

# How to retrieve an electronic version of an Explanation of Benefits (EOB)

1. Log onto [www.mycigna.com](http://www.mycigna.com) with your CIGNA User ID and Password (not Pace credentials)  
If you do not have a user ID and password, click on “REGISTER NOW” and using your SSN or Card Number, register for online access. Once you have completed that process then log in using your newly created User ID and Password.

https://my.cigna.com/web/public/guest

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LOGIN / REGISTER LEARN HOW TO REGISTER SITE BENEFITS

## Login to myCigna.com

User ID »

Password »

LOGIN

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Don't have a user ID and Password?

[REGISTER NOW](#) [REGISTRARSE EN ESPAÑOL](#)

Registering to take the Health Assessment?  
If you or your dependent(s) are registering to take the Health Assessment, each person must register separately and then log in with their own User ID and Password.

¿Está buscando myCigna en español? Obtenga más información.

Not sure which site to use? » [Check Your ID Card](#) | [Other Cigna Websites & myCigna Capabilities](#)

2. Select “Manage Claims & Balances” and “Explanation of Benefits (EOB) Documents”

https://my.cigna.com/web/secure/my

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- Claims
- [Explanation of Benefits \(EOB\) Documents](#)
- Quicken Health Expense Tracker

## Coming soon... Generic Diovan

Order Diovan through Cigna Home Delivery Pharmacy and we'll order the generic version when it's available.

SWITCH TODAY

update from Cigna Home Delivery Pharmacy

ID Cards  
Request a new ID card or print a temporary one.  
[Get started now](#)

Claims & Account Balances  
Track claims and balances

View Coverage for Me and My Family  
[View coverage now](#)

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3. Find the date of the EOB you are looking for and click on the far right where it indicates "PDF". This will automatically open the EOB in Adobe.

Starting May 2010, EOBs are posted as soon as they are created

VIEW » Medical claims FOR » All Patients WITHIN » Last 365 Days FIND EOBs

Processed Date	Date(s) of Service	Patient	Reference #	EOB Type	
08/20/2012	07/26/2012		9681221612096	Medical claim	PDF
08/14/2012	07/26/2012		9681222197257	Medical claim	PDF
08/10/2012	08/06/2012		9681222297935	Medical claim	PDF
08/04/2012	07/30/2012		9681221690407	Medical claim	PDF
07/02/2012	06/19/2012		9681218299829	Medical claim	PDF
04/03/2012	03/27/2012		9681209300238	Medical claim	PDF
03/27/2012	02/03/2012		9681204893652	Medical claim	PDF
02/20/2012	02/03/2012		9681204893652	Medical claim	PDF

[+] Feedback

After selecting the PDF you will see the following:



**Customer service**  
Call the number on the back of your ID card or  
(800) 244-6224 (1.800.CIGNA24)  
[www.myCIGNA.com](http://www.myCIGNA.com)

If you have any questions about this document,  
please call Customer Service at the number  
above. Please have your reference number ready.

**Service date**  
July 26, 2012

**Reference # / ID**  
9681222197257 / U40798308

**Account name / Account #**  
PACE UNIVERSITY / 3331784

**THIS IS NOT A BILL.**  
Your health care professional may bill you directly  
for any amount that you owe.

### Explanation of benefits

for a claim received for KATHRYN RENNA, Reference # 9681222197257

Summary of a claim for services on July 26, 2012

for services provided by [REDACTED]

Amount Billed	\$358.00	This was the amount that was billed for your visit on 07/26/2012.
Discount	\$0.00	CIGNA negotiates discounts with health care professionals and facilities to help you save money. Using an in-network option is one way you can save. Visit <a href="http://myCIGNA.com">myCIGNA.com</a> or call Customer Service to learn more.
Amount not covered	\$107.60	This is the portion of your bill that's not covered by your CIGNA plan. You may or may not need to pay this amount. See the Notes section on the following pages for more information.
What CIGNA plan paid	\$250.40	will pay \$250.40 to [REDACTED]
What I owe	\$0.00	This is the amount you owe after your discount, your CIGNA plan paid, and what your accounts paid. People usually owe because they may have a deductible, have to pay a percentage of the covered amount, or for care not covered by their plan. Any amount you paid since care was received may reduce the amount you owe.
You saved	69%	You saved \$250.40 (or 69%) off the total amount billed. This is a total of your discount and what your CIGNA plan paid. To maximize your savings, visit <a href="http://www.myCIGNA.com">www.myCIGNA.com</a> or call customer service to estimate treatment costs, or to compare cost and quality of in-network health care professionals and facilities.

4. Print (Control-P) or Save (Control-S) all pages of your EOB.

An EOB is an excellent way to understand how much your healthcare provider charges for services, if in-network, how much the insurance company has negotiated a discount, or in out-of-network cases, how much the insurance company recognizes as reimbursable (usual, customary and reasonable rate (UCR)), and how much they will pay of the UCR amount. It also helps in preventing fraud. If you see that your healthcare provider billed the insurance company for a service you did not receive, contact your service provider, CIGNA or University Benefits.