

HSCONNECT TERMS AND CONDITIONS

Please read this User Agreement before using this service. By clicking "Accept," you agree to abide by the conditions of this User Agreement.

CIGNA PORTAL APPLICATIONS USER AGREEMENT

1. This Agreement between you and Cigna, Inc., on behalf of itself and its subsidiaries, including all Health subsidiaries, (Cigna) governs your use of the Cigna Portal Applications (Portal). The Portal is designed to permit access by Cigna providers to limited member information.
2. You recognize that Cigna Health member information is protected by State and Federal laws and regulations, including 45 CFR Parts 160, 162, and 164 (also known as the HIPAA Privacy and Security Rules), under which individually identifiable health information constitutes Protected Health Information that is transmitted or maintained in electronic form or medium or any other form or medium and that Cigna has a responsibility to protect the confidentiality and security of the information.
3. The Portal is the property of Cigna. Unless expressly permitted, you may not copy, reproduce, distribute, publish, enter into a database, display or transmit Cigna member information (including via e-mail) from these applications, except to print one copy for the proper management and administration of your healthcare business.
4. Each user must have his/her own unique Username and Password. You agree to: (a) keep your Password secure and strictly confidential; and (b) immediately notify us and select a new Password if you believe your Password may have become known to an unauthorized person. Cigna may suspend or cancel your Password even without receiving such notice from you, if we suspect your Password is being used in an unauthorized or fraudulent manner.
5. You agree that as soon as you become aware of any security breach that may have resulted in the non-permitted disclosure of member information, or if you experience any technical problems with the portal, that you will notify Cigna at the following:

HSConnect HelpDesk

500 Great Circle Drive

Nashville, TN 37228

866-952-7596

hsconnecthelp@hsconnectonline.com
6. You agree not to use the Portal or the content in any way that would (a) violate the requirements of the HIPAA Privacy and Security Rules; (b) violate any other law, statute, ordinance or regulation; (c) interfere with or disrupt computer networks connected to the Portal; (d) interfere with or disrupt the use of the Portal by any other user; or (e) use the Cigna Portal Applications in such a manner as to gain unauthorized entry or access to Cigna Health computer systems.
7. THIS SERVICE IS AVAILABLE "AS IS." WE DO NOT WARRANT THAT THIS SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE. THERE MAY BE DELAYS, OMISSIONS, AND INTERRUPTIONS.
8. You may cancel your participation in the Portal at any time. We reserve the right to change or cancel the Portal at any time without notice. We may also suspend your access to the Portal at any time without notice and for any reason, including but not limited to your non-use of the Portal. You agree that we will not be liable to you or any third party for any modification or discontinuance of the Portal.
9. All authorization requests, documents and associated messaging entered into the Portal are considered an official part of the patient medical record