



**Re: HEDIS request for medical records – Cigna ShareFile link and instructions**

Dear Cigna Healthcare Provider and Medical Records Administrator,

Cigna ShareFile is an easy and secure method to return medical records for the annual Healthcare Effectiveness Data and Information Set (HEDIS®)\* project.

To receive an email with a link to set up a Cigna ShareFile account, email [HEDIS.request@CignaHealthcare.com](mailto:HEDIS.request@CignaHealthcare.com).

**Instructions to set up a Cigna ShareFile account and upload medical records**

1. Click Upload in the email.
2. Fill in the information that is required for 2 – Factor Authentication (First Name, Last Name, Company).
3. Click Continue.
4. Enter password and confirm password.
5. Click create password.
6. Enter phone number.
7. Select preference to receive 2 – Factor Authentication Code (text or voice call).
8. Click Continue.
9. Enter code.
10. Drag files to upload (refer to HEDIS\_MY\_2025\_RecommendedMinimumDocumentation\_Fact Sheet.pdf on medical record documents required for customer medical record request).
11. Click Upload.

***Note: Additional documents can be uploaded if necessary, using the same link.***

If you have any questions or issues, please do not hesitate to reply to this email or contact your Cigna Healthcare HEDIS Project Manager at **800.991.9117** for assistance.

Thank you,

HEDIS Project Manager