

## How to Access Insurance Cards

### Cigna (Medical Insurance)

**Your Cigna Medical Insurance Card will be available electronically.** Cigna does not send out physical ID cards.

- Create an account on [www.mycigna.com](http://www.mycigna.com) to access (more details below).
- Download the **myCigna app** to manage your benefits anytime, anywhere
  - View your digital ID card
  - Check claims and account balances
  - Compare provider costs
  - Search for doctors and specialists

### How to use Cigna Digital ID Card:

- Digital ID cards can be easily shared: Download the card image to save, share, print, or email to dependents or providers as needed. On your mobile device, you can add your ID card to your Apple Wallet or Google Wallet.
- Providers will have different ways to process digital ID cards. You can:
  - Show your ID card on your phone screen at the provider's office
  - Save an image and email it to them from your secure myCigna inbox
  - Print an ID card to give to them

### How to access your Cigna Digital ID Card

- Go to [www.mycigna.com](http://www.mycigna.com)
- Select “Register”. The below page will pop up with information on what is needed to register.

If you're the **subscriber** (you signed up for the plan through your employer or on your own through a health exchange), you'll need:

- Your Social Security Number
- OR Cigna Healthcare ID number (found on the front of your ID card)
- OR Medicare number

If you're the **dependent** (the child or spouse/partner covered under someone else's plan), you'll need:

- Your Social Security Number
- OR Cigna Healthcare ID number (found on the front of your ID card)
- OR the subscriber's Social Security number
- **AND** the subscriber's home ZIP code

For Employee Assistance Program (EAP) or Confide only, you'll need:

- The Employer Name or ID

**Make sure:**

- You're enrolled in a Cigna plan with coverage based in the United States (International customers should register with [Cigna Envoy](#))
- Your date of birth and ZIP code match what's on file with your employer (if your plan is offered through work)

[Start Registration](#)

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- Select “**Start Registration**” and complete the steps to register.
  - Once registered, login to your account
  - Click the “ID Cards” menu option
  - Select the ID card you want to view
  - Print, download, save, or share with provider as needed.
  - Find more information here: <https://www.cigna.com/individuals-families/member-guide/>

**Guardian (Dental and Vision Insurance)**

- **If you are enrolled in BOTH Dental and Vision, you will use the same ID card,** follow the instructions below to register with Guardian to view your ID card and benefit information.
- The digital cards may look different from printed copies. The provider only needs your Name, SSN and Date of Birth to verify your benefits
- How to access your Dental ID card and Vision ID (VSP Choice) Cards.
  - To access, log onto [www.guardiananytime.com](http://www.guardiananytime.com) and select “My Account/Login” at the top right of the screen. If you are a first-time user, select “Register Now” as a “Member”. Your Group number is 00553596. Once registered you can view, print or email your Dental ID card or Vision ID card \*If enrolled in Dental AND Vision, you will use the SAME ID card for both\*

**\*Questions? Call or email Alera at 864.233.1101 or [employeeecare@aleragroup.com](mailto:employeeecare@aleragroup.com). Remember to include your name, your employer’s name and the nature of your issue when emailing.**