



Cigna Healthcare Digital Enhancements



At Cigna Healthcare®, we're all about helping our customers get better care, faster. The more employees are digitally engaged, the better the care, the outcomes, and the costs.

We are committed to delivering superior experience for our customers and clients through frequent enhancements and updates to our digital experience.

Prior authorization status tracker

Improving and accelerating prior authorization updates for our customers

We recently launched a prior authorization status tracker on myCigna.com® and the myCigna® Mobile App.¹ This new feature is intended to make the prior authorization process for certain medical treatments or procedures more transparent, providing customers with:

- Insight into the lifecycle of a prior authorization
- Answers to frequently asked questions
- A list of common services that require prior authorization
- The status of each prior authorization
- Information about the prior authorization and decision, including decision letters, reasons for denials, and next steps to take if a prior authorization was denied

Continue to the next page to see how the tracker comes to life in the digital experience and **contact your Cigna Healthcare representative for more information.**

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Prior Authorizations

Prior authorizations, or approval for medical services, may be required before receiving certain kinds of complex medical treatments or procedures.

Your prior authorization will display here as soon as your provider submits it.

[Authorizations FAQs](#) [Common services that require authorizations](#)

Changing a filter will automatically update the page.

Show authorizations for:

Leonardo

Within

All available dates



List of FAQs and common services

Status tracker

For Peter's Chronic Maxillary Sinusitis

Received Insurer Review Decision Made Decision Letter Posted

Requested by: Joseph Smith

Status: IN PROGRESS



We have received a prior authorization request for <Peter>, and we're processing it. More information will display here when it's available.

For Leonardo's Chronic migraine w/o aura intractable w/o stat migr

Received Insurer Review Decision Made Decision Letter Posted

Authorization #: OP0725847I2I

Facility Type: Office

Service Description

CT ANGIOGRAPHY HEAD

CT ANGIOGRAPHY HEAD

Requested by: AGNES CZIBULKA

Case Manager: Information Unavailable

Status

Service Date

APPROVED

05/03/2024 - 05/03/2025

APPROVED

05/03/2024 - 05/03/2025

Letters

[Authorization Approval \[PDF\]](#) 04/20/2024

Important information about the prior authorization

* Information in the images displayed include mock data for example purposes and do not reflect real customer data.

1. The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

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