

Online Features for Members

AllegianceSM
by Cigna Healthcare

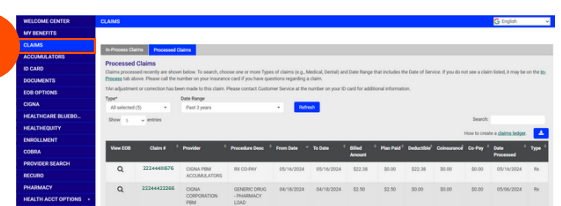
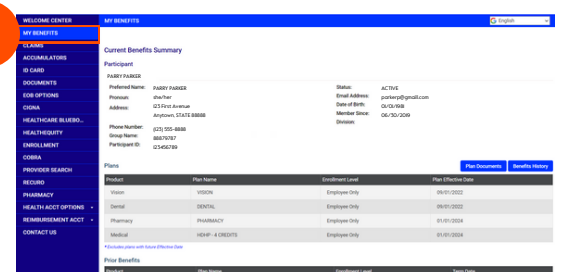
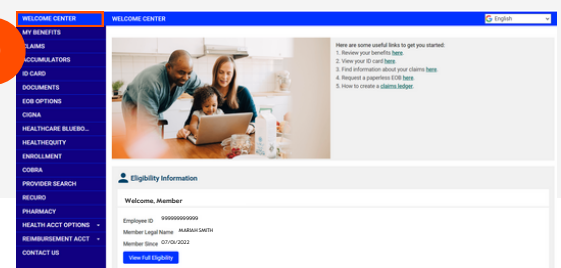
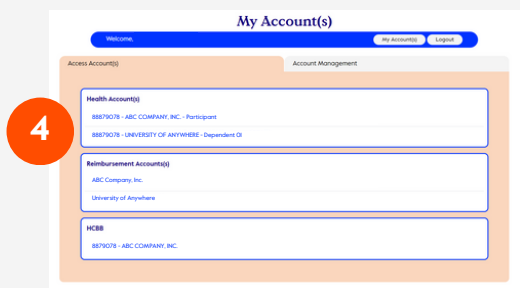
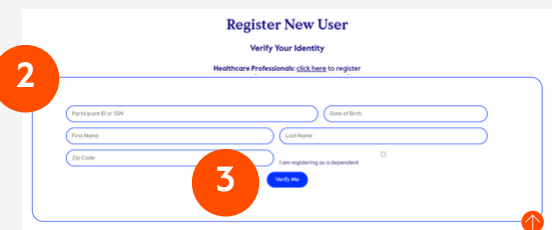
Log in to the Allegiance Member Portal for instant access to claim status, eligibility, benefits information, ID cards, and more. This guide will provide an overview on navigating the site and using its services. To get started, create a login at **www.AskAllegiance.com**.

Logging In

- 1 To create login credentials, click on **Create your account** on the home page below the “Login as a...” drop-down menu. You will be required to enter basic demographic information to verify your identity.
- 2 Once you enter this information, the system will ask you to create a username and password. Please note the specific character and length requirements.
- 3 After clicking **Verify Me**, the system will return you to the main login page. Enter your newly created username and password to continue on to the online member portal.
- 4 The Allegiance online portal allows you to access multiple Allegiance services through a single login. After entering your username and password credentials, please select the service you need. Note that depending on which services are elected, some members may see one or multiple options.

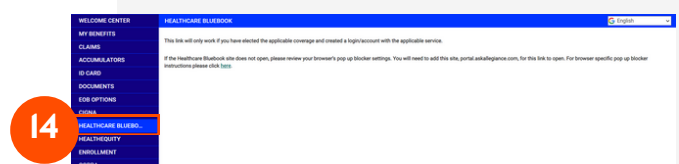
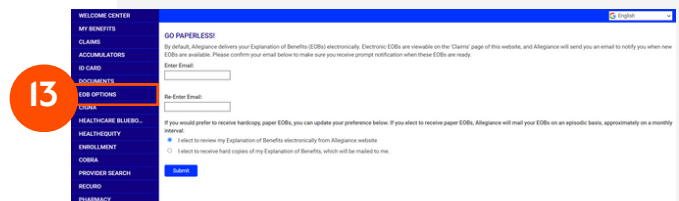
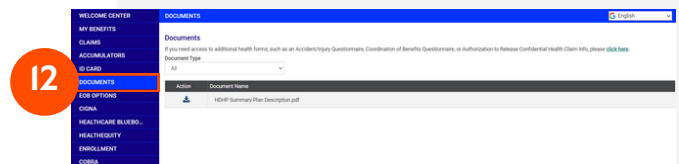
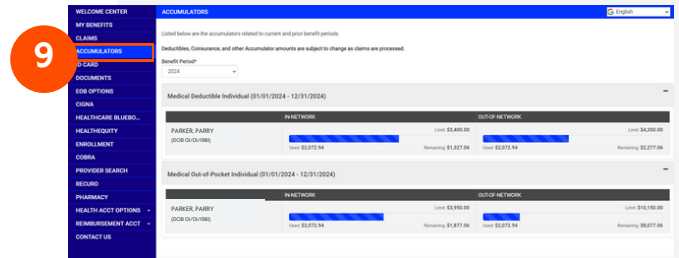
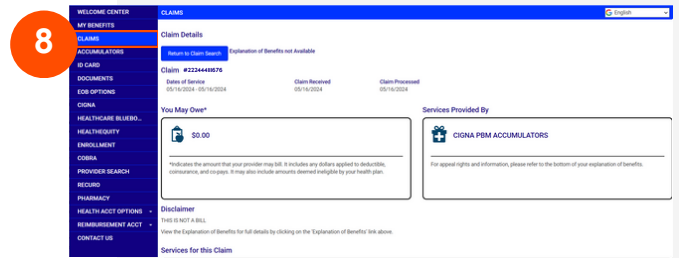
Online Services

- 5 The **WELCOME CENTER** includes an overview of your key Health Plan information. Review eligibility, recent claims, and more all from this home page.
- 6 **MY BENEFITS** shows demographic information for you and any enrolled dependents as well as all active plan information.
- 7 The **CLAIMS** page has views for all processed claims as well as a tab for in-process claims. The **Type** and **Date Range** boxes allow you to filter claims.



Online Features for Members continued

- 8 Select the **Claim Number** to pull up a detailed view of a specific claim, or click the **EOB** button to load your Explanation of Benefits.
- 9 On the **ACCUMULATORS** page, you can review your current accumulator status including Single and Family deductibles and out-of-pocket maximums.
- 10 Under **ID CARD**, clicking the **Get ID Card Now** button will instantly load an electronic version of your ID card.
- 11 If you need a replacement hard copy ID card, select **Request ID Card by Mail**. Complete the short form and confirm the address for your card; Allegiance will verify your information and a new card will be mailed to you.
- 12 For your Summary Plan Document, Summary of Benefits & Coverage, and other important materials, go to the **DOCUMENTS** page.
- 13 By registering for the Allegiance member portal, you can get all of your EOBs delivered to your preferred email. No more waiting for important documents to arrive in the mail or hunting through stacks of paper. Select **EOB OPTIONS** on the left-hand menu to update your preferred email or change your EOB preferences.
- 14 Depending on your Health Plan, you may see additional options such as **HEALTHCARE BLUEBOOK**, **PROVIDER SEARCH**, and others. These links will connect you to other online services through a single sign-on (SSO). For all SSO links, please make sure to disable any pop-up blockers enabled by your browser as they will prevent the page from loading.



The Allegiance Member Portal provides all of the information you need to manage your Health Plan; but if you ever have questions about the portal or any of your benefits, please call your dedicated customer service representatives at the services number on your Health Plan ID Card.