For the website access manager
OVERVIEW

This presentation is intended to educate providers on Cigna’s new process for users to register for and obtain access to the Cigna for Health Care Professionals website (CignaforHCP.com). This course explains:

• The website access manager role, which includes:
  o Obtaining access for and approving new users
  o Assigning or modifying the website functions to which users have access
  o Removing users’ access
  o Accessing users’ history reports
Website access managers

Website access manager and user functions:

**Website access managers:**
- Grant access to, or add, new users
- Align or modify functions to which users have access
- Remove a user’s access
- Access a user’s history reports

**Users:**
- Can now be granted access through their website access manager or request access directly on the website
- Have access to functions on CignaforHCP.com relevant to their role, which is controlled by the website access manager
To get started, enter your ID and password.
After logging in you will see a “MANAGE USERS” button on the dashboard. Click this button to view users awaiting your approval.
On the “MANAGE USERS” page, you can view and take action for users awaiting approval. Simply select the user and click on “VIEW AND EDIT SELECTED USERS.”

<table>
<thead>
<tr>
<th>Manage</th>
<th>User</th>
<th>Status</th>
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<tbody>
<tr>
<td></td>
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<td></td>
<td><a href="mailto:Alexander.Chris@CompanyXYZ.com">Alexander.Chris@CompanyXYZ.com</a> 860.555.5689</td>
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<td>Awaiting Approval</td>
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<tr>
<td></td>
<td>Johnson, David - View Access</td>
<td>Patient Access (Scheduling, Benefits, Eligibility)</td>
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<td><a href="mailto:Johnson.David@CompanyXYZ.com">Johnson.David@CompanyXYZ.com</a> 860.555.1234 Ext.2</td>
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<tr>
<td></td>
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<td>Patient Access (Scheduling, Benefits, Eligibility)</td>
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<td>Billing (Revenue Cycle)</td>
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<tr>
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</table>

Awaiting approval (Requested approval on 9/20/18)

Or you can add a new user by clicking on “ADD NEW USER(S).”
To add a new user, enter the user’s name, job role, phone number, and email address.

You can also add more than one user at a time. Simply click “ADD ANOTHER USER.”

After adding new user information, then click “ASSIGN ACCESS” to begin assigning the website functions or entitlements for the user(s).
You can choose to assign access to website entitlements by individual Taxpayer Identification Number (TIN) or the same level of access by a group of TINs. We’ll start with assigning access by individual TIN.
"ASSIGN ACCESS BY TIN" allows you to customize access per TIN and per user.

Note: Initially a website access manager ID may only have the "Delegate access" entitlement. If additional entitlements are needed the website access manager can assign themselves the additional access.
To assign an entitlement simply click the check box to the left of entitlement name.

After selecting the entitlements for each TIN and for each user you added, click the “REVIEW” button at the bottom of the screen.
Next, we'll cover how to assign the same level of access for users by a group of TINs.
If you choose “ASSIGN ACCESS BY GROUP OF TINS”, select the TIN or TINs you would like the user(s) to have access to. If you want the user(s) to have access to all TINs, click “Select All.”

Choose the entitlements for the user(s).

After selecting entitlements, click “REVIEW.”

Reminder: Assigning access by group of TINs assigns the same entitlements for the users listed above.
The “Confirm” screen gives you an opportunity to review the updates you are about to submit.

Note: Access added to a user will appear with a plus sign (+) and in green. If access is removed, you will see a minus sign (-) and letters in red.

If you need to edit your selections click “PREVIOUS” and make the correction, if correct click “SUBMIT.”
When you have completed the process of adding new user(s), select “PRINT SELECTED USERS” to share the temporary user ID, password, and assigned entitlements with the user(s). The user can then log in and set their own user ID and password.
To manage existing users, click the “WORKING WITH CIGNA” icon then “Add or Modify Existing Users.”
# Manage User Access

You can either add a new user or select from the list below and edit user access.

### ADD NEW USER(S)

### VIEW USERS: Awaiting Approval | ALL USERS

<table>
<thead>
<tr>
<th>Select</th>
<th>User</th>
<th>Job role</th>
<th>TINs</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>Portugal, Jackie</td>
<td>Billing/revenue cycle operations</td>
<td>Awaiting Approval 061755342 (GREATER ORGAN PSYCHIATRIC ASSOCIATION)</td>
<td>Remove Access</td>
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<td>Payer website access management</td>
<td>Awaiting Approval 123456789 (ORGAN TRANSPLANT TRAVEL SERVICES)</td>
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</table>

**Click “ALL USERS” to find a user or to view all users.**

After clicking on “ALL USERS” you can search for a specific user by name or TIN.
After selecting the user(s) you want to edit, click “VIEW AND EDIT SELECTED USERS.”

Click “View Access” to quickly view a user’s access.

To remove access for a user, click on “Remove Access.”
Manage User Access

Assign TIN and Levels of Access
Select the TINs below that you would like each of these users to have access to, then select the access level which will be assigned to each user listed and each TIN selected.

You can update a user’s access by checking the applicable entitlement, then click “REVIEW.”

Note: Be sure to check all entitlements you want the user to have as your update will overwrite any previous entitlements the user had.
On the “Confirm” page, additions to the user’s access will appear in green and deletions will appear in red.

If the changes are correct, click “SUBMIT.”
To help manage your population of users a delegation history report is available. Select your practice or facility in the dropdown and click “DOWNLOAD.”

The report will open in Microsoft Excel.
Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

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