

# Review Patient Feedback enhancement

For health care providers who access and manage their reviews on CignaforHCP.com

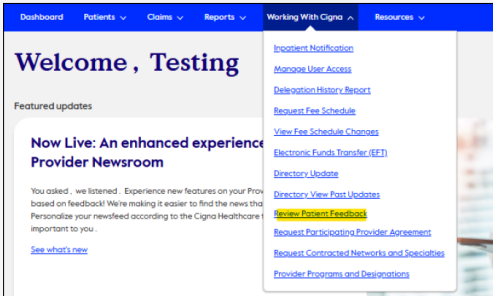
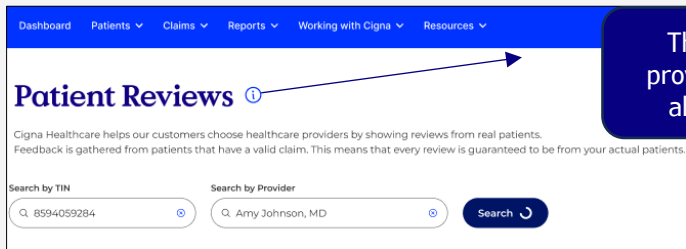
February 2026

## Now it's easier to review and respond to patient feedback.

We've enhanced the Review Patient Feedback feature on the Cigna for Health Care Professionals portal (CignaforHCP.com) to give you a simpler, more streamlined way to access and manage patient reviews, all in one place. Our goal is to save you time and provide a more seamless experience when reviewing and responding to your patients' feedback. *For more information about patient reviews, see "[Frequently asked questions](#)" on page 5.*

### Steps to review patient feedback

**Note:** Before taking the steps below, you must first log in to CignaforHCP.com.

Step	Action
1.	<p><b>Select Review Patient Feedback</b> from the <b>Working with Cigna</b> Tab. A new page will open and you will be signed in to Patient Reviews automatically.</p> 
2.	<p><b>Complete</b> the <b>Search by TIN</b> and <b>Search by Provider</b> fields. Search results will only show providers who have reviews.</p>  <p>The informational icon provides additional details about patient reviews.</p>

**Step Action**

**3. Review** the full list of patient reviews for the TIN and Provider.

Dashboard Patients Claims Reports Working with Cigna Resources

### Patient Reviews ⓘ

Cigna Healthcare helps our customers choose healthcare providers by showing reviews from real patients. Feedback is gathered from patients that have a valid claim. This means that every review is guaranteed to be from your actual patients.

Search by TIN: 8594059284 Search by Provider: Amy Johnson, MD Search

**TIN: 8594059284 | Provider: Amy Johnson, MD**

Recommendation rate from verified patients ⓘ

**86%** 26 👍 4 👎

**30 verified patient reviews**

**Recommended** Respond Report

"Dr. Johnson was amazing! Explained everything clearly and made me feel comfortable throughout the process and she took the time to listen to my concerns thoroughly, never rushing through the session. What stood out most was their genuine compassion and empathy—they treated me like a person, not just a patient. Throughout my treatment, communication was excellent. I received timely updates, and any questions I had were answered promptly and thoughtfully. The follow-up care was equally impressive. Dr. [Provider Name] checked in personally to make sure I was recovering well, which made me feel truly cared for. Thanks to their expertise and dedication, my health has improved significantly, and I feel confident about my future care. I highly recommend Dr. Johnson and their team to anyone seeking professional, compassionate, and patient-centered healthcare. They go above and beyond."

View Less

Denver, CO · 12/06/2025

**Not recommended** Respond Report

Waited over an hour for my consultation and it felt rushed.

Denver, CO · 12/03/2025

**Recommended** Respond Report

"Very professional and attentive. The appointment started on time, and the staff was friendly."

Denver, CO · 11/30/2025

**Recommended** Respond Report

"Very professional and attentive. The appointment started on time, and the staff was friendly."

Denver, CO · 11/30/2025

Click **Help** for assistance with patient reviews and a FAQ.

This summary shows a provider's total recommendation percentage and their aggregate number of reviews.

**4. Select** the action you want to take. Choose either **Report** or **Respond**.

**Not recommended** Respond **Report**

Waited over an hour for my consultation and it felt rushed.

Denver, CO · 12/03/2025

**Recommended** Respond Report

"Very professional and attentive. The appointment started on time, and the staff was friendly."

Denver, CO · 11/30/2025

**Step Action**

**5. To report** patient feedback, click **Report** and complete the form; click **Submit**.

**Report Comment** ✕

You may report inaccurate or offensive patient feedback to Cigna Healthcare for further review. The patient's review will be reevaluated by a Cigna Healthcare representative. If Cigna Healthcare upholds the patient's review, you will then have the opportunity to respond to the patient's feedback directly.

**Provider:** Amy Smith, MD  
Denver, CO 34053

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**Patient comment:** Reviewed on: 11/23/2025

🚫 Not Recommended

"Avoid at all costs—worst experience ever. Shouldn't even be practicing!"

**Why are you reporting this comment?**  
Short, clear message

300 characters remaining

**Your Name** **Phone Number**

**Email:**

Submit [Back](#)

**6. To respond** to patient feedback, click **Respond** and complete the form; click **Submit**.

**Respond to Comment** ✕

Cigna Healthcare encourages providers to respond to patient feedback. If you submit a response, a Cigna Healthcare representative will reach out if any changes need to be made prior to publishing. **Please do not include patient medical, diagnostic, or identifying information in your response.** Once published, your response will display with the comment on your profile in the provider directory.

**Provider:** Amy Smith, MD  
Denver, CO 34053

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**Patient comment:** Reviewed on: 11/23/2025

✅ Recommended

"Very professional and attentive. The appointment started on time, and the staff was friendly."

**Your response:**

300 characters remaining

**Your Name** **Phone Number**

**Email:**

Submit [Back](#)

**7. View Reply Submitted message.** After selecting Report or Respond and clicking Submit, a pop-up screen will appear that displays your submission and a case number for your reference.

✔ **Reply Submitted** ✕

**Reply to Patient (Case #)**

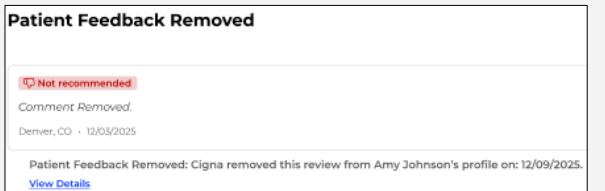


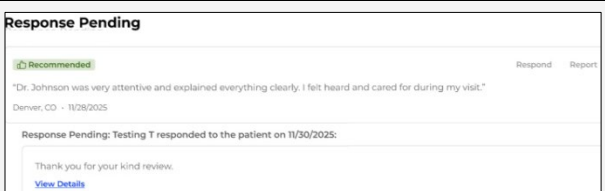
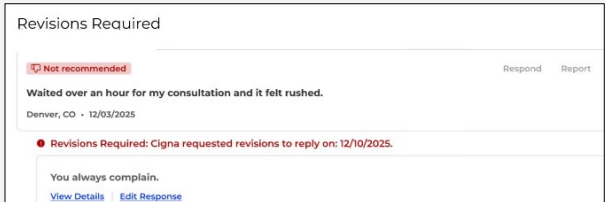
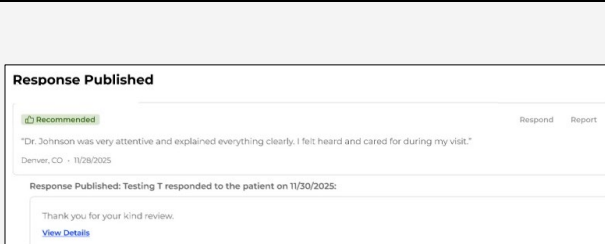
Thank you for your feedback. Please allow at least 3-4 days for a response from a Cigna representative. Your response will be reviewed by Cigna prior to being published on [provider name] profile in the provider directory. If your response is deemed inappropriate, it will need to be revised prior to being published. To view the status of your response or edit your feedback, please return to the patient reviews page and select view details. If you have additional questions, you can contact us at 1-888-535-0873 or view the [help page](#).

Close

**Step Action**

**8.**

**Understand feedback statuses:** Any time after you take your first action, you can click **View Details** on the Provider Reviews page to check the status of the review and take any available actions.

<p><b>Patient Feedback Removed</b></p> <p>This will ONLY show when a comment has been removed.</p>	 <p><b>Patient Feedback Removed</b></p> <p>Not recommended</p> <p>Comment Removed.</p> <p>Denver, CO - 12/03/2025</p> <p>Patient Feedback Removed: Cigna removed this review from Amy Johnson's profile on: 12/09/2025.</p> <p><a href="#">View Details</a></p>
<p><b>Review Maintained</b></p> <p>This status shows after a provider submitted a report and the patient's feedback was deemed appropriate by a Cigna Healthcare® representative.</p>	 <p><b>Review Maintained</b></p> <p>Not recommended</p> <p>Respond Report</p> <p>Waited over an hour for my consultation and it felt rushed.</p> <p>Denver, CO - 12/03/2025 - Case #WV93LM</p> <p>▲ Review Maintained: Cigna maintained this patient's review on 12/08/2025.</p> <p>I would like this taken down because this is not true.</p> <p><a href="#">View Details</a> <a href="#">Edit Response</a></p>
<p><b>Report Pending</b></p> <p>This status shows when a provider submitted a report, but action has not been taken yet by a Cigna Healthcare employee.</p>	 <p><b>Report Pending</b></p> <p>Not recommended</p> <p>Respond Report</p> <p>Waited over an hour for my consultation and it felt rushed.</p> <p>Denver, CO - 12/03/2025</p> <p>Report Pending: Test T reported this feedback as inaccurate or inappropriate on 12/09/2025.</p> <p>Reporting this review for inaccuracy.</p> <p><a href="#">View Details</a></p>
<p><b>Response Pending</b></p> <p>This status shows when a provider submitted a reply to the patient's review, but it has not yet been reviewed by a Cigna Healthcare employee.</p>	 <p><b>Response Pending</b></p> <p>Recommended</p> <p>Respond Report</p> <p>"Dr. Johnson was very attentive and explained everything clearly. I felt heard and cared for during my visit."</p> <p>Denver, CO - 11/28/2025</p> <p>Response Pending: Testing T responded to the patient on 11/30/2025:</p> <p>Thank you for your kind review.</p> <p><a href="#">View Details</a></p>
<p><b>Revisions Required</b></p> <p>This status shows when a Cigna Healthcare representative determines a provider's reply to the patient needs to be revised before it is published to the myCigna directory.</p>	 <p><b>Revisions Required</b></p> <p>Not recommended</p> <p>Respond Report</p> <p>Waited over an hour for my consultation and it felt rushed.</p> <p>Denver, CO - 12/03/2025</p> <p>● Revisions Required: Cigna requested revisions to reply on: 12/10/2025.</p> <p>You always complain.</p> <p><a href="#">View Details</a> <a href="#">Edit Response</a></p>
<p><b>Response Published</b></p> <p>This status shows once a provider's response has been published. It will display underneath the patient's review. <i>(Note: This is also how it displays in the online directory on myCigna.com® and in the myCigna® App.)</i></p>	 <p><b>Response Published</b></p> <p>Recommended</p> <p>Respond Report</p> <p>"Dr. Johnson was very attentive and explained everything clearly. I felt heard and cared for during my visit."</p> <p>Denver, CO - 11/28/2025</p> <p>Response Published: Testing T responded to the patient on 11/30/2025:</p> <p>Thank you for your kind review.</p> <p><a href="#">View Details</a></p>

## Frequently asked questions

### Reviews overview

#### 1. What are patient reviews?

These are reviews we collect from Cigna Healthcare customers following office visits or preventive care appointments and for which we have verified a valid claim with a specific provider. Therefore, every review reflects the genuine experience of an actual patient. These verified reviews appear in our online provider directories, where individuals can view a provider's recommendation rate, read patient comments, and see how providers responded. Cigna Healthcare has been conducting these reviews since April 2019.

#### 2. How are patient reviews collected?

Once Cigna Healthcare processes a claim, the customer will receive an email from Cigna Healthcare prompting them to leave a review of the provider who treated them. They are asked whether or not they would recommend the rendering provider to their family and friends, and may also leave comments.

#### 3. Do I need special access to use the Review Patient Feedback feature?

Yes. To use this feature, you must have the **Review Patient Feedback** entitlement on CignaforHCP.com.

#### 4. How can I request the Review Patient Feedback entitlement?

If you do not currently have this entitlement, please contact your organization's Website Access Manager and request that they assign it to you.

#### 5. Why do we collect patient reviews?

Reviews allow patients to make more informed decisions and feel confident when choosing a new provider.

#### 6. Where are patient reviews be posted?

They are published in a provider's profile in the online directory found on myCigna.com or the myCigna App.

#### 7. Can providers opt out of this feature?

No. Providers may not opt out of the patient reviews feature; their patient reviews will be published in the myCigna directory.

### How providers can respond to reviews

#### 1. How do I report a review as inappropriate?

To report a review as inappropriate, click Options on the review; then click Report. You will be prompted to explain why you are reporting the review so that it can be evaluated by a Cigna Healthcare representative.

#### 2. How do I respond to a patient?

To respond to a patient, click Options on the review; then click Respond. After submitting your response, it will be evaluated by a Cigna Healthcare representative prior to being displayed on the myCigna directory.

#### 3. What should I do if I believe a patient's comment is inaccurate or offensive?

You may report it for further review or provide a response to the patient. All reviews and comments are evaluated by a Cigna Healthcare representative before being published in the myCigna.com directory.

#### 4. Who can I contact if I have additional questions or concerns regarding the reviews?

Please call Cigna Healthcare at **888.535.0873**.

### How we evaluate reviews

#### 1. How is a patient review evaluated?

After ensuring the review is from a verified patient, an automated editorial check is performed to screen for profanity, personal health information (PHI), and derogatory remarks. If a review does not meet editorial standards, it will be suppressed and not be published in the myCigna directory.

#### 2. Is my response to a patient review evaluated by a Cigna Healthcare representative?

Yes. Similar to the patient review evaluations, provider responses are reviewed to ensure they do not contain inappropriate language, PHI, and inaccurate information.

### Contact information

If you need technical assistance, help accessing CignaforHCP.com, or to report an issue, please call Provider Services at **800.882.4462**.