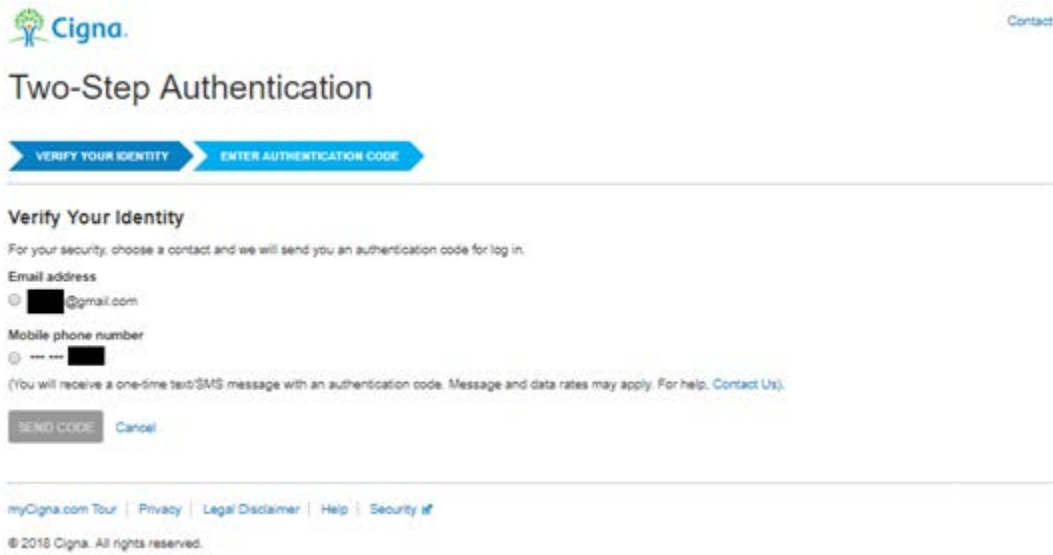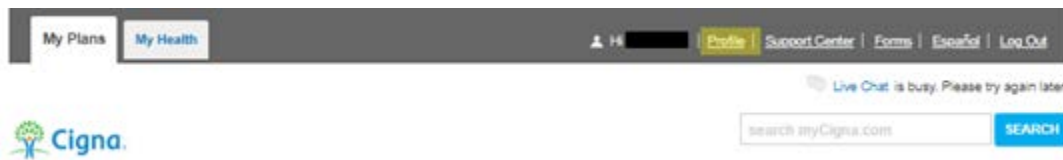Cigna has made a change to their carrier site and have implemented MFA security measures, however, made it optional. In order for the Easy Claims System to collect claims most effectively and efficiently, this MFA setting **must** be set to OFF. For current (and new) Cigna participants who have this setting to ON, your claims will not come through to auto-approve charges and you will need to send in the proper substantiation yourself.

Please see below for an example of the MFA prompt when the participant logs in:

This is a very quick and easy process, as the participant just needs turn the setting to off. To do so, the participant needs to log in and click "Profile" in the toolbar at the top of the page:

Then click "Two-Step Authentication":

Manage My Profile

My Cigna ID Cards

Mail me a permanent ID card : Life happens....request a new/replacement card for your wallet or purse.

Print a temporary paper ID card : When a permanent card is not immediately available, print a "proof of coverage" document from your home or office printer. It has all the basic information you need for a visit to the doctor, hospital, etc.

My Personal Info

Email Addresses

Name and Address

Mobile Phone Numbers

WebMD Health Record

My Communication Preferences

EOBs, Claims & Accounts, and Other Communications

My Security/Login Settings

Site Password

Security Questions

Shared Access

User ID/Password Recovery Email

Two-Step Authentication

Manage My Coverage

Update Other Insurance Info

And then set the MFA option to OFF:

🌳 Cigna.

search myCigna.com   SEARCH

+ REVIEW MY COVERAGE   + MANAGE CLAIMS & BALANCES   + FIND PROVIDERS AND COSTS   ESTIMATE HEALTH CARE COSTS

Home » Manage My Profile » Two-Step Authentication   Print This Page

Two-Step Authentication

A more secure way to log in...

What is two-step authentication? An extra layer of security for your Cigna account. It requires two pieces of information to log in (your password plus an authentication code we provide).

Enable Two-Step Authentication

○ ON ● OFF

Add Email Address | Add Mobile Phone Number

▸ How it works

[BACK TO MANAGE MY PROFILE]

NEED HELP

Visit the Support Center

For help finding something on the site please call 1-800-853-2713

For help with plan and coverage information please call 1-800-244-6224

VIEW MORE ▼

Once updated, your claims will start coming through the Easy Claims System by the next day.