

Online claim submission

CignaEnvoy.com

Simplified claims process

All registered users of the Cigna Envoy® website can submit claims online through easy-to-follow prompts. Your data is automatically pre-populated (name, date of birth, banking details, etc.), speeding up the submission process. Files up to 6MB can be attached and you have the ability to view current and historical claim submissions, including any attachments.

How to file an online claim.

1. Visit CignaEnvoy.com.
2. Within the 'Customers' section, select 'Login'.
3. Select the 'Submit a new claim' button at the top of the screen.
4. You will need to provide the following information for each claim you submit.
 - ✓ Personal data
 - ✓ Claim details
 - ✓ Proof of payment if you are submitting for reimbursement
5. Select 'Submit'.
5. Click 'Confirm password'. You'll also be prompted to set up two-factor authentication or you may skip this step. Two-factor authentication is used to provide added security for your account.
6. Choose 'Email or SMS & submit' or 'Skip authentication'.
7. Access your account, and read and accept the terms and conditions and any other informational messages.
8. Click 'Continue'.

Registering for Cigna Envoy:

If you are not registered for Cigna Envoy, please follow these instructions.

1. Download the mobile app OR go to CignaEnvoy.com and within the 'Customers' section, select 'Register'.
2. Enter your Cigna ID and click 'Register'.
3. Enter the identifying information, including account number, then click 'Register'. Receive your registration confirmation to your email. Click the link in the email to continue registration.
4. Click 'Activate Cigna Account'. Now you can set up your password with the requirements provided on screen.

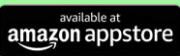
**Easier to access. Easier to use.**

The Cigna Envoy mobile app is free to Cigna Global Health Benefits customers. The Envoy app can be downloaded from the App Store,® Google Play™ or the Amazon Appstore online stores.

Click on iOS, Android or Amazon buttons or scan QR codes to download TODAY!







1. The downloading and use of the Cigna Envoy app is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

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