Cigna Healthcare Digital Enhancements

At Cigna Healthcare℠, we're all about helping our customers make smarter healthcare decisions. The more your employees are digitally engaged, the better the care, the outcomes, and the costs. We are committed to delivering a superior experience for our customers and clients through frequent enhancements and updates to our digital experience.

Recent and upcoming enhancements to the digital experience

Pre-effective Proof of Coverage/ID Cards
(Released October 2024)

We are pleased to announce that individuals with medical coverage, who are new to the plan or have changed coverage for the coming year, will be able to access proof of coverage/digital ID cards before the plan effective date.

These will be available on myCigna.com™ shortly after Cigna Healthcare receives the eligibility files.

Digital ID Cards

Your digital ID cards go everywhere you go.

- You have access to your ID cards any time you need them right from myCigna.com or the app.
- There are multiple ways to share your digital ID card with your provider. You can show it on your phone screen at your provider's office, email it, or print it.
- Please note you won't receive <card type> ID cards in the mail at the beginning of the plan year.

For: **Leonardo** ⌄

Subscriber
Date of Birth: 04/12/1973

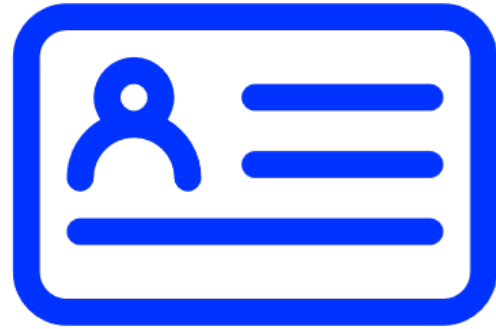| **Medical and Pharmacy long label wraps** `Upcoming`	**Dental** `Upcoming`	**Vision** `Upcoming`
Coverage effective date: 01/01/2025	Coverage effective date: 01/01/2025	Coverage effective date: 01/01/2025
Medical and Pharmacy ID Card	**Dental ID Card**	**Vision ID Card**
	Use your digital ID card when your coverage becomes effective.	Use your digital ID card when your coverage becomes effective.

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Digital ID Card Toolkit
(Released November 2024)

Since launching our digital-first ID cards, we've seen great results. To help drive awareness and digital engagement, we have created a "Digital ID Card Toolkit" for your use. You'll find resources to help answer member questions about digital ID cards as well as educational material that includes a flyer and short videos. Click here to explore.
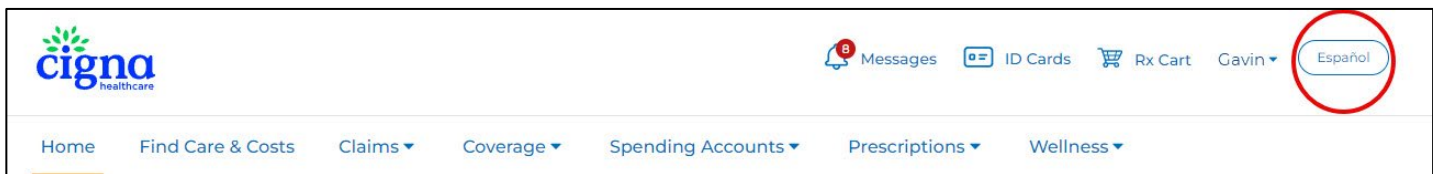
myCigna Spanish Capabilities
(Coming soon)

Beginning 1/1/25, the myCigna portal will be available in Spanish, with more languages planned. Customers using myCigna.com will be able to simply select Spanish as their preferred language and the site will translate. For users of the myCigna app, language preferences can be specified in their settings, and the app will automatically pull up the Spanish language version.

This new feature, along with other recently introduced enhancements to the customer experience – including the ability to indicate one's preferred name – will help increase engagement by allowing customers to personalize their interactions with myCigna.

Thank you

For more information, contact your Cigna Healthcare representative today.

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