



Getting started with the Cigna Health Benefits+ app





Do you need to have a certain level of phone operating system to use the Cigna Health Benefits+ app?



The Cigna Health Benefits+ app is designed to work best on iOS 17.6 or later and Android 14 or later.

Devices running older operating systems may experience limited functionality for certain features. In such cases, members can always access all functionality through the web portal. While the app has been tested on some older operating systems, compatibility cannot be guaranteed. If a device uses an unsupported operating system, the iOS App Store or Google Play Store will display a notification, and the app will not be available for download or installation.





How/Where to download the Cigna Health Benefits+ app?



Apple App Store



[Click here to Download](#)

[Scan QR Code to Download](#)



Google Playstore



[Click here to Download](#)

[Scan QR Code to Download](#)

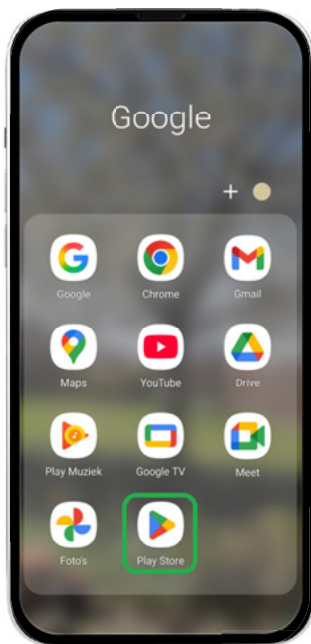


Download the app directly in the Google Play Store
(for Android mobile and tablet devices)

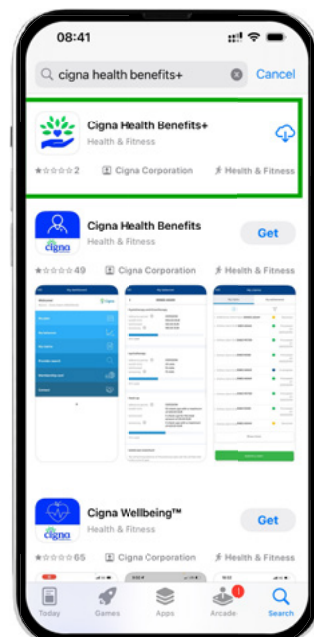
or the App Store
(for IOS mobile and tablet devices):

I. For Android mobile and tablet devices:
Go to the Google Play Store

For IOS mobile and tablet devices:
Go to the App Store



2. Search for 'Cigna Health Benefits+' to find the app and download/intall the app

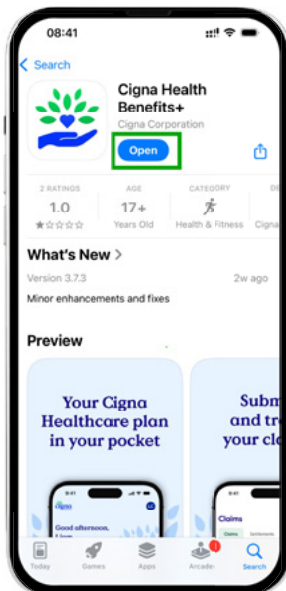




How to login to the Cigna Health Benefits+ app



1. Once installed, click on 'Open' to open the app

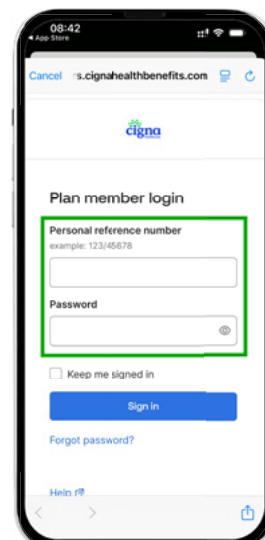


2. Accept or reject Cookies



3. Sign in:

- Enter personal reference number (123/45678)
- Enter personal password
- Click on 'Sign in'



4. At that moment, the Multi Factor Authentication (MFA) process kicks in.

We are using 2-step verification. This extra layer of security helps to ensure that personal information remains protected.

Initial MFA setup is always done on the member portal. If not yet set-up for MFA, then please first login to the member portal www.cignahealthbenefits.com.

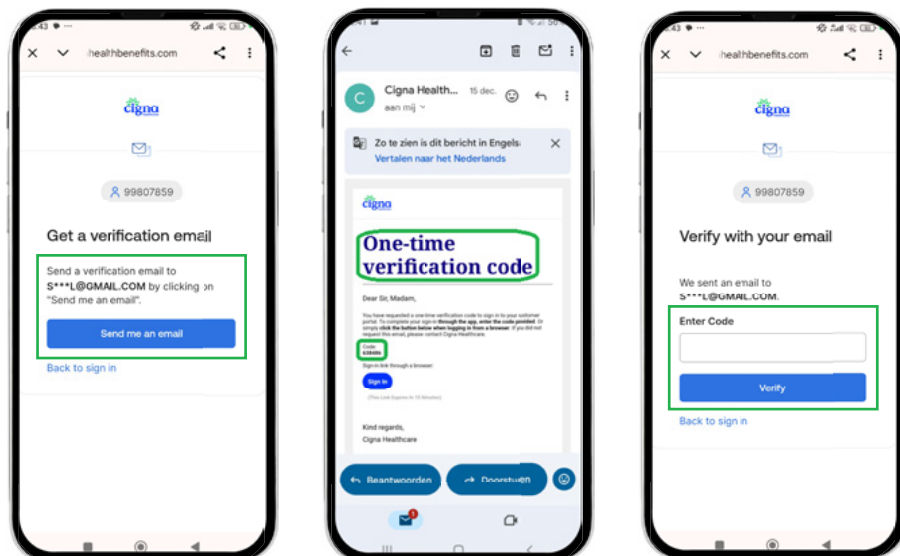
MFA setup for existing members

- When you log into the member portal for the first time using MFA, you will receive a passcode via the email address linked to your profile.
- Once authenticated, you can adjust your preferred MFA settings in the 'My Profile' section [under 'Security Settings'] on the member portal: either a mobile phone number or other email address.

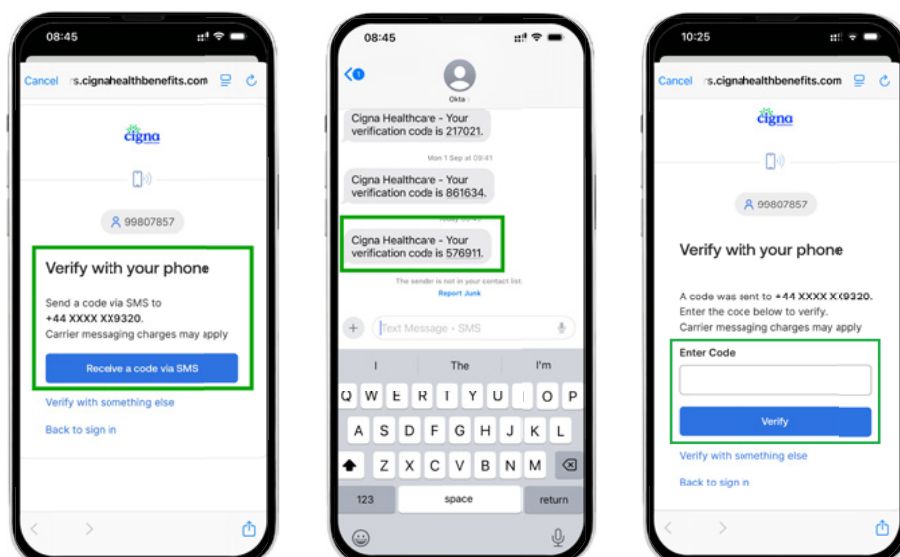
MFA setup for new member

- Upon first login, the email address listed in your personal file will be prefilled as MFA option.
- In the initial authentication flow, you will have the option to select your preferred authentication option: either an email address or mobile phone number.

MFA via email



MFA via SMS



This process will generate a successful login to the CignaHealth Benefits+ app.



What to do in case of difficulties upon first login to the Cigna Health Benefits+ app?



- Go into the app settings
- Usage > internal storage
- Clear cache and clear storage*
- Restart the phone
- Try to login to the app again

In case the problem persists (unable to login)

- Remove the app from phone
- Install the app again
- Go into the app settings
- Usage > internal storage
- Clear cache and clear storage*
- Restart the phone
- Try to login to the app again

If the problem persists, please contact Cigna Healthcare, so that we can look into it further.

Note: the usual process should be smooth and easy, without any login issues.

*How to clear cache and storage

on Android mobile devices and tables: Option 1

- Press and hold on the app icon
- Select app Info
- Open Storage and Cache
- Clear Storage and clear cache

on IOS mobile devices and tables:

- Open the Settings app
- Tap General
- Tap iPhone Storage
- Find and tap the app you want to clear from the list (they're sorted by size)
- Choose Offload App (keeps data, removes cache) or Delete App (removes all data/cache), then reinstall the app from the App Store

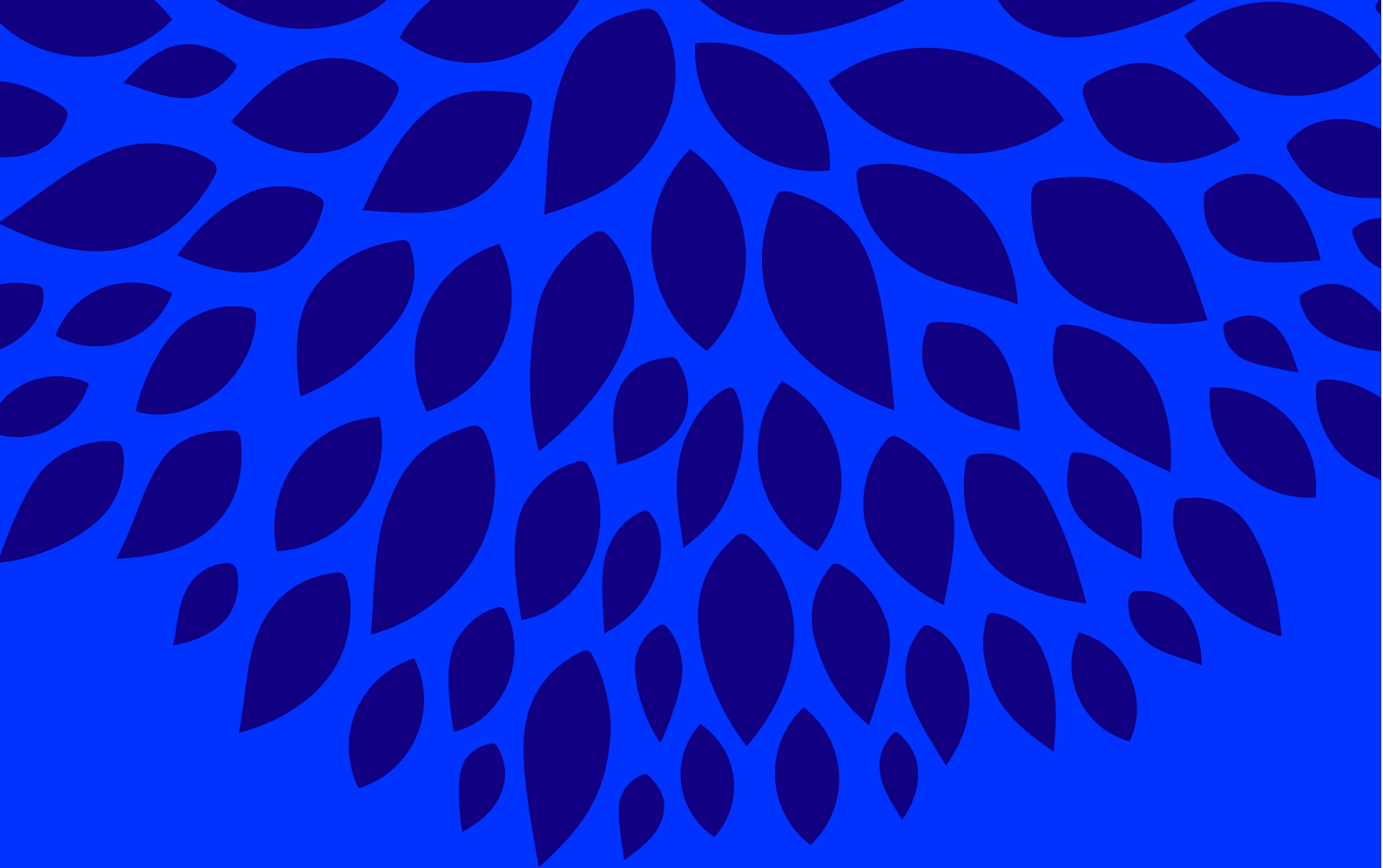
on Android mobile devices and tables: Option 2

- Select Settings
- Open Apps
- Search for 'Cigna Health'
- Open Storage and Cache
- Clear Storage and clear cache
- Restart the phone
- Try to login to the app again



What will happen in case of a new app release/ new app version?

In case 'automatic updates' is enabled in your app settings, you will not need to do anything and the app will upgrade automatically to the latest version. Alternatively, you will receive a notification in the app, informing you that a new version is available. You can then click through to update the app on the spot.



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