



ACCESS PATIENT BENEFITS, ELIGIBILITY, AND ID CARDS ONLINE

Step-by-step guide

Below is a step-by-step guide to help you access patient benefits, eligibility, and ID cards on the Evernorth provider website (Provider.Evernorth.com). If you are not registered for the website, go to Provider.Evernorth.com > [Register](#).

Step 1

Log-in to Provider.Evernorth.com

Ensure that you have the “Patient Search” entitlement. If you do not, contact your organization’s website access manager and request the entitlement.

Step 2

Click **Patients** in the top menu to start search

Alternative ways to search for your patient are:

1. Hover over “Patients” and select “Search Patients”
2. If the patient is already flagged in the “Patients/Recent” dashboard, click on their name

Step 3

Enter the patient’s information into the respective fields and click **Search**

Users can search for patients by using a combination of patient ID (or SSN), date of birth, first and last name, and date of birth.

Step 4

Click on the **Patient ID**

To see a video with detailed instructions of how to access patient benefits, eligibility, and ID cards, visit Provider.Evernorth.com, then click on the digital ID card banner at the top of the page.

Step 5

The **Patient Verification** screen will pop-up

If the patient is correct, click “Confirm Patient.”

Step 6

Click on the **Cigna Medical** tab

Step 7

Click **View patient’s ID card** under the **Coverage Details** section

Step 8

The temporary proof of coverage screen will pop-up with a picture (front and back) of the patient’s ID card

Step 9

Print the digital ID card

When you click “Print,” you can also choose to save the card as a PDF.

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