everything is correct. To make changes, click PREVIOUS.

OGYAM GEORGE Y MD Access Level: Processor

- Patient coverage
- Claim status and remittance reports
- Manage remittance report preferences
- Precertification - View and submit
- Precertification - View requests

Confirm your choices and click ADD USER.

PREVIOUS

ADD USER

CANCEL

ADD NEW USERS

ADD NEW USER

User Information

Name: Smith Sally
Email: Sally.Smith@anypractice.com
Phone: 410-555-5555 ext.

Temporary User ID:	29U8Ue7C
Temporary Password:	76FA2H

Receive Credentials: Registration Instructions

For the new user to receive the access you have just granted, the user must:

First-Time Users:

1. Go to CignaforHCP.com and click "TEMPORARY ID."
2. On the registration screen, the user enters the temporary user ID and password provided exactly as printed on this screen, noting upper- and lower-case letters. Click NEXT.
3. The new user completes the registration process and clicks SUBMIT.
4. The permanent user ID will be displayed. The user enters the password selected during registration and clicks LOG IN. (Users should keep a copy of their ID and password in a secure place for future access to this website.)
5. Completing the log in gives the new user access to all delegated secure information, tasks and practices/facilities.

Registered Users

1. Log in with their permanent user ID and password.
2. Click Settings and Preferences.
3. In Add Access click ADD.
4. Enter the exact temporary user ID and password from this screen, noting upper- and lower-case letters. Then click ADD ACCESS.
5. The user now has additional access. To activate the new online features, the user logs out, then logs in again.

Provide the temporary User ID and Password to your new user.

If desired, you can **PRINT** a confirmation of your action, or click **ADD ANOTHER USER.**

View a Delegation History Report

VIEW A DELEGATION HISTORY REPORT

Assign Access

[Modify Existing Users](#)

Change the user roles and access levels your delegated users have to your practices or facilities.

[Add New Users](#)

Add users and assign them access to any practice or facility you are a primary or secondary administrator for.

Delegation History Report

Review a report that shows the complete history of user activity. Please select the practice or facility you'd like a report on. Microsoft Excel is the recommended application for viewing these reports.

OGYAM GEORGE Y MD

All Practices/Facilities

OGYAM GEORGE Y MD

DOWNLOAD

Select the report you need, then click **DOWNLOAD**.

VIEW A DELEGATION HISTORY REPORT

The report shows **the delegated user** to whom you made a change, the type of change, if the user registered, user information and date and time of the change.

USER MAKING CHANGE	TYPE OF CHANGE	FIRST NAME	MIDDLE INITIAL	LAST NAME	TEMPORARY ID	HAS USER REGISTERED?	PERMANENT ID (SSO ID of delegate)	EMAIL	PHONE	DATE/TIME UPDATED
mmartin3	Added New User	Sally		Smith	my43EU3X	No		Sally.Smith@anypractice.com	(410) 555-5555	2012.06.21 11:51 AM
mmartin3	Added New User	smith		sall	uE24H23B	No				2012.06.20 09:33 AM
mmartin3	Added New User	Smith		Sally	29U8Ue7C	No		Sally.Smith@anypractice.com	(410) 555-5555	2012.06.20 07:55 AM
mmartin5	Added New User	Mary		Martin	mmartin5	Yes	mmartin5	Mary.Martin@emailcompany.com	(555) 555-1234 ext. 1234	2012.06.18 07:23 PM
mmartin3	Added New User	Mary		Martin	mmartin3	Yes	mmartin3	Mary.Martin@emailcompany.com	(555) 555-1234 ext. 1234	2012.06.18 01:02 PM
george12	Added New User	Samatha		seelam	george12	Yes	george12	samatha.seelam@gmail.com	(555) 555-5555	2012.06.15 04:09 PM
geogym1	Added New User	George		Ogyam	geogym1	Yes	geogym1	shfxg@sdgfsd.com	(342) 434-3434 ext. 3434	2012.04.10 07:16 AM

COURSE COMPLETED

Congratulations!

You've completed the
Cigna for Health Care Professionals Website
Assign Access course

You can review this course at any time or print a copy.



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