

JPMC MyCigna Wellness Account Registration

Cigna is the wellness administrator for all JPMorgan Chase employees. Employees and their covered Spouses/Domestic Partners will need to register on myCigna.com and create an account in order to complete the online Wellness Assessment and track Assessment completions.

Detailed steps on how to register on myCigna.com are outlined below.

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First Time Registration Assistance

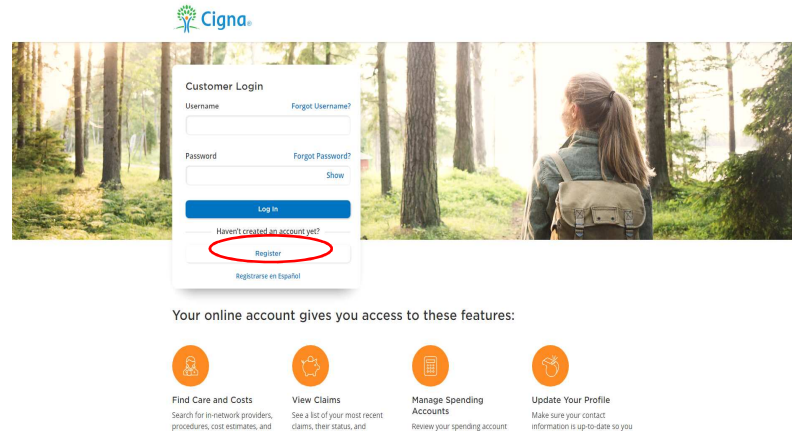
If you have questions about the myCigna.com registration process or need assistance with verifying your identity and creating your account, contact Cigna at 1-800-790-3086.

1. Call the JPMC dedicated OneGuide team at 1-800-790-3086
2. Select option 3 for questions pertaining to JPMC’s Wellness Rewards Program
3. Let the OneGuide representative know you would like to register on myCigna.com and they will walk you through the process step-by-step
 - 🕒 As the JPMC employee, you can use your Social Security Number to create your account (if you enrolled in Cigna for your Medical Plan you can alternatively use your Cigna Member ID number)
 - 🕒 Reminder: Spouses/domestic partners will need to use the **employee’s** Social Security Number to create their account

First Time Registration – Enrolled Employees and Waivers

To create an account on myCigna.com:

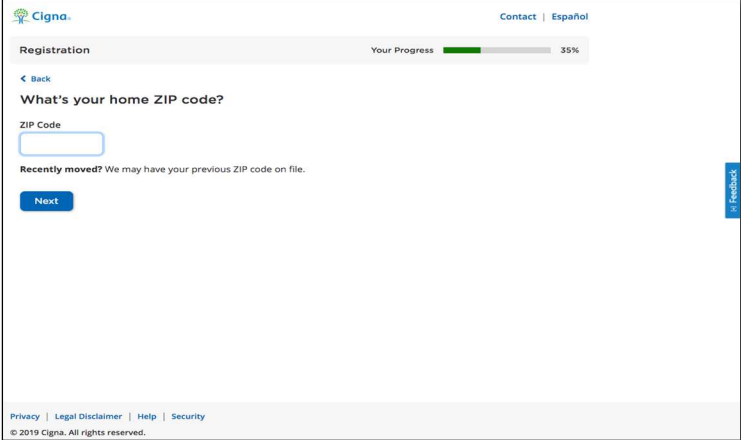
1. Type myCigna.com into your internet browser
2. Select “Register” on the Cigna log-in page



3. Enter your first and last name, date of birth and zip code

The screenshot shows the Cigna Registration page, Step 1: 'Activate your myCigna account'. The page has a progress bar at the top right showing 'Your Progress' at 10%. There is a 'Back' link and a 'Next' button. The main form has two input fields: 'First Name' and 'Last Name'. Below the 'First Name' field, there is a note: 'Enter your full first name—not a nickname.' To the right of the form, there is a section titled 'With your account, you can:' with three bullet points: 'Search for in-network providers and cost estimates', 'Manage health benefits for you and your family', and 'Get your ID card information and so much more'. At the bottom, there is a section titled 'Who can register?' and 'What information does Cigna need to register me?'. There is also a section for 'Looking for another Cigna website?' with links to 'Cigna For HCP', 'Cigna for Brokers™ Login', 'Cigna Envoy®', and 'Cigna Access®'. A 'Feedback' button is visible on the right side.

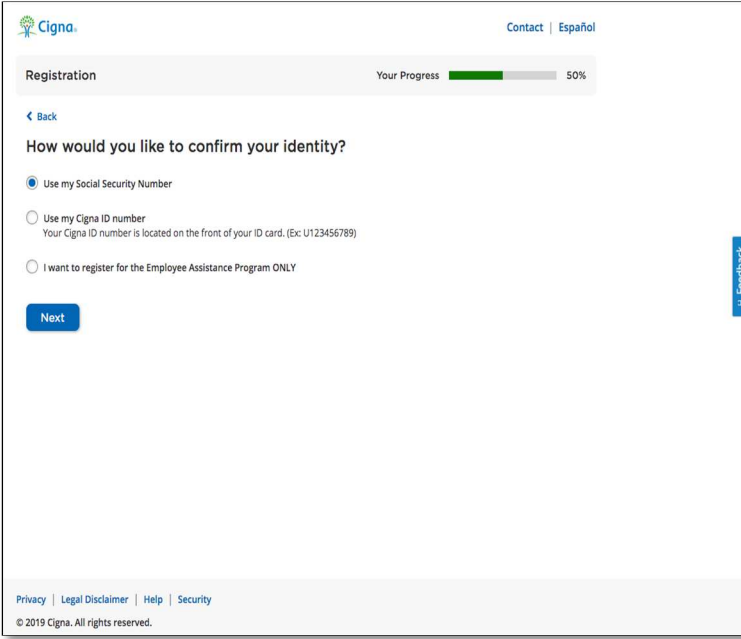
The screenshot shows the Cigna Registration page, Step 2: 'What's your date of birth?'. The page has a progress bar at the top right showing 'Your Progress' at 20%. There is a 'Back' link and a 'Next' button. The main form has three input fields: 'Month', 'Day (dd)', and 'Year (yyyy)'. At the bottom, there is a section for 'Looking for another Cigna website?' with links to 'Cigna For HCP', 'Cigna for Brokers™ Login', 'Cigna Envoy®', and 'Cigna Access®'. A 'Feedback' button is visible on the right side. At the bottom of the page, there are links for 'Privacy', 'Legal Disclaimer', 'Help', and 'Security', and a copyright notice: '© 2019 Cigna. All rights reserved.'



4. Determine how you would like to confirm your identity:
- If you are enrolled with Cigna for your medical plan you can choose to verify your identity with your Social Security Number or your Cigna ID card found on your Cigna medical card

OR

 - If you are enrolled with Aetna or are not enrolled in the JPMorgan Chase Medical Plan you can choose to verify your identity with your Social Security Number





Cigna. Contact | Español

Registration Your Progress 65%

[Back](#)

Enter your Social Security Number.

Your Social Security Number [Hide](#) We take data protection seriously. [View Cigna's Privacy Policy](#)

[Next](#)

Can't find your Social Security Number?
[Try a different confirmation method](#)

[Privacy](#) | [Legal Disclaimer](#) | [Help](#) | [Security](#)
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Registration Your Progress 65%

[Back](#)

Enter your Cigna ID number.

Your Cigna ID number is located on the front of your ID card. (Ex: U123456789)

Cigna ID (Ex: U123456789)



[Next](#)

Can't find your Cigna ID?
[Try a different confirmation method](#)

[Privacy](#) | [Legal Disclaimer](#) | [Help](#) | [Security](#)
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5. Once your identity has been confirmed you will be prompted to create security questions and answers

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Registration Your Progress 80%

[Back](#)

Choose your security questions

Make sure your answers are easy for you to remember, but hard for others to guess.

Security Question 1 (select)

Your Answer

Security Question 2 (select)

Your Answer

[Next](#)

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6. Next, you will be prompted to create your user name, password, and provide an email address. You can optionally also provide a phone number
7. You will also need to accept Cigna's user agreement

Registration Contact | Español

Your Progress 90%

[← Back](#)

Create Your myCigna Account
We were able to verify your identity. Now, let's create your myCigna account.

Username [Check Availability](#)

4-32 characters (no symbols or spaces)
 At least 1 letter

Password [Show](#)

6-12 characters (no spaces)
 At least 1 number
 At least 1 letter
 Accepted symbols: _ ! , & @

Confirm Password [Show](#)

Email Address

Confirm Email Address

Mobile Phone Number (optional)

[Create Account](#)

By entering your mobile phone number you acknowledge that you wish to receive calls or texts regarding your plan benefits, programs, systems, and services from Cigna or its affiliates at the telephone number(s) provided. You can modify your phone preferences at any time.

[Close](#)

myCigna User Agreement

Use of the Service requires that you agree to the following terms and conditions. The term "Service" refers to the following, as applicable: (a) the myCigna.com website for current Cigna customers; (b) the myCignaplans.com website for prospective Cigna customers; and (c) any Cigna native mobile smartphone application that provides web-based or other electronic access to the myCigna.com website or the myCignaplans.com website. If you agree, please click "I agree" at the end of this document.

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"Cigna" is a registered service mark of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. Cigna Corporation is a holding company and is not an insurance or an operating company. Therefore, the Service is provided exclusively by such operating subsidiaries and not by Cigna Corporation.

By clicking I Agree, you agree to the terms and conditions above. If you do not agree to these terms, click I Do Not Agree.

[I Agree](#) [I Do Not Agree](#)

8. Cigna offers you the option to turn on Two-Step Authentication as an additional layer of security for your account
 - Select "Set Up Now" and follow the prompts to provide your mobile phone number to receive a security code and verify your mobile number. You can also choose to verify your email through this process

OR

 - Select "Not Now, Thanks" to skip this process

Your account has been created

Turn On Two-Step Authentication
Protect your information using two-step authentication when you log in.

An extra layer of security.
When you log in from a device we don't recognize, we'll ask you to enter your password plus a unique 6-digit code that we send to your verified mobile phone number or email address.

Keep your account secure.
Turn on two-step authentication, this way your account is secure even if someone learns your password.

[Set Up Now](#) [Not Now, Thanks](#)

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9. Select which notifications you would like to receive from Cigna and save your preferences to be redirected to the Cigna user home page
10. Your registration is complete!
 - You can now use myCigna.com to complete your Wellness Assessment and see your biometric screening results once you complete your Wellness Screening

If you have questions or need assistance with the registration process refer to the “First Time Registration Assistance” section or call Cigna 24/7 at 1-800-853-2713

Communication Preferences

Which notifications would you like to receive from Cigna?
Get emails sent to [redacted] for the following:

- Go Paperless**
 - Get notifications when new documents become available online, which may include **Privacy Notices, Explanation of Benefits (EOBs), and other documents** shared by Cigna as allowed by law.
- Account Notifications**
 - Reimbursement requests
 - Spending Account status
- Other Communications**
 - Get notifications about Cigna programs, services and products that may benefit me.

You can change your preferences at any time from your account profile.

[Save and Continue](#)

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First Time Registration – Covered Spouses and Domestic Partners

To create an account on myCigna.com:

1. Type myCigna.com into your internet browser
2. Select “Register” on the Cigna log-in page

Customer Login

Username [Forgot Username?](#)

Password [Forgot Password?](#) [Show](#)

[Log in](#)

[Haven't created an account yet?](#)

[Register](#)

[Regístrate en Español](#)

Your online account gives you access to these features:

- Find Care and Costs**
Search for in-network providers, procedures, cost estimates, and
- View Claims**
See a list of your most recent claims, their status, and
- Manage Spending Accounts**
Review your spending account
- Update Your Profile**
Make sure your contact information is up-to-date so you

3. Enter your first and last name, date of birth and zip code

This screenshot shows the first step of the Cigna registration process. The page title is "Registration" with a progress bar at 10%. The main heading is "Activate your myCigna account". There are two input fields: "First Name" and "Last Name". A "Next" button is located below the "Last Name" field. To the right, a section titled "With your account, you can:" lists three benefits: searching for in-network providers, managing health benefits, and getting ID card information. Below this, there is a "Who can register?" section and a "Looking for another Cigna website?" section with links for HCP, Brokers, Envoy, and Access. The page includes a "Feedback" button on the right and a footer with "Privacy | Legal Disclaimer | Help | Security" and "© 2019 Cigna. All rights reserved."

This screenshot shows the second step of the Cigna registration process. The page title is "Registration" with a progress bar at 20%. The main heading is "What's your date of birth?". There are three input fields: "Month" (a dropdown menu), "Day (dd)", and "Year (yyyy)". A "Next" button is located below the "Day" field. The page includes a "Feedback" button on the right and a footer with "Privacy | Legal Disclaimer | Help | Security" and "© 2019 Cigna. All rights reserved."

This screenshot shows the third step of the Cigna registration process. The page title is "Registration" with a progress bar at 35%. The main heading is "What's your home ZIP code?". There is one input field for "ZIP Code". Below the field, there is a note: "Recently moved? We may have your previous ZIP code on file." A "Next" button is located below the input field. The page includes a "Feedback" button on the right and a footer with "Privacy | Legal Disclaimer | Help | Security" and "© 2019 Cigna. All rights reserved."

You will be taken to the “Enter your Cigna ID” page

4. Select “Use the subscriber’s Social Security Number” under “Can’t find, or don’t have a Cigna ID?”

Registration Your Progress 65%

[Back](#)

Enter your Cigna ID number.

Your Cigna ID number is located on the front of your ID card. (Ex: U123456789)

Cigna ID (Ex: U123456789)

[Next](#)

Can't find, or don't have a Cigna ID?
Use the subscriber's Social Security Number

myCigna.com

Group	1234567	Plan	ABC
Member ID	123456789	Effective Date	01/01/2020
Subscriber Name	John Doe	Subscriber SSN	123-45-6789
Subscriber Address	123 Main St	City	Anytown, IL 60000
Subscriber Phone	800-123-4567	Subscriber Email	john.doe@abc.com
Subscriber Company	ABC Company	Subscriber Employer	ABC Company
Subscriber Relationship	Self	Subscriber Status	Active
Subscriber Category	Individual	Subscriber Type	Individual
Subscriber Age	35	Subscriber Gender	M
Subscriber Race	White	Subscriber Ethnicity	Hispanic/Latino
Subscriber Religion	Catholic	Subscriber Marital Status	Married
Subscriber Education	High School	Subscriber Employment Status	Full Time
Subscriber Income	\$50,000 - \$74,999	Subscriber Household Size	2
Subscriber Health Status	Good	Subscriber Tobacco Use	Never
Subscriber Allergies	None	Subscriber Medication	None
Subscriber Other Health Conditions	None	Subscriber Other Health Conditions	None

5. Enter the subscriber’s (employee’s) Social Security Number
6. Enter the subscriber’s (employee’s) zip code

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Registration Your Progress 65%

[Back](#)

Enter the subscriber's SSN

Remember: You're not the subscriber. Don't enter your Social Security Number.

The **subscriber** is the person who signed up for the health plan.

Subscriber's SSN [Hide](#) We take data protection seriously. [View Cigna's Privacy Policy](#)

[Next](#)

Don't know the subscriber's SSN?
[Try a different confirmation method](#)

Registration Your Progress 70%

[Back](#)

Enter the subscriber's ZIP code

Remember: You're not the subscriber. Don't enter your home ZIP code unless you live with the subscriber.

The **subscriber** is the person who signed up for the health plan.

Subscriber's ZIP Code

[Next](#)

7. Once your identity has been confirmed you will be prompted to create security questions and answers

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Registration Your Progress 80%

< Back

Choose your security questions
Make sure your answers are easy for you to remember, but hard for others to guess.

Security Question 1 (select)

Your Answer

Security Question 2 (select)

Your Answer

Next

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8. Next, you will be prompted to create your user name, password, and provide an email address. You can optionally also provide a phone number
9. You will also need to accept Cigna's user agreement

Cigna Contact | Español

Registration Your Progress 90%

< Back

Create Your myCigna Account
We were able to verify your identity. Now, let's create your myCigna account.

Username [Check Availability](#)

4-32 characters (no symbols or spaces)
At least 1 letter

Password Show

6-12 characters (no spaces)
At least 1 number
At least 1 letter
Accepted symbols: _ . ! , & @

Confirm Password Show

Email Address

Confirm Email Address

Mobile Phone Number (optional)

Create Account

By entering your mobile phone number you acknowledge that you wish to receive calls or texts regarding your plan benefits, programs, systems, and services from Cigna or its affiliates at the telephone number(s) provided. You can modify your phone preferences at any time.

Close X

myCigna User Agreement

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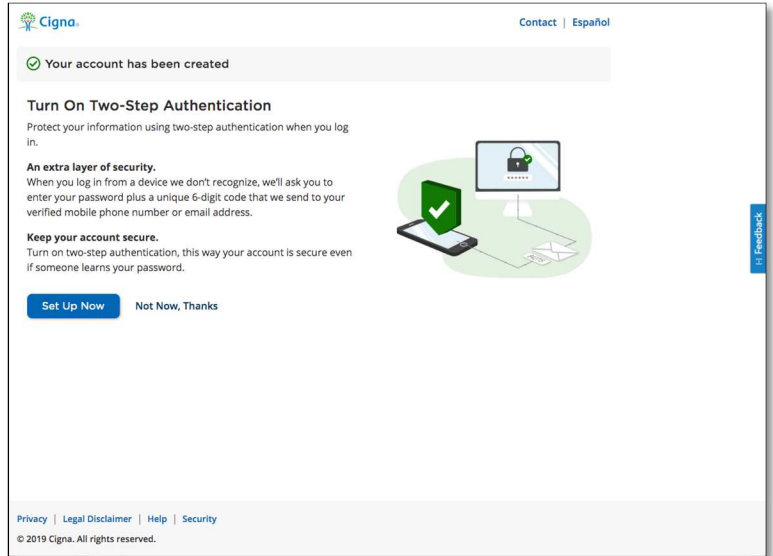
I Agree I Do Not Agree

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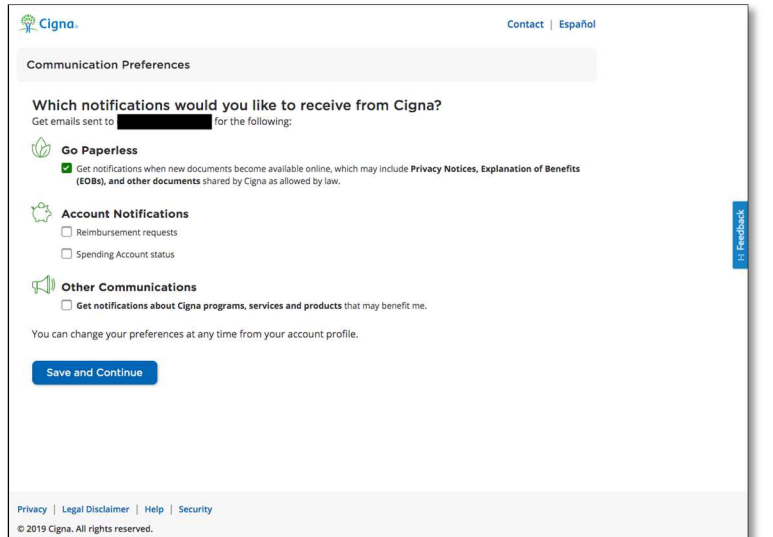


11. Select which notifications you would like to receive from Cigna and save your preferences to be redirected to the Cigna user home page

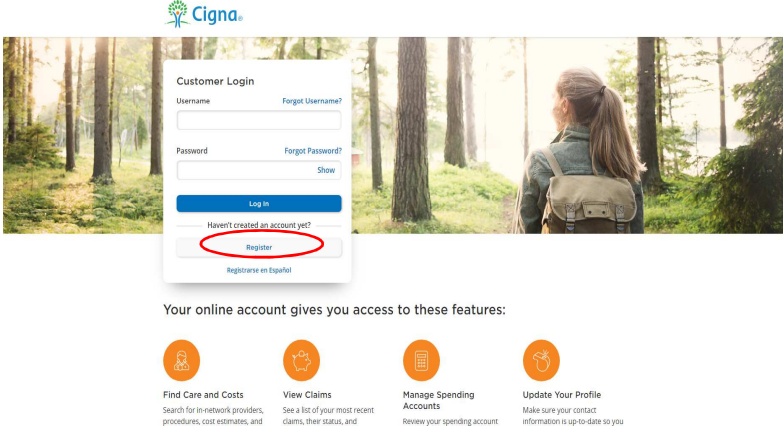
12. Your registration is complete!

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If you have questions or need assistance with the registration process refer to the “First Time Registration Assistance” section or call Cigna 24/7 at 1-800-853-2713



Already registered on myCigna for EAP? – Link your EAP account to wellness

<p>Log into myCigna.com:</p> <ol style="list-style-type: none"> 1. Type myCigna.com into your internet browser 2. Enter your log-in credentials for your EAP account 3. On the next page you will be prompted to connect your online experiences. Select “Connect Now” 	 <p>Your online account gives you access to these features:</p> <ul style="list-style-type: none"> Find Care and Costs: Search for in-network providers, procedures, cost estimates, and View Claims: See a list of your most recent claims, their status, and Manage Spending Accounts: Review your spending account Update Your Profile: Make sure your contact information is up-to-date so you
<ol style="list-style-type: none"> 4. Enter your first and last name, date of birth, subscriber’s (employee’s) zip code and either: <ul style="list-style-type: none"> ➤ Your Cigna ID number or the subscriber’s Social Security Number if you are enrolled with Cigna for medical ➤ The subscriber’s Social Security Number if you are enrolled with Aetna or are not enrolled in the JPMorgan Chase Medical Plan 5. Your EAP and wellness activities will then be linked to your existing myCigna login ID and password <p>Please note: It may take up to two hours for your profile to be updated and for the Wellness Funds page to load</p>	<h3>Confirm your identity for full access</h3> <p>We'll need some information from you in order to give you full access to myCigna®.</p> <p>First Name <input type="text" value="JPMC"/></p> <p>Last Name <input type="text" value="Test"/></p> <p>Date of Birth Month <input type="text"/> Day (dd) <input type="text"/> Year (yyyy) <input type="text"/></p> <p>Your Cigna ID Number or Subscriber's SSN <input type="text"/></p> <p>Enter the Cigna ID number found on the front of your ID card or the SSN of the person who signed up for the health plan.</p> <p>Subscriber's ZIP Code <input type="text"/></p> <p>Remember: The subscriber is the person who signed up for the health plan. Don't enter your ZIP code unless you live with the subscriber.</p> <p>Connect now</p>