

Cigna Digital Annotations V3.0

This document compiles all the Desktop and Native mobile screens for Phase 2 in their final visual state. Each screen also includes annotations describing design intent, as well as key interactions and behavior.

A prototype for the Desktop screens is available at : http://34.238.43.186/ Username: Password:

The native app prototype will be distributed with specific setup instructions by the frog team.

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Component System

Annotation

DATE: 04/13/2018

REPRESENTATION: Schematic

SCREEN

Masonry Component Grid System

DESCRIPTION

This is our component grid system. It is based off the Cigna.com refresh grid but introduces some new component sizes and pairings. The page components combined with our page templates form the building block for the system.

DESIGN INTENT

The masonry system is used to provide clearn and concises logic to the the placement of components. Allowing for multiple combinations within an established framework.

Grid + Spacing

DESKTOP (12 COLUMNS)

XL: 48px



SPACING (DESKTOP - TABLET)	SPACING (MOBILE)
S: 8px	S: 8px
M: 16px	M: 16px
ML: 24px	ML: 24px
L: 32px	L: 32px

MOBILE (6 COLUMNS)

Ful1 1176p	Ble	ed										
Large 1111p	X											
xSmal 158px	1											

Small 349px				Small					Small			
Mediu 539 p	im DX					Mediu	Im					
Body 730 p	x								Small 158px			
Small				Body								



Full Bleed

Large

xSmall

xSmall

Medium

Body

Templates

Desktop Navigation

In-line annotations













		In-line annotations
Logged In		DATE: 04/13/2018
	ID Cards Forms Support Center Site Search	REPRESENTATION: Visual Design
Cigna® Find provders and costs in Dallas, TX Q	⊗ Hi Samantha ∨	
Home Claims Accounts Coverage Pharmacy My Health		screen Navigation
Logged In Scolled		1 MENU HOVER On hover displays this menu
Home Claims Accounts Coverage Pharmacy My Health		
Logged In – Profile Menu		
	ID Cards Forms Support Center Site Search	
Find provders and costs in Dallas, TX Q	🛞 Hi Samantha 🔨	
Home Claims Accounts Coverage Pharmacy My Health	Lorem Ipsum Lorem Ipsum Lorem Ipsum	
	Lorem Ipsum	





Baclofen Pump Therapy

See all results **D**

Mobile Navigation

Annotation

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

_

Responsive Web Navigation

WHO IS THIS SCREEN FOR?

DESCRIPTION Function and display of various states of responsive web navigation. DESIGN INTENT

This pattern uses the hamburger menu and drawere system to accomodate the information architecture of cigna.com.

Before authentication

r&T	9:41	100% Log in	••••• AT&T	9:41	
			Find p	providers and co	osts
			HOME		
			INDIVIDUALS A	AND FAMILIES	
			EMPLOYERS A	ND BROKERS	
			HEALTH CARE	PROVIDERS	
			CONTACT AND	SUPPORT	
			CIGNA INTERN	ATIONAL	
			SEARCH		

•••• AT&T 9:41	100%	••••• AT&T	9:41
	×	<	
Find providers and	d costs	Plans and Se	ervices
		Overview	
HOME		Offered Ci	gna Through Wor
INDIVIDUALS AND FAMILIES	^	Dental Pla	ns
Overview		Supplemen	ntal Insurance
Plans and Services		Medicare	
Understanding Insurance	e	Internation	al Coverage
Member Resources			
Health and Wellness			
EMPLOYERS AND BROKERS	~		
HEALTH CARE PROVIDERS	~		
CONTACT AND SUPPORT			
CIGNA INTERNATIONAL			
SEARCH			

100%

×

Logged in



Annotation

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

_

iOS Navigation

WHO IS THIS SCREEN FOR?

DESCRIPTION Function and display of various states of iOS navigation. DESIGN INTENT This interface uses 'kit' patterns that exist in iOS H.I.G.

iOS











all 🗢	9:41 AM	* 100% 💻
🖞 Cigna.	Menu	Logout
CLAIMS		
Claim Histo	ory	
Reimbursm	nent Requests	
ACIDUNTS		
Overview		
Transactio	ns	
HRA Accou	unt Status	
Download	Statements	
COVERAGE		
Overview		
Telehealth	Connection	
PHARMARY		
Home Deli	very	
Prescriptio	ns	
MY HEALTH		
Health Ass	esment	1
tion Home		Menu

Annotation

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

_

Android Navigation

WHO IS THIS SCREEN FOR?

DESCRIPTION Function and display of various states of Android navigation. DESIGN INTENT This interface uses 'kit' patterns that exist in Material Design.

Android





		V 🚽 着 12:30
4	Samantha Little Last logged in 2 days ago	LOG OUT
	Glaims	
	Claims history	
	Reimbursement request	
	Accounts	
	Overview	
	Transactions	
	Download statements	
Social	Coverage	
operat	⊲ 0	

Alerts

Annotation

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

Alert Mechanism

DESCRIPTION

Function and display of alerts mechanism to be used in cigna.com (mycigna).

DESIGN INTENT

The frog design team has leveraged the work done withing the cigna.com refresh work to represent alerts.

ID Cards Forms	Support Center	Site Search
----------------	----------------	-------------

In-line annotations



After you meet your out-of-pocket (OOP) max, you pay nothing for in-network services.

View my coverage 📀

Before your deductible is met,

you pay the full negotiated rate.

MAR 14 • A day ago	안 Medical claim processed Lou's visit with Dr. Lexia Chadwick, MD on January 21st, 2018	\$112.64 YOUR RESPONSBILITY
MAR 07 • A week ago	New message from Jamie L. According to your claims, you owe \$300.00 for your visit	
FEB 02 • A month ago	New provider addedDr. John Smith has joined your health team as your internist.	
JAN 29 2 months ago	Cigna tip It's not too late! Earn your \$100 Step Challenge reward before December 31st.	
JAN 28 2 months ago	OutputMedical claim receivedLou's visit with Dr. Lexia Chadwick, MD on January 21st, 2018	
OCT 1 6 months ago	Dental claim processedLou's visit with Dr. April Gerard, DO on September, 19th 2017	\$58.37 YOUR RESPONSIBILITY
SEP 20 7 months ago	Opental claim received Lou's visit with Dr. April Gerard, DO on September, 19th 2017	

After you meet your deductible,

you pay less.

Common Forms

Medical Appeals

<u>Medical Appeals Requests Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore. **Transition and Continuity of Care**

<u>Transition and Continuity of Care Request Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Texas Standard Priority

<u>Texas Standard Priority Authorization Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

View all forms 📀



Give us a call

Help with your plan & coverage 1-800-244-6224



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



Language Assistance available for help in your language, speak with an interpreter at no cost.



I want to	Resources	Other Cigna Websites	About Cigna
Get an ID Card	Health and Wellness	Health Care Provider Portal	Company Profile
File a Claim	Glossary	Employer and Broker Portals	Careers
View My Claims and EOBs	Programs for Members	Medicare	Newsroom
Check Coverage Under My Plan	Cigna Mobile Apps	Behavorial Health	Investors
See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators
View Eligible FSA, HSA, HRA Expenses			International
Find a Doctor, Dentist, or Facility			
Find a Form			
Contact Cigna			
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ID Cards Forms Support Center Site Search	Tn-line annotations
Find providers and costs in Dallas, TX Q B Hi Lou V	DATE: 04/13/2018
Home Claims Accounts Coverage Pharmacy My Health	REPRESENTATION: Visual Design
March 15, 2019 Welcome back, Lou. We have a <u>new update</u> for you. You have <u>\$2,641</u> in your Flexible Spending Account (FSA). You have earned <u>\$18 of \$1,000</u> of your incentives.	SCREEN 01.04.01 OG_Dashboard_Logged in
	FPO only, this is an inline alert and will function with the same rules and limitations as in the cigna.com refresh.
Status for: Lou Medical Plan : Cigna Health PPO Medical ID : U26438753 01 Medical Account : 4635285601 View ID cards ()	
Amount spent: \$3,900 Reach deductible in: \$2,600	
\$4,500 Deductible Out-of-pocket maximum	
You pay Cost-share Plan pays Before your deductible is met, After you meet your deductible, After you meet your out-of-pocket (OOP) max, you pay the full negotiated rate. you pay less you pay less	
View my coverage	

Latest Updates

MAR 14 • A day ago	안 Medical claim processed Lou's visit with Dr. Lexia Chadwick, MD on January 21st, 2018	\$112.64 YOUR RESPONSBILITY
MAR 07 A week ago	New message from Jamie L. According to your claims, you owe \$300.00 for your visit	
FEB 02 • A month ago	New provider addedDr. John Smith has joined your health team as your internist.	
JAN 29 2 months ago	Cigna tip It's not too late! Earn your \$100 Step Challenge reward before December 31st.	
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OCT 1 6 months ago	Dental claim processedLou's visit with Dr. April Gerard, DO on September, 19th 2017	\$58.37 YOUR RESPONSIBILITY
SEP 20 7 months ago	안 Dental claim received Lou's visit with Dr. April Gerard, DO on September, 19th 2017	



Please note, open enrollment for 2018 health plans is over You can only apply for a new health insurance plan if you qualify for special enrollment.

Common Forms

Get an ID Card

File a Claim

<u>Medical Appeals Requests Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Transition and Continuity of Care

Transition and Continuity of Care Request Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Texas Standard Priority

Texas Standard Priority Authorization Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

View all forms 📀

Give us a call \square Help with your plan & coverage Email Us 1-800-244-6224 For TTY/TDD service for hard of hearing and deaf callers, call 711 for **Telecommunications Relay Service.** Placeholder D d Language Assistance available Support for help in your language, speak with an interpreter at no cost. Center Other Cigna Websites About Cigna I want to... Resources

Health Care Provider Portal

Employer and Broker Portals

Company Profile

Careers

View My Claims and EOBs	Programs for Members	Medicare	Newsroom
Check Coverage Under My Plan	Cigna Mobile Apps	Behavorial Health	Investors
See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators
View Eligible FSA, HSA, HRA Expenses			International
Find a Doctor, Dentist, or Facility			
Find a Form			
Contact Cigna			
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Health and Wellness

Glossary

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.00 Homepage - User Type Intercept

WHO IS THIS SCREEN FOR? Any user visiting cigna.com

DESCRIPTION

This screen is the general Cigna homepage, in a state that is only displayed to unrecognized users, and is not personalized in any way. It prioritizes the most relevant content for current and potential cigna customers, and directs employers/brokers or healthcare providers to appropriately targeted homepages.

DESIGN INTENT

The design intent of this screen is to direct a user to a part of the site where they can complete their intended task - eg, by searching the directory or logging in and viewing their personalized dashboard - or directing them to a more targeted homepage where we can better serve their needs.



Contact and Support 1 Site Search Cigna International About Cigna

² d Doctors, Dentist or Facilities 3

In-line annotations

04/13/2018 DATE:

Visual Design **REPRESENTATION:**

Employers and Brokers Individuals and Families Health Care Providers

Together, all the way

For over 200 years, Cigna has helped people around the world work together to achieve healthier, more secure lives.

Explore our plans 📀



Log in

Are you a current customer?

Logging into Cigna is your go-to as a Cigna member. Search doctors covered under your plan, estimate costs, check claims, get ID cards, and more.

Log in

Get the app 📀 Register 📀

Looking for care?

Check if your doctor is in network, and estimate costs for procedures.

Find a doctor, dentist, or facility 📀

Have you been offered insurance through work?

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Floating Link 📀

Floating Link 📀

SCREEN

01.00 Homepage_User type intercept_02

SEARCH 1

On click or tap inititates site search function (tbd)

FIND A PROVIDER 2

On click or tap redirects users to the provider directory page.

3 LOG IN

On click or tap redirects users to a page that allows them to fill out their Cigna credentials.

USERT TYPE SELECTION

On click or tap customers are redirected to the plans offered for their user type through this module.



Supplemental Insurance

International Coverage

This time, America's TV Doctors are helping save lives for real: by asking you to get your annual check-up, know your health numbers and take control of your health.

Latest Update

For those affected by Tropical Storm Nate, Hurricane Irma, Hurricane Harvey, and other recent natural disasters July 28, 2017

See all updates 📀

Press Release

Cigna Assists People Affected by Las Vegas **Shooting With Free 24x7 Telephone Help Line**

Support is available for the general public as well as Cigna members.

Employer Resources Wellness Regulations - A **Compliance Alphabet Soup**

In this webinar, we walked through federal wellness regulations, including those under the Affordable Care Act (ACA), the Americans with Disabilities Act (ADA), and the Genetic Information Nondiscrimination Act (GINA).

Health and Wellness Eggs-traordinary California **Avocado Breakfast Muffins**

Help your mind and body get started in the morning with this delicious, healthy recipe. Avocados are rich in potassium, which can help reduce blood pressure.

Email Us

Give us a call Help with your plan & coverage 1-800-244-6224

For TTY/TDD service for hard of hearing and deaf callers, call 711 for

Support

Center

Telecommunications Relay Service.

Language Assistance available for help in your language, speak with an interpreter at no cost.

Other Cigna Websites I want to... Resources About Cigna Get an ID Card Health and Wellness Health Care Provider Portal Company Profile File a Claim Employer and Broker Portals Careers Glossary Programs for Members View My Claims and EOBs Medicare Newsroom Check Coverage Under My Plan Cigna Mobile Apps Behavorial Health Investors See Prescription Drug List Employer ACA Responsibilities More Cigna Sites... Suppliers Sign Up for Home Delivery Pharmacy Third Party Administrators View Eligible FSA, HSA, HRA International Expenses Find a Doctor, Dentist, or Facility Find a Form Contact Cigna Language Assistance © 2019 Cigna. All rights reserved Privacy Nondiscrimination Notice Español \checkmark Customer Rights Report Fraud Legal Disclaimer Cigna Companies by State Follow Us Product Disclosures More... Site Map in

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DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.01 Homepage - Unrecognized, Not Logged In, Not Personalized

WHO IS THIS SCREEN FOR?

Any user visiting cigna.com who has navigated to the "individuals and families" homepage.

DESCRIPTION

This screen is focussed on the needs of current or potential customers, and directs them to screens.

DESIGN INTENT

This page recognizes the user type, and hence is designed with the intent of prioritizing information relevant to their specific needs.

Find Doctors, Dentist or Facilities

INDIVIDUALS AND FAMILIES V

Plans and Services

Understanding Insurance

Health and Wellness Member Resources

Log in

In-line annotations

04/13/2018 DATE:

Visual Design **REPRESENTATION:**

Want lower health costs?

There are a few simple things you can do to keep your out-of-pocket health care spending in check.

6 ways to pay less for health care 📀

Looking for care?

Check if your doctor is in network, and estimate costs for procedures.

Find a doctor, dentist, or facility 📀

Have you been offered insurance through work?

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

SCREEN

01.01 Homepage Unrecognized_Not logged in_Not personalized

USER TYPE SELECTION 1

On click or tap provides a user type selection.

BACK TO ROOT HOMEPAGE 2

On click or tap takes users back to the general homepage (01.00).

Are you a current customer?

Logging into Cigna is your go-to as a Cigna member. Search doctors covered under your plan, estimate costs, check claims, get ID cards, and more.

Register 📀 Get the app 📀

More Resources

Provider Directory Prescription Drug Lists Home Delivery Pharmacy

Using Your FSA, HSA, or HRA Forms More Member Resources...

Learn About Health and Wellness

Our health and wellness knowledge center provides accurate information you can trust. Explore our articles, tools, and podcasts to get advice from experts about your health and medical conditions.

Healthy Eating

Family Care

Medical Conditions

More Topics...

Shopping for Insurance

Buying your own coverage

We offer a variety of plans directly to individuals and families.

Supplemental Insurance Health Insurance International Coverage Medicare **Dental Plans**

Insurance through your employer? Learn about the Cigna medical, dental, and voluntary benefits that many employers offer.

Health and Wellness

Member Resources

Explore Cigna Benefits at Work 📀

Cigna for Individuals and Families Plans and Services Understanding Insurance

Give us a call

Help with your plan & coverage Email Us 1-800-244-6224

Center

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

Language Assistance available for help in your language, speak with an interpreter at no cost.

Other Cigna Websites About Cigna I want to... Resources

Get an ID Card	Health and Wellness	Health Care Provider Portal	Company Profile
File a Claim	Glossary	Employer and Broker Portals	Careers
View My Claims and EOBs	Programs for Members	Medicare	Newsroom
Check Coverage Under My Plan	Cigna Mobile Apps	Behavorial Health	Investors
See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators
View Eligible FSA, HSA, HRA Expenses			International
Find a Doctor, Dentist, or Facility			
Find a Form			
Contact Cigna			
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DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.02 Homepage - Not Logged In, Personalized

WHO IS THIS SCREEN FOR?

Any user visiting cigna.com who has navigated to the "individuals and families" homepage.

DESCRIPTION

This screen shows where user types most recently left off, and directs them to screens.

DESIGN INTENT

This screen recognizes users browsing behavior and encourages engagement by pointing users to where they most recently left off.

Find Doctors, Dentist or Facilities

INDIVIDUALS AND FAMILIES V

Plans and Services

Understanding Insurance

Health and Wellness Member Resources

Log in

In-line annotations

04/13/2018 DATE:

Visual Design **REPRESENTATION:**

Want lower health costs?

There are a few simple things you can do to keep your out-of-pocket health care spending in check.

6 ways to pay less for health care 📀

SCREEN

01.02 Homepage_Not logged in_Personalized

HISTORY ACTIONS 1

The system will display the lastest 3 visited pages / selections of the site. Much like what 'Amazon' does for products. If less than 3 items are available in the history then the system will display commonly searched items for the available spot.

1 ck up where you left off:

Find a dentist

Dental cost calculator

Take dental quiz

Are you a current customer?

Logging into Cigna is your go-to as a Cigna member. Search doctors covered under your plan, estimate costs, check claims, get ID cards, and more.

Looking for care?

Check if your doctor is in network, and estimate costs for procedures.

Find a doctor, dentist, or facility 📀

Interested in becoming a Cigna customer?

Register 📀 Get the app **D**

Log in

Learn about the Cigna medical, medicare, dental plans, supplemental insurance and international coverage.

Explore plans available to you 📀

More Resources

Provider Directory Using Your FSA, HSA, or HRA **Prescription Drug Lists** Forms Home Delivery Pharmacy More Member Resources...

Learn About Health and Wellness

Our health and wellness knowledge center provides accurate information you can trust. Explore our articles, tools, and podcasts to get advice from experts about your health and medical conditions.

Healthy Eating

Family Care

Medical Conditions

More Topics...

Shopping for Insurance

Buying your own coverage We offer a variety of plans directly to individuals and families.

Health Insurance Supplemental Insurance International Coverage Medicare

Dental Plans

Insurance through your employer? Learn about the Cigna medical, dental, and voluntary benefits that many employers offer.

Explore Cigna Benefits at Work 📀

Cigna for Individuals and Families	Plans and Services	Understanding Insurance	Health and Wellness	Member Resources

Give us a call

Email Us

Help with your plan & coverage 1-800-244-6224

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

Support Center

Language Assistance available for help in your language, speak with an interpreter at no cost.

Other Cigna Websites About Cigna I want to... Resources

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View My Claims and EOBs	Programs for Members	Medicare	Newsroom
Check Coverage Under My Plan	Cigna Mobile Apps	Behavorial Health	Investors
See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators
View Eligible FSA, HSA, HRA Expenses			International
Find a Doctor, Dentist, or Facility			
Find a Form			
Contact Cigna			
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Customer Rights	Report Fraud		
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DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.03 Homepage - Recognized

WHO IS THIS SCREEN FOR? Any user who previously has logged into the site.

DESCRIPTION

This screen is focussed on welcoming customers back and prompting them to log in again.

DESIGN INTENT

This page is designed to provide confirmation to the user of having reached their Cigna login page.

Find Doctors, Dentist or Facilities

DATE: 04/13/2018

REPRESENTATION: Visual Design

In-line annotations

SCREEN

1

3

4

01.03 Homepage_Recognized

LOGIN REDIRECT

Clears the recognized status of the user and loads an uncookied login page.

2 CUSTOMER LOGIN

Allows customers to login by filling in their Cigna credentials. As showm user ID is cookied and preloaded.

FORGOT USER ID

On click or tap initiates forgot user id flow.

FORGOT PASSWORD

On click or tap initiates forgot user password flow.

Cigna®

February 15, 2019

Welcome back, Samantha!

Please log in to view your dashboard and account information.

1 ot Samantha?

5 **BROWSING LINK** On click links user to unrecognized hompage 01.00

Learn About Health and Wellness

Our health and wellness knowledge center provides accurate information you can trust. Explore our articles, tools, and podcasts to get advice from experts about your health and medical conditions.

Healthy Eating

Family Care

Medical Conditions

More Topics...

Common Forms

Medical Appeals

<u>Medical Appeals Requests Form</u>

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Transition and Continuity of Care

<u>Transition and Continuity of Care Request Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Texas Standard Priority

<u>Texas Standard Priority Authorization Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

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Help with your plan & coverage 1-800-244-6224

Support Center Telecommunications Relay Service.

For TTY/TDD service for hard of hearing and deaf callers, call 711 for

Language Assistance available for help in your language, speak with an interpreter at no cost.

I want to	Resources	Other Cigna Websites	About Cigna
Get an ID Card	Health and Wellness	Health Care Provider Portal	Company Profile
File a Claim	Glossary	Employer and Broker Portals	Careers
View My Claims and EOBs	Programs for Members	Medicare	Newsroom
Check Coverage Under My Plan	Cigna Mobile Apps	Behavorial Health	Investors
See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators

View Eligible FSA, HSA, HRA Expenses			International
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DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.05.02 Timed Out

WHO IS THIS SCREEN FOR?

After any logged in user spends a certain amount of time inactive, they will automatically see this screen.

DESCRIPTION

This screen informs customers that they have been automatically logged out due to inactivity, in order to keep their personal data safe.

DESIGN INTENT

This page is intended to give customers a simplified view of their plan, so that they can quickly take action and see a specialist for their immediate needs.

For customer security, they will be logged out after a certain time of inactivity.

On click or tap redirects customers to 01.03.

Our health and wellness knowledge center provides accurate information

you can trust. Explore our articles, tools, and podcasts to get advice from experts about your health and medical conditions.

Healthy Eating

Family Care

Medical Conditions

More Topics...

Common Forms

Medical Appeals

Medical Appeals Requests Form

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Transition and Continuity of Care

Transition and Continuity of Care Request Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Texas Standard Priority

Texas Standard Priority Authorization Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

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Help with your plan & coverage 1-800-244-6224

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Support Center

Language Assistance available for help in your language, speak with an interpreter at no cost.

want to		

Get an ID Card

File a Claim

View My Claims and EOBs

Check Coverage Under My Plan

See Prescription Drug List

Sign Up for Home Delivery Pharmacy

View Eligible FSA, HSA, HRA Expenses

Resources Health and Wellness Glossary Programs for Members Cigna Mobile Apps Employer ACA Responsibilities Other Cigna Websites Health Care Provider Portal Employer and Broker Portals Medicare Behavorial Health More Cigna Sites...

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DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.04 Dashboard - Logged In

WHO IS THIS SCREEN FOR?

Any logged in users dashboard – this is the first thing they see once entering their Cigna credentials.

DESCRIPTION

This screen displays important account information, the deductible tracker and activity feed.

DESIGN INTENT This page is designed to give users a comprehensive view of their account and activites.

View ID cards **()** 5

Plan pays

After you meet your out-of-pocket (OOP) max,

you pay nothing for in-network services.

2	NAVIGATION MENU
	Depending on the servies available to the user
	this menu will display available functions. As

3

shown: User has medical services.

PERSONALIZED GREETING AND STATUS OVERVIEW

Greeting is personalized by addressing customers by name and displaying the most relevant health information upfront. Functions are displayed as follows:

a. Displays dollar amount available in all current active accounts. Click or tap on dollar amount redirects users to their corresponding account page. If none are available, copy is

\$8,500

Out-of-pocket maximum

Medical Account: 4635285601

Medical ID: U26438753 01

\$4,000

Deductible

replaced with other account relevant information
(tbd).

STATUS DISPLAY SELECTION

This function provides a contextual summary of current deductible status. The dropdown affects the information shown in the tracker below, in the following manner:

- a. Select member view
- b. Select in-network vs. out of network.
- c. Select service.

VIEW ID CARDS

5

6

On click or tap takes customers to all medical cards for that plan.

YOU ARE HERE

This visual element moves as the deductible status progresses. It also displays the current OOP expenses of the selected customer, and the OOP espenses left in order to meet thier deductible. If their deductible is already met, the OOP Max is displayed in place of the deductible. If their OOP max is met, copy indicates they so not pay anything OOP for the rest of the year.

VIEW MY COVERAGE

Redirects users to a page with more detailed coverage description.

LATEST UPDATES

Displays a list of the 7 most recent claims and actions. Click or tap on each action field will redirect customers to a detail view of that

Cost-share

After you meet your deductible,

you pay less.

Common Forms

action or claim.	

8

Medical Appeals

Ge

Fil

View My Claims and EOBs

Product Disclosures

Check Coverage Under My Plan

Medical Appeals Requests Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Medical Plan : Cigna Health PPO

Amount spent: \$1,875

Reach deductible in: \$2,125

You pay

Before your deductible is met,

you pay the full negotiated rate.

6

Latest Updates

Transition and Continuity of Care

Transition and Continuity of Care Request Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Texas Standard Priority

<u>Texas Standard Priority Authorization Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Newsroom

Investors

View all forms 📀

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Support Center	For TTY/TDD service for hard of hearing and deaf callers, call 711 for Telecommunications Relay Service. Language Assistance available for help in your language, speak with an interpreter at no cost. Live Chat			10
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	Glossary	Employer and Broker Portais	Careers	

Medicare

Behavorial Health

in D More...

9 ACTION / UPDATE CARD

On click or tap links to corresponding page. Cards display relevant event information and may include costs (your responsibility). Cards cannot be dismissed. When an update for an event such as a claim arrives it it presented in an additional card. Cards are presented in chronological order.

For user and services shown the following core cards will display:

- New claim received
- Claim processed
- Prescriptions shipped (HDP)
- Prescriptions expired
- Upcoming dental appointments
- Alerts
- Client notifications & messaging
- Incentives
- Benefit promotions
- Plan changes (coverage ending; new plan)

10 LIVE CHAT

On click or tap expands to a live chat (not shown). This component sticks to the bottom right of the browser window.

See Prescription Drug List	Employer ACA Responsibilities	More Cigna Sites	Suppliers
Sign Up for Home Delivery Pharmacy			Third Party Administrators
View Eligible FSA, HSA, HRA Expenses			International
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Site Map

Programs for Members

Cigna Mobile Apps

DATE: 04/13/2018

REPRESENTATION: Visual Design

SCREEN

01.04 OneGuide Dashboard - Logged In

WHO IS THIS SCREEN FOR?

OneGuide logged in users dashboard – this is the first thing they see once entering their Cigna credentials.

DESCRIPTION

This screen displays important account information, in addition to extra services provided for OneGuide users.

DESIGN INTENT

This page is designed to give OneGuide users a comprehensive view of their account and activites.

		ID Cards Forms Support Center Site Search	Tn-line annotations
Find providers and costs in Dal	llas, TX	🛞 Hi Lou 🗸	DATE: 04/13/2018
Home Claims Accounts Cove	erage Pharmacy My Health		REPRESENTATION: Visual Design
 March 15, 2019 Welcome back, Lou. We have a You have \$2,641 in your Flexibl You have earned \$18 of \$1,000 	a <u>new update</u> for you. le Spending Account (FSA). of your incentives.		SCREEN 01.04.01 OG_Dashboard_Logged in UPDATE NOTIFICATION
Status for: Lou Medical Plan : Cigna Health PPO Amount spent: \$3,90 Reach deductible in: \$2,	In-Network Medical ID: U26438753 01 Medical Account: 4	 ✓ Medical ✓ 635285601 View ID cards ◊ 	 For oneguide members a custom action / update notification is displayed on the greeting line. This notification displays if a new update is received in between user sessions. Upon log out or time out out update marks are removed and notification is reset. UPDATE CARD MARK Cards that arrive after the previous user session are marked as shown. Mark is cleared on log out.
\$4 Dec You pay Before your deductible is met, you pay the full negotiated rate.	A,500 ductible Out-o Cost-share After you meet your deductible, you pay less.	\$8,500 of-pocket maximum Plan pays After you meet your out-of-pocket (OOP) max, you pay nothing for in-network services. View my coverage 3	3 ONE GUIDE CARDS In addition to standard cards one guide users receive cards for : Next Best Actions Be prepared, Save money, Maximize coverage, Be informed Conversation history Health team (TBC)

atest Updates		
2 MAR 14 A day ago	Medical claim processedLou's visit with Dr. Lexia Chadwick, MD on January 21st, 2018	\$112.64 YOUR RESPONSIBILITY
MAR 07 • A week ago	New message from Jamie L. According to your claims, you owe \$300.00 for your visit	
FEB 02 • A month ago	Image: Weight with the state of the state	
JAN 29 • 2 months ago	Cigna tipIt's not too late! Earn your \$100 Step Challenge reward before 12/31.	
JAN 28 • 2 months ago	Medical claim receivedLou's visit with Dr. Lexia Chadwick, MD on January 21st, 2018	
OCT 1 6 months ago	Dental claim processedLou's visit with Dr. April Gerard, DO on September, 19th 2017	\$58.37 YOU RESPONSIBILITY
SEP 20 • 7 months ago	Dental claim receivedLou's visit with Dr. April Gerard, DO on September, 19th 2017	

4 CIGNA ASSIST

On click or tap expands cigna assist platform (not shown).

Common Forms

Medical Appeals

<u>Medical Appeals Requests Form</u> Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Transition and Continuity of Care

Transition and Continuity of Care Request Form Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

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Support Center	Language Assistance available for help in your language, speak with an interpreter at r	no cost.	
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