Getting into your myCigna account

Whether you have used myCigna before or are signing up for the first time, here is how to get in.

Already a Member?

Keep using the myCigna® username and password you have today — there is nothing new to set up.

Forgot your password?

- On the log-in screen, select Forgot password and enter your username.
- Enter the one-time code sent to the email or mobile number on your account, then create a new password.

Forgot your username?

- Select Forgot username, then enter your name, date of birth, and ZIP code.
- Verify with the one-time code, and your username appears on screen.

New to myCigna?

Registering takes a few minutes.[1] Have your Cigna Healthcare® ID card nearby.

1. **Go to myCigna**. Visit mycigna.com or download the free myCigna app.[2]
2. **Select Register** on the log-in screen.
3. **Confirm who you are**. Enter your name, date of birth, ZIP code, and the ID number from your card.
4. **Create your credentials**. Pick a username and strong password and add an email and mobile number for account recovery.
5. **Log in and explore**. View your ID card, claims, coverage, and in-network providers.

[1] Children under age 13 are not permitted to register for a personal profile at mycigna.com.
[2] The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

Need Help? Call Customer Service
1-877-646-7752

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