

## CIGNA Dental Registration

- 1) In order to register online for Cigna Dental, please visit: [www.cigna.com/stateofaz](http://www.cigna.com/stateofaz).
- 2) Then, click the link on the left “online resources” and then click “mycigna.com”.

The screenshot shows the Cigna Arizona website home page. At the top left is the Cigna logo. Below it is the Arizona Department of Administration Benefits logo. The main heading says "Welcome State of Arizona Employees". On the left is a navigation menu with "Online Resources" highlighted. The central "ONLINE RESOURCES" section lists services like Health Care Professional Directory, Id Cards, Claims, Account Balances, and Health Wallet. A call to action says "With myCigna.com, you can get things done quickly and easily." and lists benefits like choosing doctors and viewing claim status. On the right, a green box states: "Once you're a Cigna member, get connected to your personalized website. A convenient and secure online resource. Easy-to-use interactive tools. Benefits, costs, and wellness." A "24/7" clock icon is in the bottom left.

- 3) You will now be directed to the login screen. Please click “register now”.

The screenshot shows the myCigna.com login and registration screen. At the top are navigation tabs for "LOGIN / REGISTER", "HOW TO REGISTER", and "SITE BENEFITS". The main heading is "Login to myCigna.com". There are input fields for "User ID" and "Password", followed by a "LOGIN" button. Below these are links for "Forgot User ID", "Forgot Password", and "Login Help". A "Don't have a user ID and Password?" section contains "REGISTER NOW" and "REGISTRARSE EN ESPAÑOL" buttons. A "Registering to take the Health Assessment?" section provides instructions. A link asks "¿Está buscando myCigna en español? Obtenga más información." and another link says "Not sure which site to use? >> Other Cigna Websites & myCigna Capabilities". On the right, there is a promotional banner for "New 1-touch log-in to myCigna" featuring images of smartphones and a fingerprint scanner. The banner text says: "Now with fingerprint access, the myCigna app makes it easier than ever to stay in-network—and save. Download the app today." Below this are "Available on the App Store" and "ANDROID APP ON Google play" buttons, and an "Available on kindle fire" button. At the bottom right, there is a small disclaimer: "The Apple logo is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. | Amazon, Kindle, Fire and all related logos are trademarks of Amazon.com, Inc. or its affiliates."

- 4) Fill out your **personal information** and then click “**next**”.

**Cigna** Contact

## Registration

ENTER PERSONAL DETAILS CONFIRM YOUR IDENTITY CREATE USER ID REVIEW & SUBMIT

REGISTERING TO TAKE THE HEALTH ASSESSMENT?  
If you or your dependent(s) are registering to take the Health Assessment, each person must register separately and then log in with their own User ID and Password.

Welcome! We're glad you're joining us.  
Signing up for myCigna is an easy way to connect with your health plan. Information to help you understand your coverage and manage costs is now at your fingertips. Once your plan is fully active, you can also download the myCigna mobile app so your health plan is with you wherever you go. Let's get started.

First Name

Last Name

Date of Birth

Address

Address 2 (Optional)

City

State

ZIP Code

- 5) You will now be directed to the registration screen. Click **ID Number**. Note, **DO NOT ENTER YOUR SOCIAL SECURITY NUMBER** - Cigna does not use your social security as a ID.
- 6) Enter your **ID Number** otherwise known as your EIN or Employee Identification Number.
- State of Arizona employees – your EIN will be either 5 or 6 characters - please enter leading zeros in front of your EIN to create a 9-digit number.
  - University employees – your EIN is 9 digits – please enter this number without any leading zeros.

**Cigna**

## Registration

ENTER PERSONAL DETAILS CONFIRM YOUR IDENTITY CREATE USER ID REVIEW & SUBMIT

**Confirm Your Identity**

This next step ensures that the person we're talking to is really you. And ultimately, it helps protect your personal information.

Choose one of the tab options to confirm your identity:

Enter your ID number as it appears on your ID card.

Enter ID Number (as shown on ID card)

AND, if you're listed under someone else's Cigna plan, please enter their ZIP code:

**Example Cigna ID card. See other examples**

myCigna.com

Administered by Cigna Health and Life Insurance Co.  
Coverage Effective Date: MM/DD/YYYY  
Group: 1234567  
Insurer (03040): **ID: U23456789 01**  
Name: John Public  
PCP: James Smith  
PCP Phone: 890.123.4567  
XYZ Company  
RBN: 600-028 RNP: CN 02150000

Open Access Plus  
No Referral Required  
PCP Visit: \$10/\$20  
Specialist: \$10  
Hospital ER: \$50  
Urgent Care: \$25  
Rx: \$10/20/30  
Network Coinsurance:  
In: 90%/10%  
Out: 70%/30%

Network Savings Program Med/Rx Deductible Applies

PREVIOUS  Cancel

Did Cigna send you a letter with login information?  
Enter your temporary ID and password.

- 7) You will now be directed to the User ID and password section. Create both a **User ID** and **password** based on the criteria provided.
- 8) Then, you will enter your **email address**.
- 9) Finally, pick **two security questions** and provide the answers.
- 10) Click **next**.

ENTER PERSONAL DETAILS | CONFIRM YOUR IDENTITY | CREATE USER ID | REVIEW & SUBMIT

Logout

Create User ID and Password

User ID: JOESMITH123

- 4-32 characters
- At least 1 letter
- No symbols
- No spaces
- Cannot be 5 numbers in a row
- Check Availability

Password: \*\*\*\*\*

- 6-12 characters
- At least 1 number and 1 letter
- No spaces
- Accepted symbols: !, & @
- Password must be different from your User ID

Confirm Password: \*\*\*\*\*

Email Address: joe.smith@azdoa.gov

We will use this email to help reset your password or retrieve your user ID. You may also choose to use it for other communications.

Confirm Email Address: joe.smith@azdoa.gov

Security Question 1: What is your oldest sibling's middle name?

Your Answer: JOHN

Security Question 2: What was your high school's mascot?

Your Answer: CUBS

Make sure the answer is easy to remember, but hard for others to guess.

PREVIOUS | NEXT | Cancel

- 11) You will now be directed to the Review and Submit section. Please **confirm** all information provided is accurate.
- 12) Click **Submit**. If you need to make any changes, please click **Previous**.

ENTER PERSONAL DETAILS | CONFIRM YOUR IDENTITY | CREATE USER ID | REVIEW & SUBMIT

Review & Submit

Please review the information below, before you submit.

**Personal Details**

First Name	Joe
Last Name	Smith
Date of Birth	09/04/1977
Address	1234 Main Street
City	Phoenix
State	AZ
ZIP Code	85138

**Login Information**

User ID	JOE0808
Password	*****
Email Address	Joe.Smith@azdoa.gov
Security Question 1	What is your oldest sibling's middle name?
Your Answer	Bertha
Security Question 2	What was your high school's mascot?
Your Answer	patriots

[Edit Log In Information](#)

PREVIOUS | SUBMIT | Cancel

- 13) The last page is just a confirmation page and asks you how you want to receive certain information. Once you review this, you click “**Finish**” and you are completed with the process.

## User Agreement

AGREEMENT    COMMUNICATION PREFERENCES

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### Communication Preferences

We've chosen a few important email preferences to get you started using the email address you entered during registration. Take a moment to review them and change the selections if you choose. Once you're logged into myCigna, you can visit your Communication Preferences page where you can always change your selections, add and change email addresses and set more preferences related to your plan design.

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### User ID/Password Recovery Email

Cigna takes your security seriously. A valid email must be on file so we can send instructions if you forget your user ID or password.

Send me an email: Joe.Smith@a255a.gov

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### Cigna Documents – Go Paperless

Send me an email whenever new documents become available online, which may include **Privacy Notices, Explanation of Benefits (EOBs) and other documents** shared by Cigna as allowed by law.

(You can access your EOBs online for up to 2 years. For EOBs older than that, contact Cigna.)  
(Note: Mental Health and Substance Abuse EOBs may continue to be sent through the mail from Cigna Behavioral Health.)

Send me an email: Joe.Smith@a255a.gov

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### Cigna Product Notifications

Get notifications about Cigna programs, services and products that may benefit me.

Send me an email: Joe.Smith@a255a.gov

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**FINISH**