

PATIENT REVIEWS ON MYCIGNA.COM

For Health Care Providers

January 2020

Patient reviews on myCigna.com beginning January 30

As previously communicated, we started asking our customers after their preventive care or specialty* office visit if they would recommend you to their family and friends. Their responses will appear as patient reviews in the myCigna.com provider directories beginning January 30, 2020.

How to see your reviews

Before you can see your reviews for the first time, you will need to:

- Log in to the Cigna for Health Care Professionals website (CignaforHCP.com). *If you are not registered for the website, go to CignaforHCP.com > [Register Now](#).*
- Under **Latest Updates: View your patient reviews**, click **Learn more**.
- Ask your practice's website access manager for access to patient reviews.
- Once you are granted access, see your patient reviews by logging into CignaforHCP.com > Working with Cigna > Patient Reviews. *Note that not all providers will have reviews.*

If you need assistance gaining access to your reviews, please call 1.800.853.2713.

After reading your patients reviews

If you need assistance interacting with the patient reviews, please call 1.888.535.0873, Monday-Friday, 8:00 am – 5:00 pm, PT.

How customers access patient reviews

When customers search our online provider directory and select a provider's profile, they can click the Reviews tab to view the recommendation rate, patients' comments, and the provider's responses. This tab will appear on all provider profile pages, but will only display reviews if they are available.

Thank you for the quality care you provide to our customers.

If you have questions about patient reviews, please contact Cigna Customer Service at 1.800.88Cigna (882.4462).

*Specialties currently include chiropractic services, dermatology, ophthalmology, podiatry, pediatrics, and primary care.



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