Employees initially access iPrevail by opening a web browser (safari or google) and entering iprevail.com/Cigna, or by going to mycigna.com and accessing the iPrevail link under Latest Updates, Digital behavioral programs:

iprevail.com/cigna or via myCigna.com

1. Members enter their Cigna User ID and password to accomplish eligibility and authentication through the existing Cigna Single-Sign-On (SSO) process
2. They are then taken to the Cigna-dedicated iPrevail site
3. Members provide their email and create their username
4. They complete a quick onboarding survey
5. Their account is activated and they’re ready to go!
Employees initially access iPrevail by opening a web browser (safari or google) and entering iprevail.com/Cigna, or by going to mycigna.com and accessing the iPrevail link under Latest Updates, Digital behavioral programs:

iprevail.com/cigna or via myCigna.com

1. Members enter their Cigna User ID and password to accomplish eligibility and authentication through the existing Cigna Single-Sign-On (SSO) process
2. They are then taken to the Cigna-dedicated iPrevail site
3. They provide a username/email, and their account is activated

Next, they notify iPrevail that they would like to merge their original paid account into their new iPrevail offered through Cigna account by contacting the iPrevail help desk at:

iprevail.com/support/help_desk

4. Member provides the email or username for both accounts, and iPrevail merges the accounts so all activity from the original paid account is within the iPrevail offered through Cigna account