

MyCigna.com Navigation Guide

2020 – 2021 Win for Life Wellness Program Steps

The 2020 – 2021 Win for Life Wellness Program allows employees, covered spouses and covered retirees under 65 to earn a medical rate discount for participating in the Win for Life program steps. These steps include:

- 1) Complete Your Annual Physical or OB/GYN Exam
- 2) Complete your Health Assessment on MyCigna.com
- 3) Complete one Wellness Engagement Option
 - a. Preventive Care (Complete 2 preventive care activities)
 - b. Health Coaching
 - c. Onsite Programs
 - d. Healthy Lab Values
 - e. Tobacco Cessation Programs

More details about the Win for Life program can be found on MyCigna.com and on the Wellness page on the City of Houston website <http://www.houstontx.gov/hr/benefits/wellness.html>.

Introduction to the MyCigna.com Navigation Guide

The City of Houston utilizes MyCigna.com to track employee, spouse and retiree participation in the Win for Life Wellness Program. This guide will help you to understand how to navigate MyCigna.com to complete the Health Assessment, check your Win for Life Wellness Program progress, and self-report your goal activities.

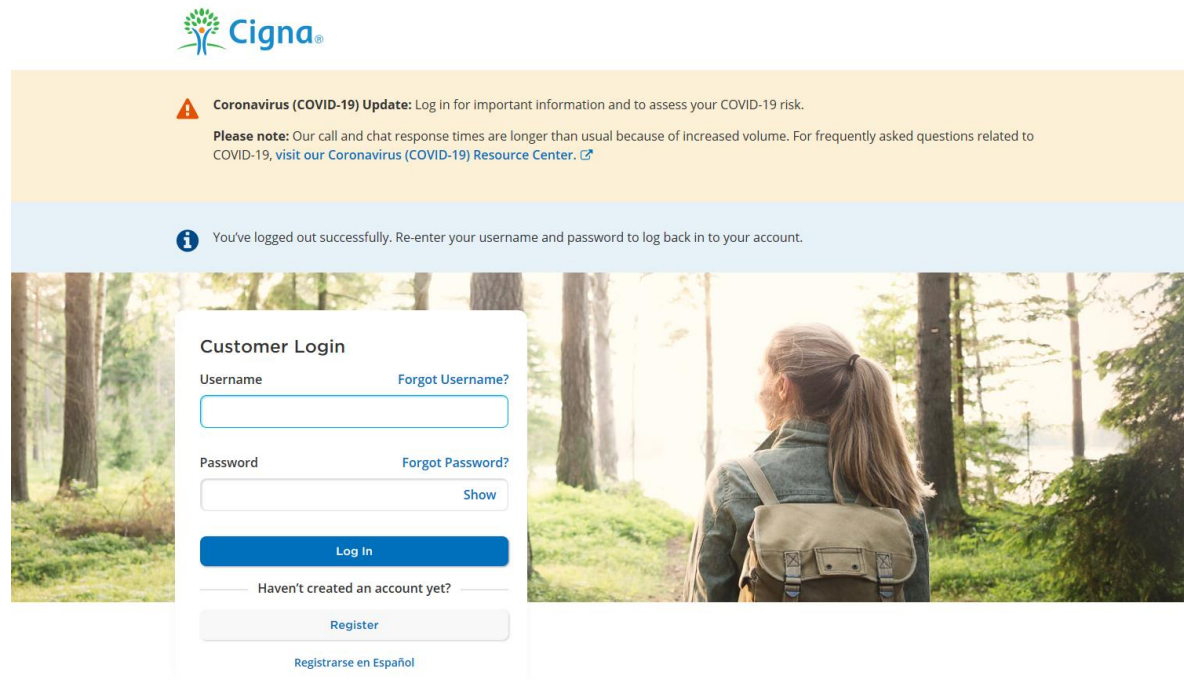
Table of Contents

Page 2	Navigating MyCigna.com Website (Computer) – Login
Page 3	Navigating MyCigna.com – Find Your Username and Reset Your Password
Page 6	Navigating MyCigna.com Website (Computer) – Complete the Health Assessment
Page 10	Navigating MyCigna.com Website (Computer) – Review Your Progress
Page 15	Navigating MyCigna.com Website (Computer) – Self-Report Your Goal Activities
Page 16	Navigating MyCigna.com App – Login
Page 17	Navigating MyCigna.com App – Complete the Health Assessment
Page 18	Navigating MyCigna.com App – Review Your Progress
Page 22	Navigating MyCigna.com App – Self-Report Your Goal Activities
Page 23	Frequently Asked Questions

MyCigna.com Navigation Guide

Navigating MyCigna.com Website (Computer) – Login

Login to MyCigna.com using your Username and Password. Note that these are not necessarily the same as your City of Houston computer/email login, Employee Self-Service Portal Login, MyKelseyOnline Portal Login, or any other medical portal login; Be sure to write down your username and password and keep them somewhere safe.



Your online account gives you access to these features:



Find Care and Costs

Search for in-network providers, procedures, cost estimates, and more.



View Claims

See a list of your most recent claims, their status, and reimbursements.



Manage Spending Accounts

Review your spending account balances, contributions, and withdrawals, all in one place.

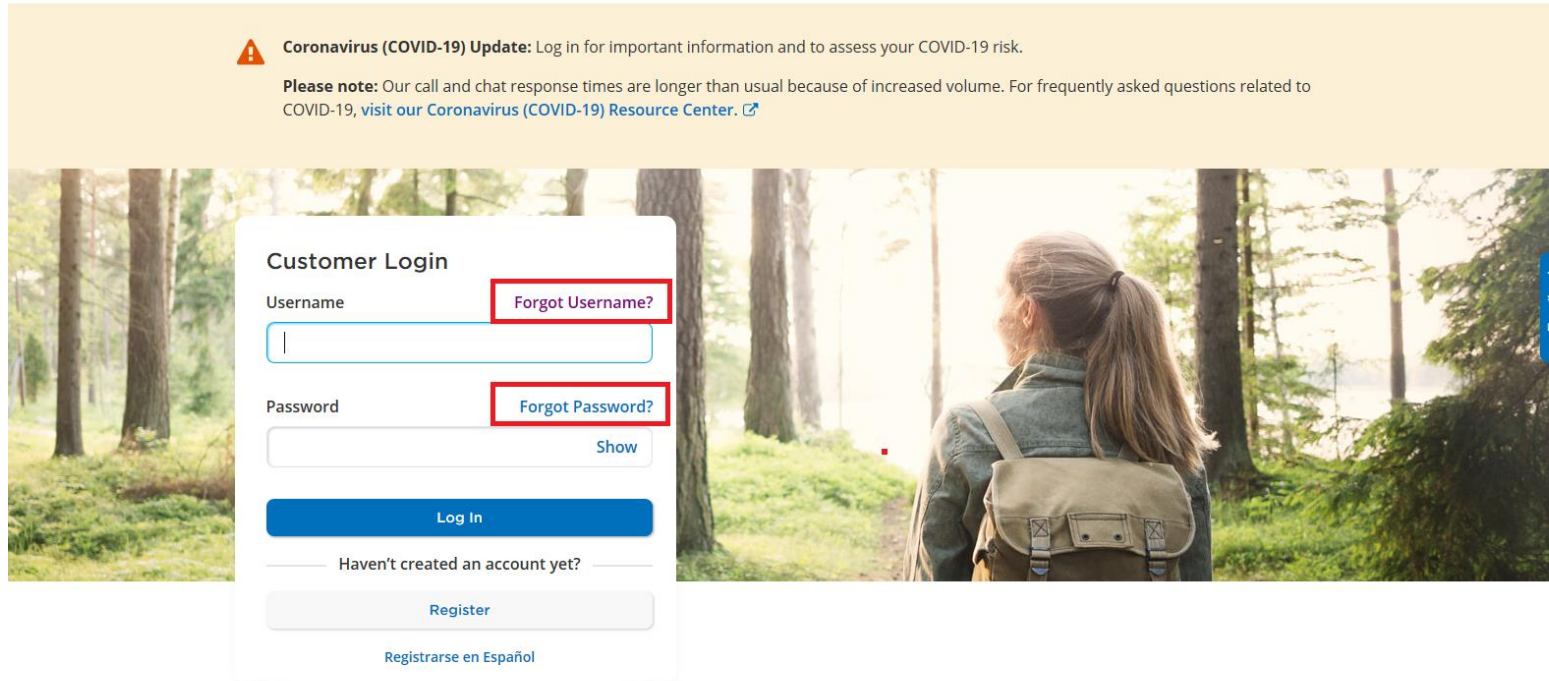


Update Your Profile

Make sure your contact information is up-to-date so you don't miss out on important notifications about your plan.

Navigating MyCigna.com – Find Your Username and Reset Your Password

Step 1: If you have forgotten your username, click on “Forgot Username?” to find your username. If you have forgotten your password, click on “Forgot Password?” to reset.



⚠️ Coronavirus (COVID-19) Update: Log in for important information and to assess your COVID-19 risk.

Please note: Our call and chat response times are longer than usual because of increased volume. For frequently asked questions related to COVID-19, [visit our Coronavirus \(COVID-19\) Resource Center.](#)

Customer Login

Username [Forgot Username?](#)

Password [Forgot Password?](#)

 [Show](#)

[Log In](#)

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

[Register](#)

[Registrarse en Español](#)

[Feedback](#)

Navigating MyCigna.com – Find Your Username and Reset Your Password

Step 2: Enter the information requested.

Find Your Username: Enter the information requested (First Name, Last Name, Date of Birth)

The screenshot shows the 'Forgot Username' page. At the top is the Cigna logo. Below it is a grey header with the text 'Forgot Username'. A blue link '< Back' is positioned below the header. The main heading is 'Forgot your username?' followed by the subtext 'We just need a few details from you to get started.' There are three input fields: 'First Name' (a text box with a blue border), 'Last Name' (a text box), and 'Date of Birth' (a dropdown menu for 'Month', and two text boxes for 'Day (dd)' and 'Year (yyyy)'). A blue 'Next' button is at the bottom.

Reset Your Password: Enter the information requested (Username, First Name, Last Name, Date of Birth)

The screenshot shows the 'Forgot Password' page. At the top is the Cigna logo. Below it is a grey header with the text 'Forgot Password'. A blue link '< Back' is positioned below the header. The main heading is 'Forgot your password?' followed by the subtext 'We just need a few details from you to get started.' There are four input fields: 'Username' (a text box with a blue border), 'First Name' (a text box), 'Last Name' (a text box), and 'Date of Birth' (a dropdown menu for 'Month', and two text boxes for 'Day (dd)' and 'Year (yyyy)'). A blue 'Next' button is at the bottom.

Note: You must enter the name you used when you registered for your MyCigna.com account. For example, if you have recently been married and changed your last name, you will need to enter your Maiden Name.

Navigating MyCigna.com – Find Your Username and Reset Your Password

Step 3: Enter your temporary PIN (sent to your email address that you used to register for MyCigna.com – this is not necessarily the same as your City of Houston email address). Reminder that the PIN will expire within 90 minutes.

Find Your Username: Enter your temporary PIN or select “Answer Security Questions” if you do not have access to email.



Forgot Username

[← Back](#)

Check your email

We sent an email to your email address with a temporary PIN.

Enter your PIN to retrieve your username.

Temporary PIN

Didn't get a PIN? You can request a new one in 56 seconds.

⚠ Do not close this page!

~~Didn't receive the email?~~

[Answer your security questions instead.](#)

Next

Reset Your Password: Enter your temporary PIN.



Forgot Password

[← Back](#)

Check your email

We sent an email to your email address with a temporary PIN, (€

Enter your PIN to reset your password.

Temporary PIN

Didn't get a PIN? You can request a new one in 57 seconds.

⚠ Do not close this page!

Next

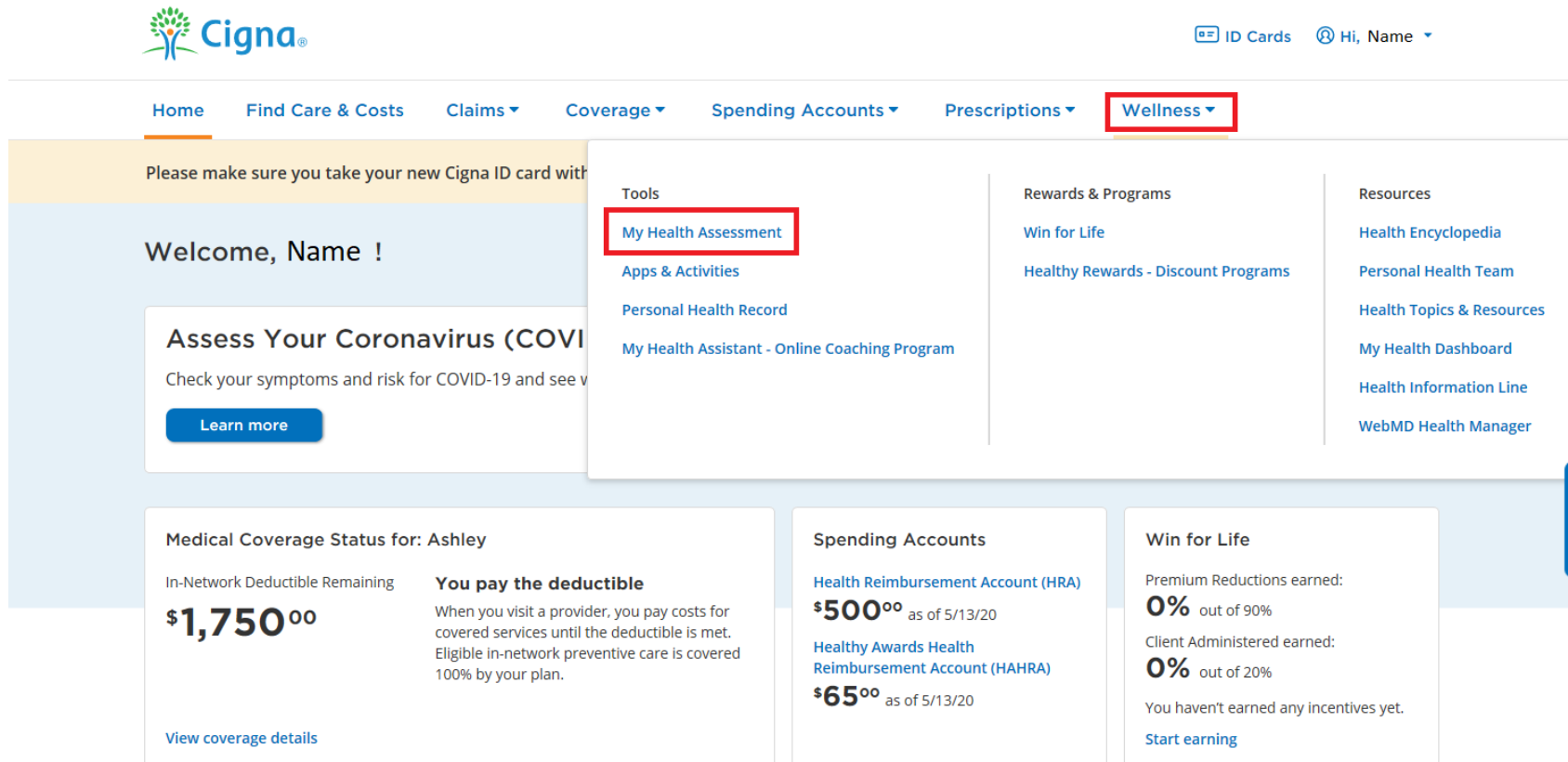
Note: If you choose to answer security questions to retrieve your username, your answer must be the same as you entered it when you created your account. For example, if your security question is “Where did you get married?” and you answered “Texas”, your answer should be “Texas”.

No Email Access or Other Issues? If you do not have access to an email address to receive a PIN, you do not know the answers to your security questions, or you are experiencing difficulties with the online forms, please contact Cigna at 1-800-853-2713.

MyCigna.com Navigation Guide

Navigating MyCigna.com Website (Computer) – Complete the Health Assessment

Step 1: On the landing page, click on “Wellness” and then click on “My Health Assessment” from the drop-down menu.



The screenshot shows the MyCigna.com website interface. At the top left is the Cigna logo. To the right, there are links for "ID Cards" and "Hi, Name". Below the logo is a navigation bar with the following items: Home, Find Care & Costs, Claims, Coverage, Spending Accounts, Prescriptions, and Wellness. The "Wellness" item is highlighted with a red box. A dropdown menu is open under "Wellness", with "My Health Assessment" highlighted by a red box. Other items in the dropdown include Tools, Apps & Activities, Personal Health Record, and My Health Assistant - Online Coaching Program. To the right of the dropdown are sections for "Rewards & Programs" (Win for Life, Healthy Rewards - Discount Programs) and "Resources" (Health Encyclopedia, Personal Health Team, Health Topics & Resources, My Health Dashboard, Health Information Line, WebMD Health Manager). Below the navigation bar, there is a banner for "Assess Your Coronavirus (COVID-19)" with a "Learn more" button. At the bottom, there are three summary cards: "Medical Coverage Status for: Ashley" showing an in-network deductible remaining of \$1,750.00 and a note that the user pays the deductible; "Spending Accounts" showing a Health Reimbursement Account (HRA) of \$500.00 and a Healthy Awards Health Reimbursement Account (HAHRA) of \$65.00 as of 5/13/20; and "Win for Life" showing 0% premium reductions earned out of 90% and 0% client administered earned out of 20%.

Navigating MyCigna.com Website (Computer) – Complete the Health Assessment

Step 2: Click on “Retake My Assessment” (red box). Follow the instructions to complete your Health Assessment. Remember to complete ALL sections of the assessment. **You must provide all biometric numbers; do not select “I don’t know” or “I’m not sure”.**

The screenshot shows the MyCigna.com dashboard. At the top, it says "Welcome back, NAME!". Below this are three main sections:

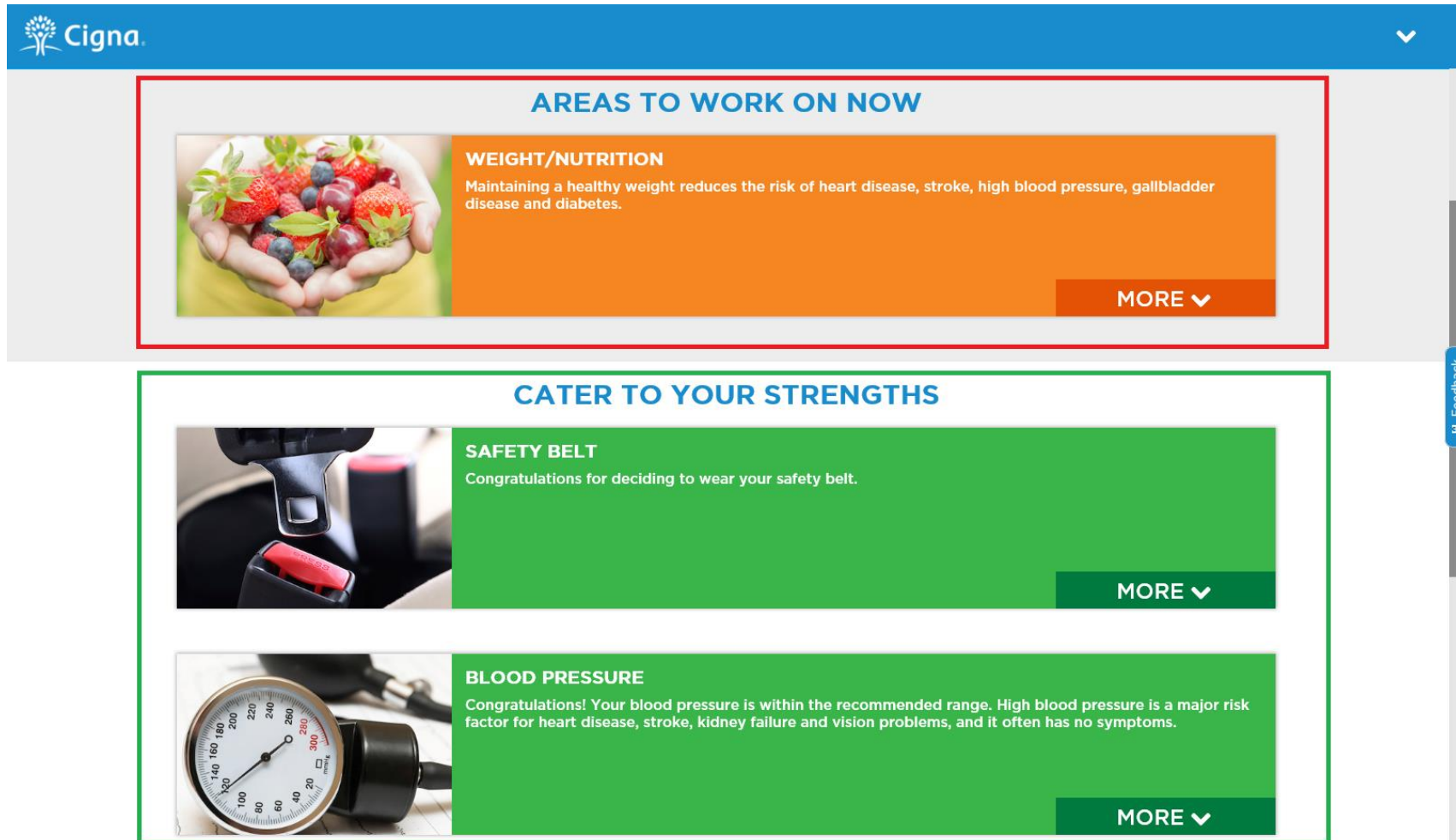
- WELLNESS SCORE:** Shows a score of 96, completed on 08-27-2019. Buttons for "LAST 5 REPORTS" and "CURRENT REPORT" are visible.
- PROGRESS:** Shows a progress diagram with icons for Personal Section, Health Screening, and a lock icon. The "RETAKE MY ASSESSMENT" button is highlighted with a red box.
- PERSONAL INFORMATION:** Lists biometric data: Total Cholesterol (mg), HDL Cholesterol (mg), Blood Pressure, Weight, Waist, and Height. The values for Blood Pressure, Weight, Waist, and Height are redacted with black bars.

Step 3: Once your assessment is completed, review your Wellness Score, Print Report or Email Confirmation # (Number) as noted in the red boxes below. You do not need to send your confirmation to the Wellness Team; printing or emailing your report and confirmation will be for your records only.

The screenshot shows the "NAME's Wellness" report. It displays the user's score (94) and a peer score (90). A bar chart shows the user's score over five dates: 05-18-20 (94), 05-19-20 (94), 08-27-19 (96), 02-18-19 (91), and 08-04-17 (98). The "YOUR SCORE: 94" and "PEER SCORE: 90" text is highlighted with a red box. Below the chart, the text says "Hi Name , Congratulations on completing your health assessment! Here is your wellness report that contains quick tips to help keep you on your path to better health." Two buttons, "PRINT REPORT" and "EMAIL CONFIRMATION #", are highlighted with red boxes.

Navigating MyCigna.com Website (Computer) – Complete the Health Assessment

Step 4: Review your areas of strength (green box) and areas to work on (red box) and access additional resources to improve your health and wellness.



The screenshot shows the MyCigna.com website interface. At the top is a blue header with the Cigna logo and a dropdown arrow. Below the header, there are two main sections. The first section, titled "AREAS TO WORK ON NOW", is highlighted with a red border and contains an orange box for "WEIGHT/NUTRITION" with a "MORE" button. The second section, titled "CATER TO YOUR STRENGTHS", is highlighted with a green border and contains two green boxes: "SAFETY BELT" and "BLOOD PRESSURE", each with a "MORE" button. A vertical "Feedback" button is on the right side.

AREAS TO WORK ON NOW

WEIGHT/NUTRITION
Maintaining a healthy weight reduces the risk of heart disease, stroke, high blood pressure, gallbladder disease and diabetes.

MORE ▾

CATER TO YOUR STRENGTHS

SAFETY BELT
Congratulations for deciding to wear your safety belt.

MORE ▾

BLOOD PRESSURE
Congratulations! Your blood pressure is within the recommended range. High blood pressure is a major risk factor for heart disease, stroke, kidney failure and vision problems, and it often has no symptoms.

MORE ▾

Feedback

Navigating MyCigna.com Website (Computer) – Complete the Health Assessment

Step 5: Save your Health Assessment by clicking the down arrow in the upper right corner and selecting “SAVE & EXIT”.

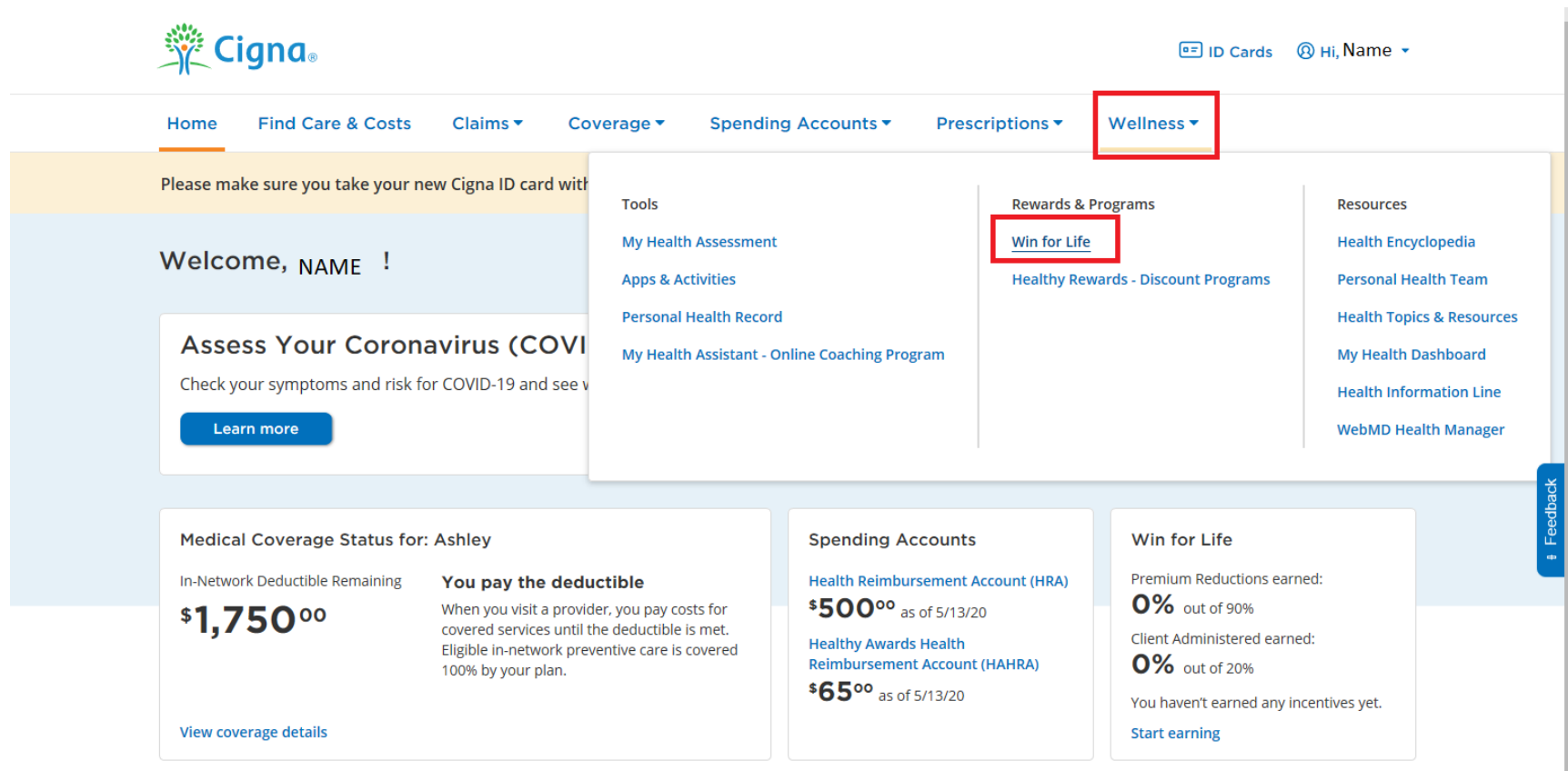
The screenshot shows the MyCigna.com interface. At the top left is the Cigna logo. The main heading is "NAME's Wellness". Below this, a bar chart displays "YOUR SCORE: 94" and "PEER SCORE: 90". The chart shows scores for five periods: 05-13-20 (94), 06-27-19 (96), 02-18-19 (91), 08-04-17 (98), and 10-26-16 (98). To the right, a message reads: "Hi NAME , Congratulations on completing your health assessment. This is your wellness report that contains quick tips to help you on your path to better health." Below the message are two buttons: "PRINT REPORT" and "EMAIL CONFIRMATION #". In the top right corner, a dropdown menu is open, showing options: "ESPAÑOL", "TRADITIONAL", "HELP", and "SAVE & EXIT". The "SAVE & EXIT" option is highlighted with a red box. A red box also highlights the dropdown arrow icon in the top right corner.

Period	Score
05-13-20	94
06-27-19	96
02-18-19	91
08-04-17	98
10-26-16	98

MyCigna.com Navigation Guide

Navigating MyCigna.com Website (Computer) – Review Your Progress

Step 1: On the landing page, click on “Wellness” and then click “Win for Life” (formerly “Pick Your Path”) from the drop-down menu.



The screenshot shows the MyCigna.com website interface. At the top left is the Cigna logo. To the right, there are links for 'ID Cards' and 'Hi, Name'. Below this is a navigation bar with several menu items: Home, Find Care & Costs, Claims, Coverage, Spending Accounts, Prescriptions, and Wellness. The 'Wellness' menu item is highlighted with a red box. A dropdown menu is open under 'Wellness', listing various options: Tools, My Health Assessment, Apps & Activities, Personal Health Record, My Health Assistant - Online Coaching Program, Rewards & Programs, and Resources. The 'Win for Life' option under 'Rewards & Programs' is highlighted with a red box. Below the navigation bar, there is a welcome message 'Welcome, NAME !' and a 'Learn more' button for 'Assess Your Coronavirus (COVID-19)'. At the bottom, there are three summary cards: 'Medical Coverage Status for: Ashley' showing a deductible of \$1,750, 'Spending Accounts' showing \$500 for HRA and \$65 for HAIRA, and 'Win for Life' showing 0% progress on premium and client-administered reductions.

Navigating MyCigna.com Website (Computer) – Review Your Progress

Step 2: Review the MyCigna.com Overview page. The section in the red box highlights the program steps. The section in the green box highlights your goal and your current progress (refer to Page 10: Navigating MyCigna.com Website (Computer) – How to Check your Progress for further details about how to review your progress). The section in the orange box highlights your recent activity (e.g. if you have recently completed an annual physical or other activity, it will appear in this section with the date completed).

Win for Life

PROGRAM PERIOD: Current

If you think you might be unable to meet a standard for a reward under this wellness program, or if you have a disability that prevents you from doing so, you might qualify for an opportunity to earn the same reward by different means. For more info, contact us at [800-244-6224](tel:800-244-6224).

OVERVIEW GOALS

Save, earn or score toward your 2021 awards

Your 2020 - 2021 Wellness Program: As in previous years, employees begin by completing the online health assessment and choosing your own path to wellness.

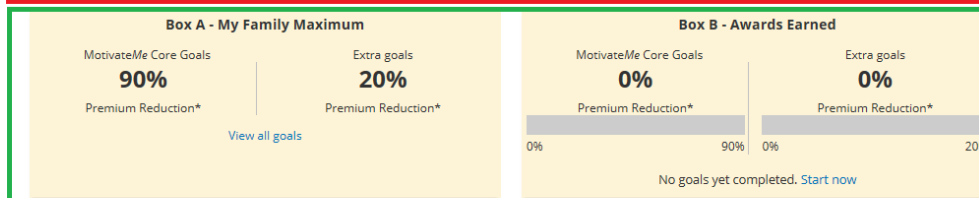
Receive your annual physical by January 31, 2021 and complete your health assessment by March 12, 2021 and then complete one of these wellness options:

- A. Preventive Care Activities - (February 1, 2020 - January 31, 2021)
- B. Telephonic Coaching, Powered by Cigna - (March 16, 2020 - March 12, 2021)
- C. City of Houston Onsite Programs - (May 1, 2020 - March 12, 2021)
- D. Achieve Health Goals - (February 1, 2020 - January 31, 2021)
- E. Smoking Cessation Program - (May 1, 2020 - March 12, 2021)

To confirm that you have completed all wellness program requirements, look at the boxes below; in box A, you will see your goal and in Box B, you will see your progress towards your goal. For each covered member (employee and spouse), you will need to verify that the left side of Box B (MotivateMe Core Goals) lists 90% and the right side of Box B (Extra goals) lists 10%. If both an employee and a covered spouse are on the medical plan, you will need to select each member's name from the drop-down box to view each member's information separately.

*Note: Females will show an "Extra goal" of 20% in the box on the left. Only 10% is required to complete the wellness program (Annual Physical or Well Woman/OBGYN Exam are 10% each).

Don't wait until the last minute to complete your wellness options. Some options takes longer than others to complete.



My Recent Activity

There is no recent activity to report. Have you started any goals?

[Start now](#)

How it Works



1. Receive your Annual Physical

Get a new doctor for your Annual Physical and do this year's breast cancer screening. The annual physical or annual OB/GYN visit must be

NEED HELP

- For help finding something on the site please call 1-800-853-2713
- For help with plan and coverage information please call 1-800-997-1406
- Note:** For TTY/TDD service for hard of hearing and deaf callers, call 711 for Telecommunications Relay Service.

[VIEW MORE](#)

RELATED LINKS

- [More information](#)
- [Wellness personality quiz](#)
- [FAQs](#)

[VIEW MORE](#)

FILLING OUT AN INCENTIVES FORM?

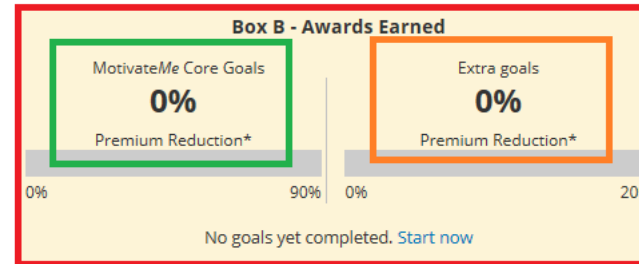
Easily submit your completed form(s) electronically and track the status.

[Get started](#)

Navigating MyCigna.com Website (Computer) – Review Your Progress

Step 3: Review your progress by following the directions below based upon if you cover your spouse on your medical plan.

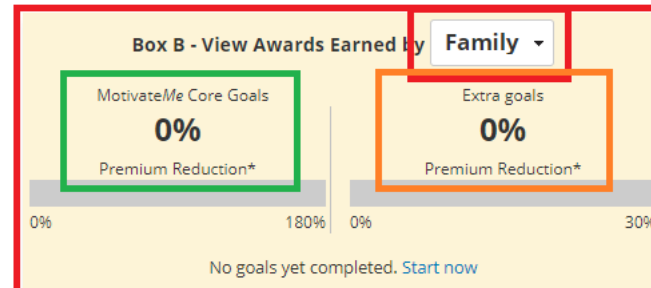
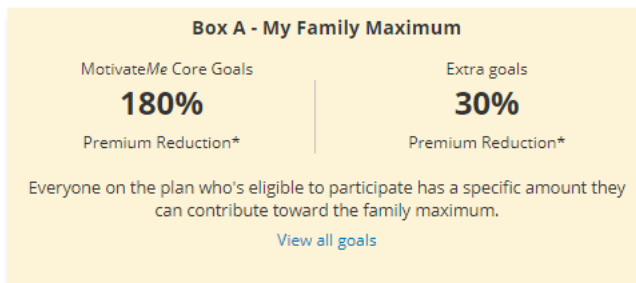
Employee or Retiree Only



1. Review Box B (red box).
2. Program is completed when “Motivate Me Core Goals” (green box) shows 90% and when “Extra Goals” (orange box) shows 10%.

**Note: Females will show an “Extra Goal” of 20% in Box A on the left. For females, only 10% of the 20% “Extra Goal” is required to complete the Wellness Program (Annual Physical or Well Woman/OBGYN exam are 10% each)*

Employee or Retiree + Spouse



1. Review Box B (red box).
2. Select Name of Employee or Spouse from drop-down box (small red box) to view individual progress.
3. Program is completed when “Motivate Me Core Goals” (green box) shows 90% and when “Extra Goals” (orange box) shows 10% for **each** member.

**Note: Females will show an “Extra Goal” of 20% in Box A on the left. For females, only 10% of the 20% “Extra Goal” is required to complete the Wellness Program (Annual Physical or Well Woman/OBGYN exam are 10% each)*

Navigating MyCigna.com Website (Computer) – Review Your Progress

Step 4: Click on “Goals” Tab (orange box) to view Goals available in the Win for Life Wellness Program; On this page, you can also view your current progress and whether you have received credit for a goal – a green check mark as shown in the green box below indicates completion of a goal. Note: The Health Assessment MUST be completed before credit for additional goals will appear on the Overview page. If the Health Assessment is not yet complete, a yellow exclamation point with the note “Must complete this first” will appear as noted in the red box below.

Win for Life

PROGRAM PERIOD: Current ▾

If you think you might be unable to meet a standard for a reward under this wellness program, or if you have a disability that prevents you from doing so, you might qualify for an opportunity to earn the same reward by different means. For more info, contact us at [800-244-6224](tel:800-244-6224).

OVERVIEW

GOALS

Step 1

Earn 10% credit by completing these start-up goals

You must complete the health assessment by March 12, 2021 to earn 10% of the 100% required to earn the annual medical rate discount (\$600 discount for active employees and \$300 for spouses).



10%
PREMIUM
REDUCTION*

Get a personalized health assessment


Available: 05/01/2020 - 03/13/2021


Earn 10% by completing a confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. (Don't forget, each person in your family taking the health assessment needs to register separately on myCigna.com.)


[Complete my health assessment](#)

! Must complete this first

NEED HELP

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

 For help with plan and coverage information please call 1-800-997-1406

 **Note:** For TTY/TDD service for hard of hearing and deaf callers, call 711 for Telecommunications Relay Service.

[VIEW MORE ▾](#)

RELATED LINKS

- [More information](#)
- [Wellness personality quiz](#)
- [FAQs](#)

[VIEW MORE ▾](#)

Step 2

Earn 80% credit by completing these goals

After completing the health assessment and earning 10%, complete a wellness option to earn the remaining 80% towards your annual medical rate discount.



40%
PREMIUM
REDUCTION*

Option A. Receive a flu shot (Onsite Flu Clinic or Cigna Network Provider)

Available: 02/01/2020 - 01/31/2021

The flu is not just a nuisance—it can lead to more serious health issues. Protect yourself and others around you.

Get the shot. You will be credited when your claim is processed.

✓ Completed on **date**



FILLING OUT AN INCENTIVES FORM?

Easily submit your completed form(s) electronically and track the status.

[Get started!](#)

Navigating MyCigna.com Website (Computer) – Review Your Progress

Step 6: Check for Annual Physical or OB/GYN exam Completion **at the bottom** of the goals page in the “Extra” section. A green check mark will appear next to the completed goal.

Extra

Earn an additional 10% credit by completing one of these two goals

Take advantage of the following extra goal(s) to earn even more awards--over and above the program maximums shown. Complete them at any time after completion of Step 1 goals.



10%
PREMIUM
REDUCTION*

Complete an annual physical (preventive exam)

Available: 02/01/2020 - 01/31/2021

You must complete your annual physical with your doctor between February 1, 2020 and January 31, 2021 to earn the remaining 10% towards your annual medical rate discount.

Get your physical. You will be credited when your claim is processed.



10%
PREMIUM
REDUCTION*

Schedule and complete an annual OB/GYN exam (preventive exam)

Available: 02/01/2020 - 01/31/2021

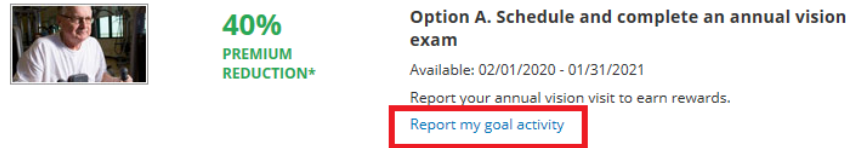
An exam that can identify early ovarian and cervical cancers, HPV (human papillomavirus), etc. for females 18+

Get your exam. You will be credited when your claim is processed.

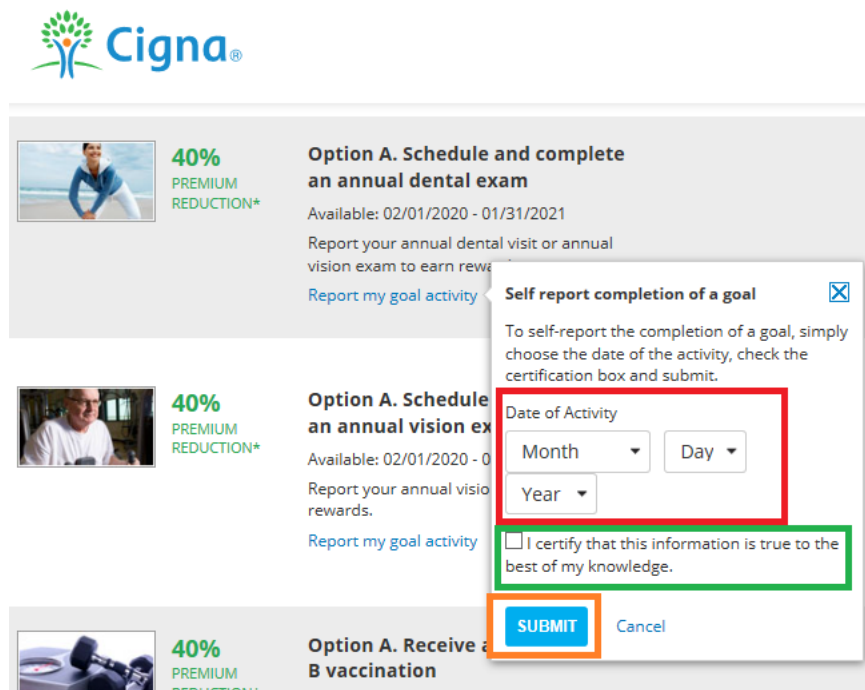
Navigating MyCigna.com Website (Computer) – Self-Report Your Goal Activities

The majority of Win for Life Wellness Program goals will be automatically uploaded to MyCigna.com, however some Option A: Preventive Care goal activities must be self-reported. Self-reported goals include: Dental Exam, Vision Exam, Hepatitis A and B vaccination, Pneumonia vaccination, Tetanus vaccination, Varicella vaccination, and Zoster (shingles) vaccination.

Step 1: On the “Goals” tab, search for the goal you wish to report and select “Report my goal activity” as noted in the red box below.



Step 2: Enter the date of the activity (red box), certify the information is accurate (green box) and click “Submit” (orange box).



MyCigna.com Navigation Guide

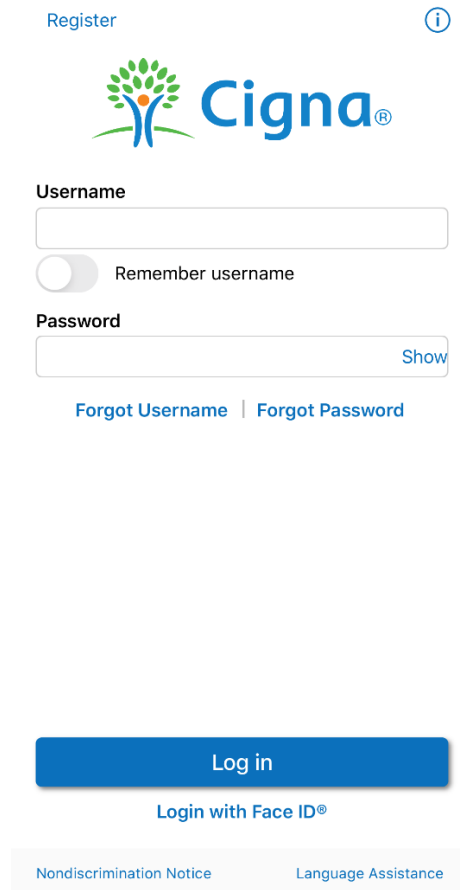


Navigating MyCigna.com App – Login

Step 1: Download the MyCigna.com app on your smart phone or other smart device.

Step 2: Login by entering your username and password. Your username and password are not necessarily the same as your City of Houston computer or email login, Employee Self-Service Portal Login, MyKelseyOnline Portal Login, or any other medical portal login. Be sure to write down your username and password and keep them somewhere safe.

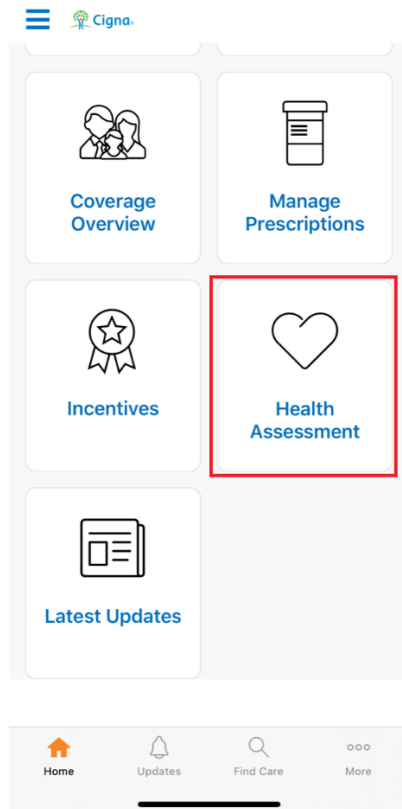
If you have forgotten your username or password, follow the instructions on Pages 3-5 “Navigating MyCigna.com – Find Your Username and Reset Your Password”.



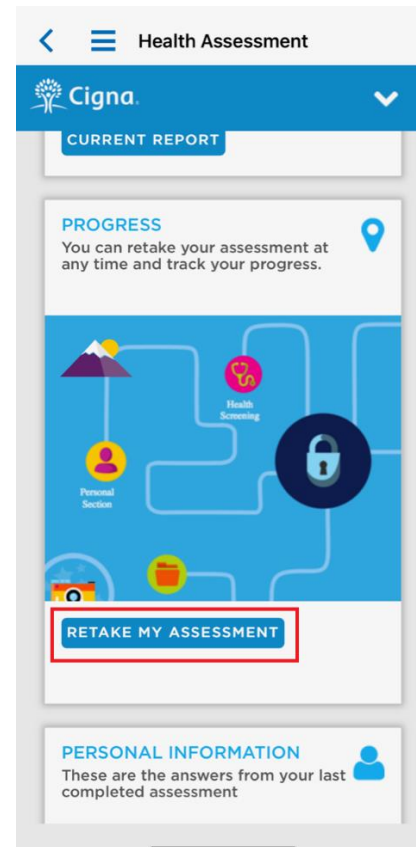
The screenshot shows the MyCigna.com login interface. At the top left is a blue link for "Register" and a blue information icon (i). In the center is the Cigna logo, which consists of a stylized green tree with a blue human figure inside, followed by the word "Cigna" in blue. Below the logo are two input fields: "Username" and "Password". The "Remember username" checkbox is currently unchecked. To the right of the password field is a "Show" link. Below the input fields are two blue links: "Forgot Username" and "Forgot Password". At the bottom of the form is a large blue button labeled "Log in". Below the button is a link for "Login with Face ID®". At the very bottom of the page are two links: "Nondiscrimination Notice" and "Language Assistance".

Navigating MyCigna.com App – Complete the Health Assessment

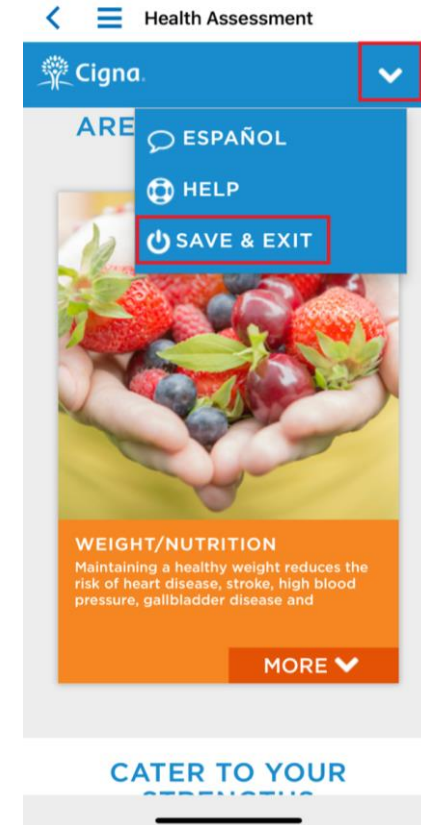
Step 1: On the MyCigna.com App “Home Screen”, scroll to the bottom and select “Health Assessment”.



Step 2: On the Health Assessment page, click “Retake my Health Assessment”. Follow the instructions to complete your Health Assessment.



Step 3: After completing your Health Assessment, click on the upper right arrow and click “SAVE & EXIT”.

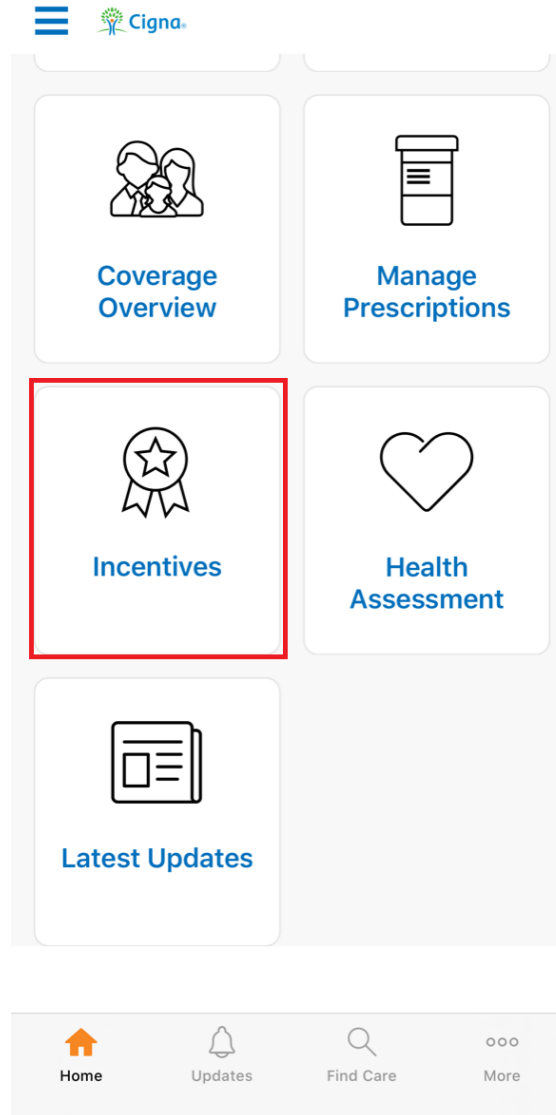


Note: Like the website, the app also allows you to view your current strengths and areas to work on as well as download your report or email your confirmation number. You do not need to send your confirmation to the Wellness Team; printing or emailing your report and confirmation will be for your records only. Refer to pages 6 and 7 for further information regarding these items.

MyCigna.com Navigation Guide

Navigating MyCigna.com App – Review Your Progress

Step 1: On the MyCigna.com app “Home Screen”, select “Incentives”.

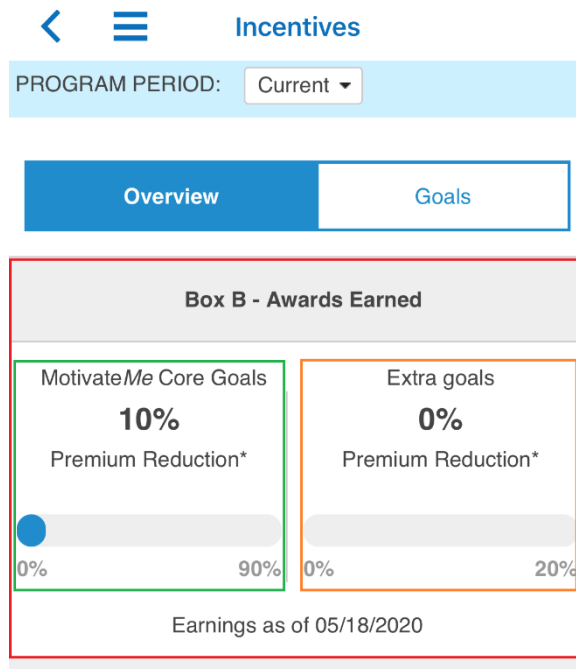


Navigating MyCigna.com App – Review Your Progress

Step 2: Review your Progress by following the directions below based upon if you cover your spouse on your medical plan.

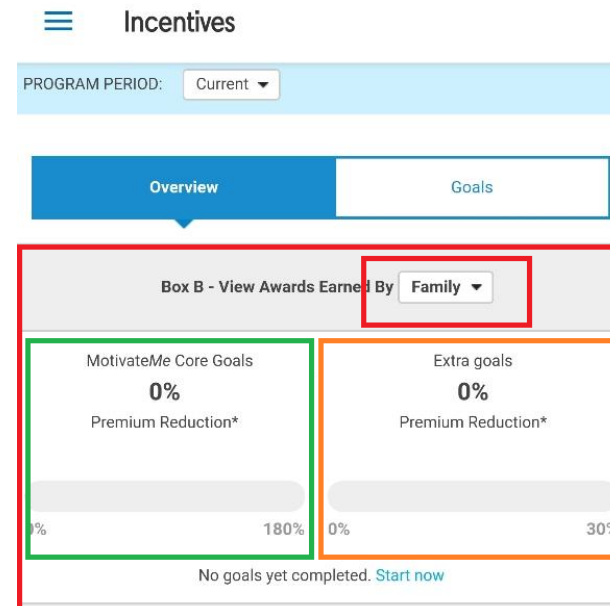
Employee or Retiree Only

1. Review Box B (red box).
2. Program is completed when “Motivate Me Core Goals” (green box) shows 90% and when “Extra Goals” (orange box) shows 10%.



Employee or Retiree + Spouse

1. Review Box B (red box).
2. Select Name of Employee or Spouse from drop-down box (small red box) to view individual progress.
3. Program is completed when “Motivate Me Core Goals” (green box) shows 90% and when “Extra Goals” (orange box) shows 10% for **each** member.



**Note: Females will show an “Extra Goal” of 20% in the “progress bar” at the bottom of Box B. For females, only 10% of the 20% “extra goal” is required to complete the Wellness Program (Annual Physical or Well Woman/OBGYN exam are 10% each)*

Navigating MyCigna.com App – Review Your Progress

Step 4: Click on “Goals” Tab (blue box) to view Goals available in the Win for Life Wellness Program; On this screen, you can also view your current progress and whether you have received credit for a goal – a green check mark as shown in the green box below indicates completion of a goal. Note: The Health Assessment MUST be completed before credit for additional goals will appear on the Overview page. If the Health Assessment is not yet complete, a yellow exclamation point with the note “Must complete this first” will appear as noted in the red box below.

Health Assessment Completed

Overview | **Goals**

Step 1

Earn 10% credit by completing these start-up goals

You must complete the health assessment by March 12, 2021 to earn 10% of the 100% required to earn the annual medical rate discount (\$600 discount for active employees and \$300 for spouses).

10% PREMIUM REDUCTION*

Get A Personalized Health Assessment

Available: 05/01/2020 - 03/13/2021

Earn 10% by completing a confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. (Don't forget, each person in your family taking the health assessment needs to register separately on myCigna.com.)

✔ Completed on 05/13/2020
10% premium reduction

Health Assessment not Completed

Overview | **Goals**

View Goals And Awards For: Employee | Spouse

Step 1

Earn 10% credit by completing these start-up goals

You must complete the health assessment by March 12, 2021 to earn 10% of the 100% required to earn the annual medical rate discount (\$600 discount for active employees and \$300 for spouses).

10% PREMIUM REDUCTION*

Get A Personalized Health Assessment

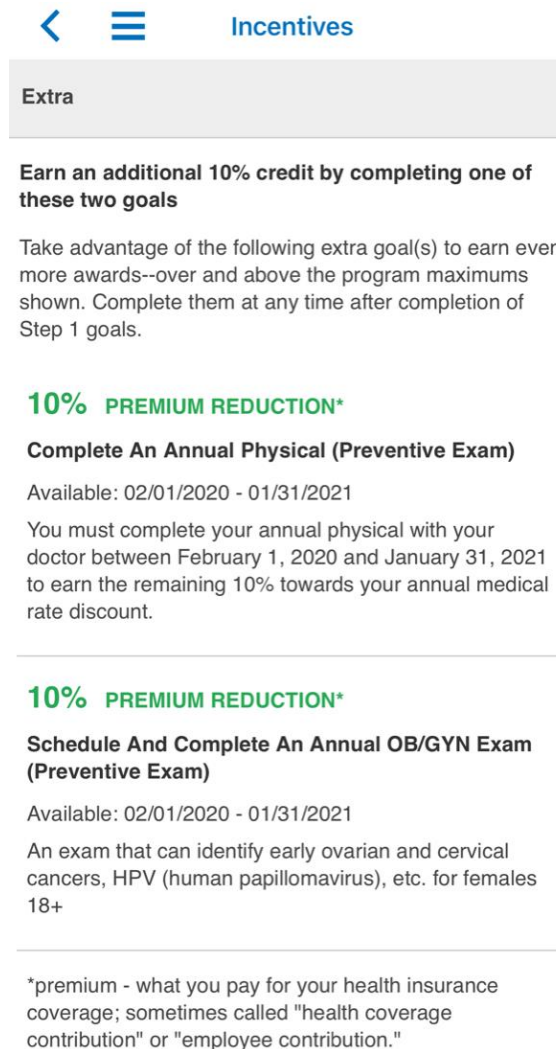
Available: 05/01/2020 - 03/13/2021

Earn 10% by completing a confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. (Don't forget, each person in your family taking the health assessment needs to register separately on myCigna.com.)

⚠ Must complete this first

Navigating MyCigna.com App – Review Your Progress

Step 5: Check for Physical or OB/GYN Completion **at the bottom** of the goals screen in the “Extra” section. A green check mark will appear below the completed goal.



< ☰ Incentives

Extra

Earn an additional 10% credit by completing one of these two goals

Take advantage of the following extra goal(s) to earn even more awards--over and above the program maximums shown. Complete them at any time after completion of Step 1 goals.

10% PREMIUM REDUCTION*

Complete An Annual Physical (Preventive Exam)

Available: 02/01/2020 - 01/31/2021

You must complete your annual physical with your doctor between February 1, 2020 and January 31, 2021 to earn the remaining 10% towards your annual medical rate discount.

10% PREMIUM REDUCTION*

Schedule And Complete An Annual OB/GYN Exam (Preventive Exam)

Available: 02/01/2020 - 01/31/2021

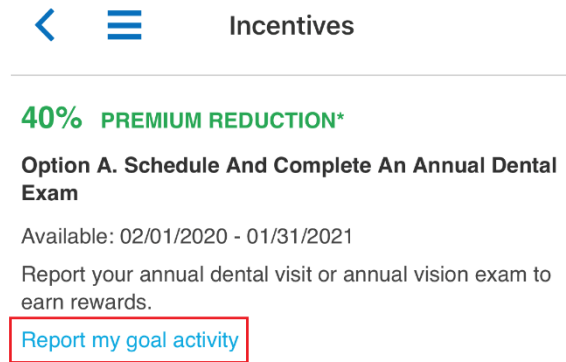
An exam that can identify early ovarian and cervical cancers, HPV (human papillomavirus), etc. for females 18+

*premium - what you pay for your health insurance coverage; sometimes called "health coverage contribution" or "employee contribution."

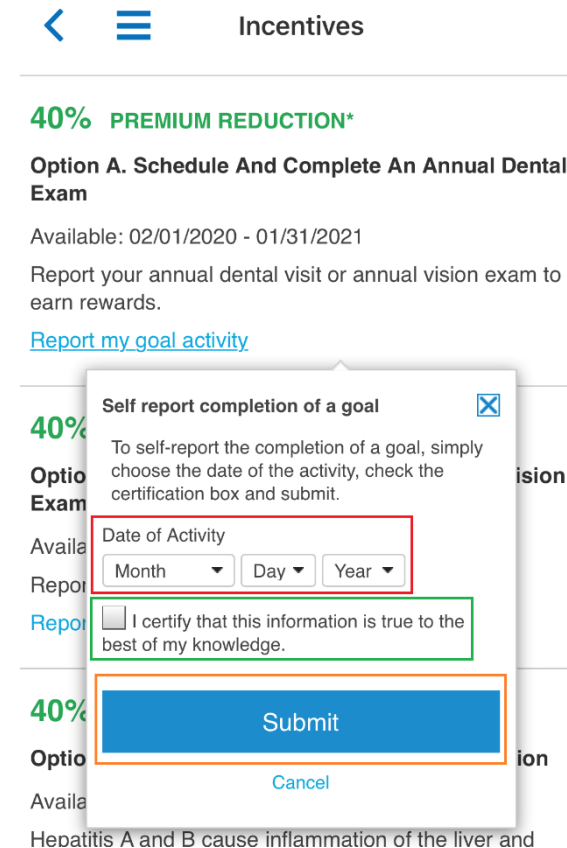
Navigating MyCigna.com App – Self-Report Your Goal Activities

The majority of Win for Life Wellness Program goals will be automatically uploaded to MyCigna.com, however some Option A: Preventive Care goal activities must be self-reported. Self-reported goals include: Dental Exam, Vision Exam, Hepatitis A and B vaccination, Pneumonia vaccination, Tetanus vaccination, Varicella vaccination, and Zoster (shingles) vaccination.

Step 1: On the “Goals” screen, search for the goal you wish to report and click “Report my goal activity”.



Step 2: Enter the date of the activity (red box), certify the information is accurate (green box) and click “Submit” (orange box).



Frequently Asked Questions

I don't remember my MyCigna.com username or password. What do I need to do?

You can find your MyCigna.com username and reset your password by clicking on “Forgot Username?” or “Forgot Password?” on the MyCigna.com Home Page. You will receive an email with a temporary PIN which you may utilize to reset your password. If you do not receive the email or do not have access to email, you will be able to answer security questions instead to retrieve your username. If you need further assistance logging in, call Cigna at 1-800-853-2713.

I have completed goals, but I do not see any credit for them on the MyCigna.com Win for Life Overview page and/or the Goals page.

You must complete the Health Assessment to earn credit for other goals completed. Once the assessment is complete, your credit will populate.

Credit for Option A (Preventive Care) and Option C (Onsite Programs) may take up to 90 days to populate. Credit for Option B (Health Coaching) and Option E (Tobacco Cessation) should populate within four weeks. To earn credit for Option D (Healthy Lab Values), all three (3) goals must be met. You will see a green checkmark next to each of the goals listed under Option D if you have met the required lab value. When all 3 goals are met, you will earn 80% credit. Option D goals may take up to 90 days to populate.

The MyCigna.com Overview Page shows a goal of 90% and 20%. Why do these not total to 100%?

The Win for Life Wellness Program allows for females to complete an annual physical or an annual well woman/OBGYN exam to complete Step 1: Complete an Annual Physical. Each will count for 10%, totaling 20%. Only one is required – not both. Refer to page 5 of this guide regarding how to check your progress.

One or more of my goals have a note that says: “No award earned: program max met”. Why is this?

When a goal has a note stating: “No award earned: program max met”, it means that you have completed more goals than required; you earned credit for other goals before this goal populated in the system.

Where can I find additional information about the Win for Life Wellness Program?

The MyCigna.com Overview Page lists the steps of the program and the MyCigna.com Goal page lists information regarding each goal. You may also find additional information on the wellness page on the City of Houston website: <http://www.houstontx.gov/hr/benefits/wellness.html>.

I still have questions. Who do I need to contact?

For questions about the overall Wellness Program, contact Wellness at 832-393-6000 or send an email to wconnection@houstontx.gov. For questions about the Health Assessment, contact Cigna at 800-284-8346.