



## DIGITAL ID CARDS ARE HERE

We're committed to help you get ready

Cigna continues to leverage the power of technology and data to accelerate its transition to fully adopt digital-only ID cards\* by 2024. This approach to digital ID cards is the next step in our journey to offer more digital-first solutions for our customers and providers.

### **What this means to you**

Digital ID cards are not new for Cigna or the industry overall. Over the past several years, you may have noticed patients starting to present their ID cards to you in a digital format - typically on their phone from the myCigna® app or from the myCigna.com® website. This experience for you and your front-office staff should not change.

However, you may start to see more patients who have a digital-only ID card beginning in 2023. As they do today, your patients will have the option to:

- Share their digital ID card image on a phone screen in your office
- Relay the information verbally over the phone to preregister for their appointment
- Upload a digital ID card image to your health portal (as technology allows)
- Email the digital ID card image directly to your office from the myCigna app
- Print a copy of their digital ID card and share it with your office

Importantly, please note the digital ID card will look the same as the physical ID card does today and will contain the same benefit information.



**Supporting you through this transition**

We understand that providers are at varying stages of readiness to accept digital ID cards, and we are committed to making this transition as smooth as possible for you and your office staff.

Please visit our dedicated digital ID card provider website [CignaforHCP.com/DigitalIDCards](https://CignaforHCP.com/DigitalIDCards), which includes a toolkit of information to answer all of your questions on topics such as:

- Verifying benefits and eligibility
- Accessing a patient's digital ID card
- Procedure code look-up
- Supporting patient communications and guidance

**ID card toolkit**

**Together, all the way.®**

\* Some states have mandates that prohibit digital ID cards. Colorado, Texas, Minnesota, New York, Florida, and Georgia have certain exclusions. Patients residing in these states may continue to receive physical ID cards in the mail depending on their plan type.

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