



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.

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

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).