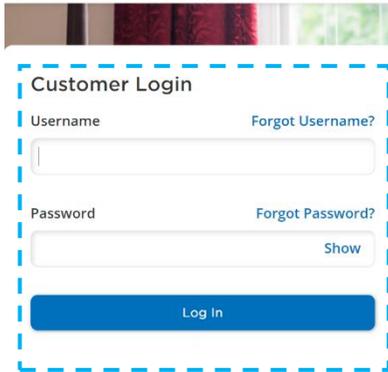




IMPORTANT: To update or change your primary care physician (PCP) with MyCigna, we recommend adhering to these outlined steps. Furthermore, we strongly advise reaching out to the office of your newly chosen PCP to verify their acceptance of new patients and to arrange an appointment as needed. Please note that this guide is current as of 9/18/2023.

Patient Self-Service Guide



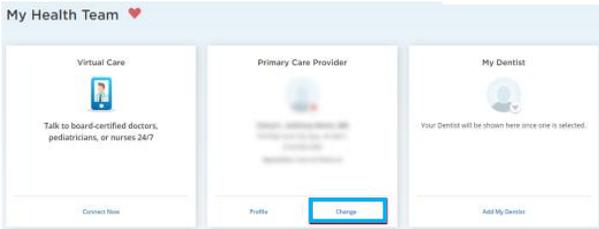
1. Login to Your myCigna Account:

-Visit the official MyCigna website ([myCigna](#)) or open the MyCigna mobile app.
-log in to your account using your username and password.

2. Locate Your Name:

-Once logged in, navigate to your name you can find in the upper right-hand corner in the dashboard.

-Click the drop-down arrow and select **“My Health Team.”**



3. Find the Section to Change or Update Your Primary Care Provider:

-Within the My Health Team section select the **“Change”** to search for a new primary care physician. You can search by location, specialty, or other criteria to find a PCP that suits your needs.

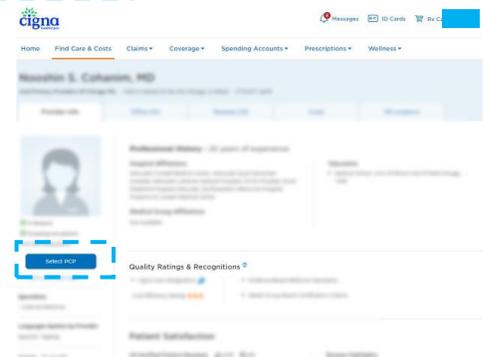
4. Review Available PCP Options:

-Browse the list of PCPs in your area and review their profiles, including their credentials, specialties, and patient reviews if available.



5. Select and Confirm Your New PCP:

-Once you have found a new PCP you would like to choose, click **Select PCP** from the provider info tab. Follow the prompts on the screen to update your PCP information. You may need to confirm your choice and provide any necessary information, such as the effective date for the change. Review your changes carefully and select



OK, Submit to confirm the change.

You should receive confirmation of the PCP change. This may be displayed on the screen, sent to your email, or both. If you encounter any issues or have questions during the process, do not hesitate to contact Cigna customer service. They can assist you in making the PCP change. After the change is confirmed, it is a good idea to inform your new PCP's office about the change. They may need your updated insurance information.