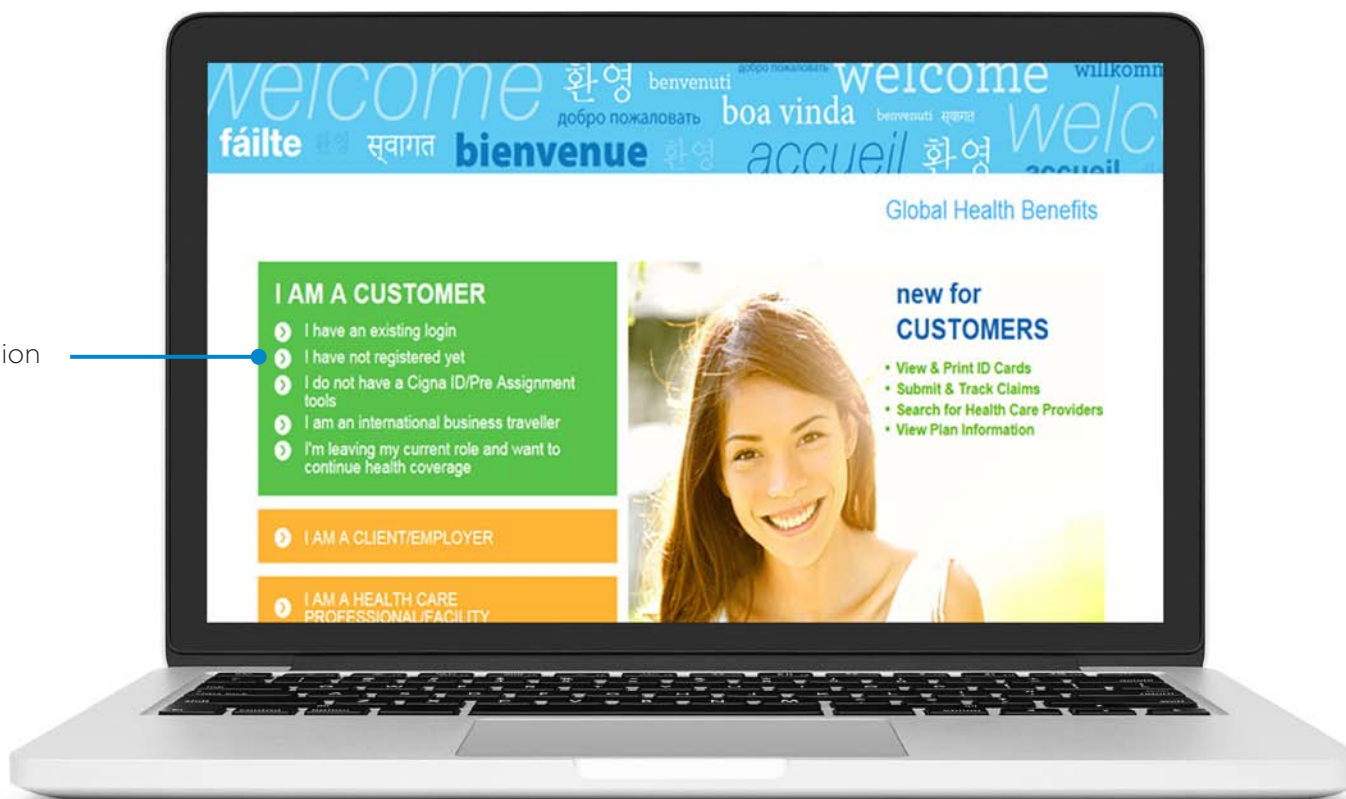# CIGNA ENVOY

Registration and User Guide

Cigna.

USER GUIDE

Registration

To register for Cigna Envoy, from your web browser navigate to **www.CignaEnvoy.com** and select **"I have not registered yet"**.

Click this option

Registration

Enter your nine-digit Cigna membership number into the **"Cigna ID"** field.

Enter the **first 9 digits** of your **Cigna membership ID**. This numbers consist of 11 digits in total but please **do not enter the last two digits** (i.e 01, 02, etc)

Then click **"Register"** to proceed to next step

Registration

Enter your **personal information** from your membership card. Once all information is entered click the **"Register"** button to proceed.

Please ensure that your personal details are entered exactly as shown on your Cigna ID card

"Policy Holder" is the name of your employer

Please use care when entering the security code – this is case sensitive

Then click **"Register"** to proceed to next step

ENTER YOUR IDENTIFYING INFORMATION

*Required field(s)

Member/ID Number:

First Name: *

Last Name: *

Date of Birth: *   Day   Month   Year

Policy Holder: *

Don't have a Cigna ID Card?

Enter the digits above: *

(Please type exactly what is shown above for security purposes.)

Cancel   Register

Registration

Once all information has been entered correctly, the system will generate a unique secure **PIN number.**

Please take a note of this number as this **will be required** for the next stage of registration

Click the **"Continue to Login"** button to move forward
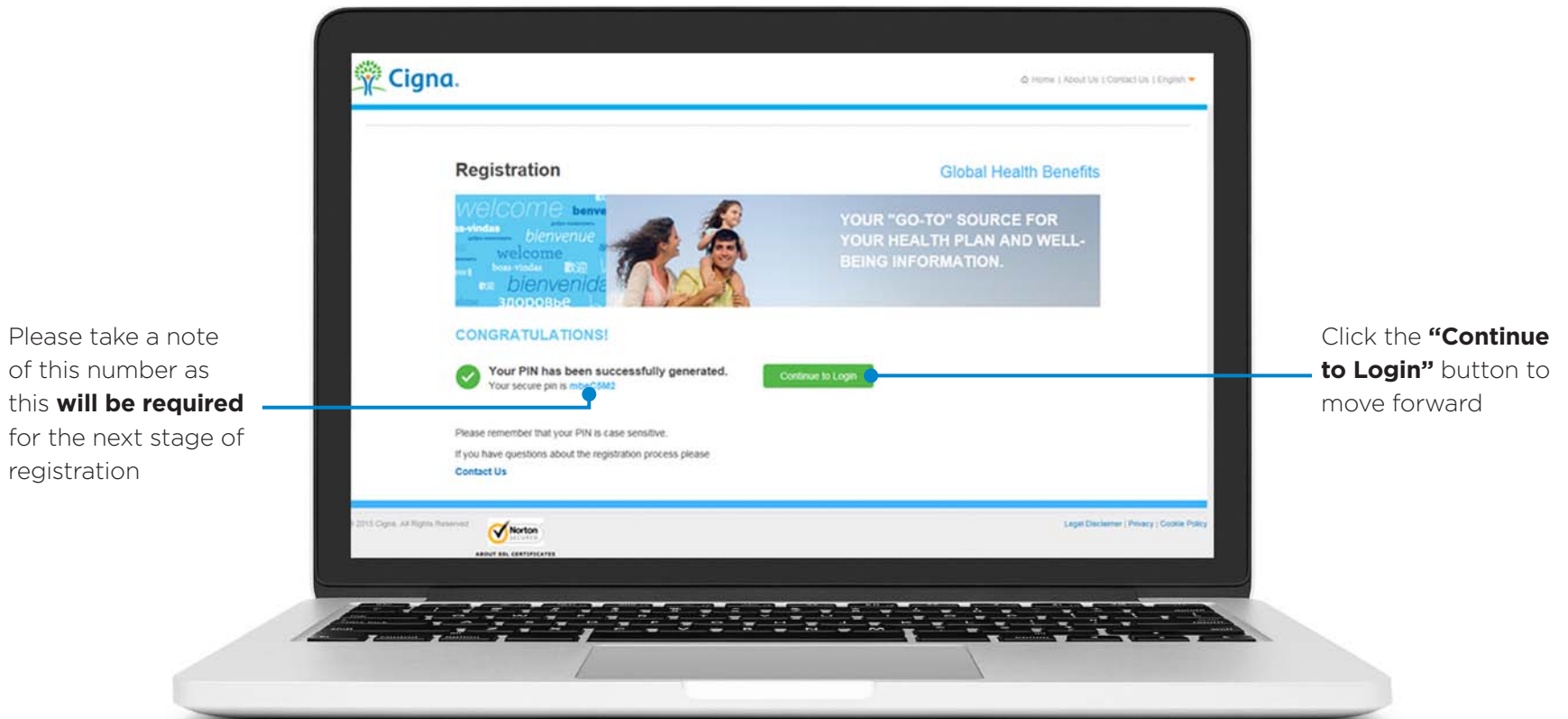
Registration

Enter your **Cigna ID** and **unique PIN number** (from previous screen) into the required fields. Once all information is entered correctly click the **"Login"** button to proceed.

Please remember to use only the first 9 digits of your Cigna membership ID

Click **"Login"** to continue

Registration

You are now asked to choose security questions for your account. If ever you forget your password, you can answer these questions to gain access to the site. Once all information is entered click the **"Continue"** to proceed.

Click on the drop-down box to choose your questions, and enter your answers

Enter your email address (business or personal)

Click **"Continue"** to proceed

Registration   Global Health Benefits

YOUR "GO-TO" SOURCE FOR YOUR HEALTH PLAN AND WELL-BEING INFORMATION.

STEP 1 OF 2 - CHOOSE YOUR SECURITY QUESTIONS

Since this is the first time you've logged in, you'll need to complete a two step registration process. It should take about 2 minutes. Choose three different questions and provide answers. If you ever forget your password, we'll use these to validate your identity.

*Required Field

Security Question 1:*   Who is your favourite historical figure?

Answer 1:*

Security Question 2:*   What is your favourite vacation / holiday place?

Answer 2:*

Security Question 3:*   What is your favourite city to visit?

Answer 3:*

Email:*

Cancel   Continue

Registration

You can now create your own **password**. Once all information is entered correctly click the **"Continue"** to proceed.

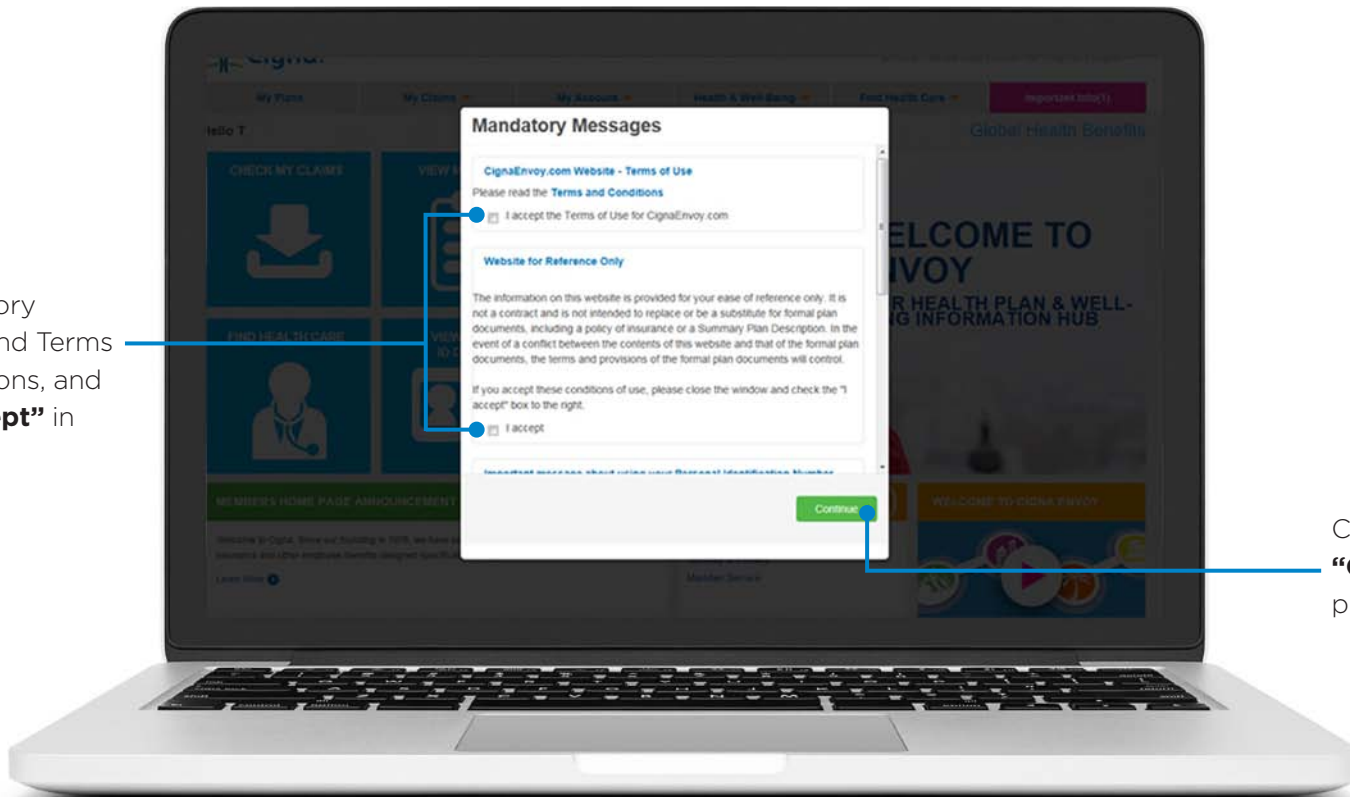Enter your own personal password, then re-enter to confirm

Please take note of password requirements

Click **"Continue"** to proceed

Registration   Global Health Benefits

welcome   ben
s-vindas   bienvenue
welcome
bem-vindas
bienvenida

YOUR "GO-TO" SOURCE FOR
YOUR HEALTH PLAN AND
WELL-BEING INFORMATION.

STEP 2 OF 2 - CREATE YOUR PASSWORD

To replace your temporary PIN, enter password of your choice twice.

*Required Field

New Password*

Re-type New Password*

Tip: The password you enter should contain at least one upper-case letter, one lower-case letter, one number and be at least eight characters in length. No symbols are allowed.

Cancel   Continue

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                                           ABOUT SSL CERTIFICATES

Registration

Please read **Terms and Conditions** and tick the corresponding boxes to accept.

Please read the mandatory messages and Terms and Conditions, and click **"I accept"** in each area

Mandatory Messages

CignaEnvoy.com Website - Terms of Use

Please read the **Terms and Conditions**

☐ I accept the Terms of Use for CignaEnvoy.com

Website for Reference Only

The information on this website is provided for your ease of reference only. It is not a contract and is not intended to replace or be a substitute for formal plan documents, including a policy of insurance or a Summary Plan Description. In the event of a conflict between the contents of this website and that of the formal plan documents, the terms and provisions of the formal plan documents will control.

If you accept these conditions of use, please close the window and check the "I accept" box to the right.

☐ I accept

Continue

Click **"Continue"** to proceed

Registration

Congratulations! You have now registered for Cigna Envoy.
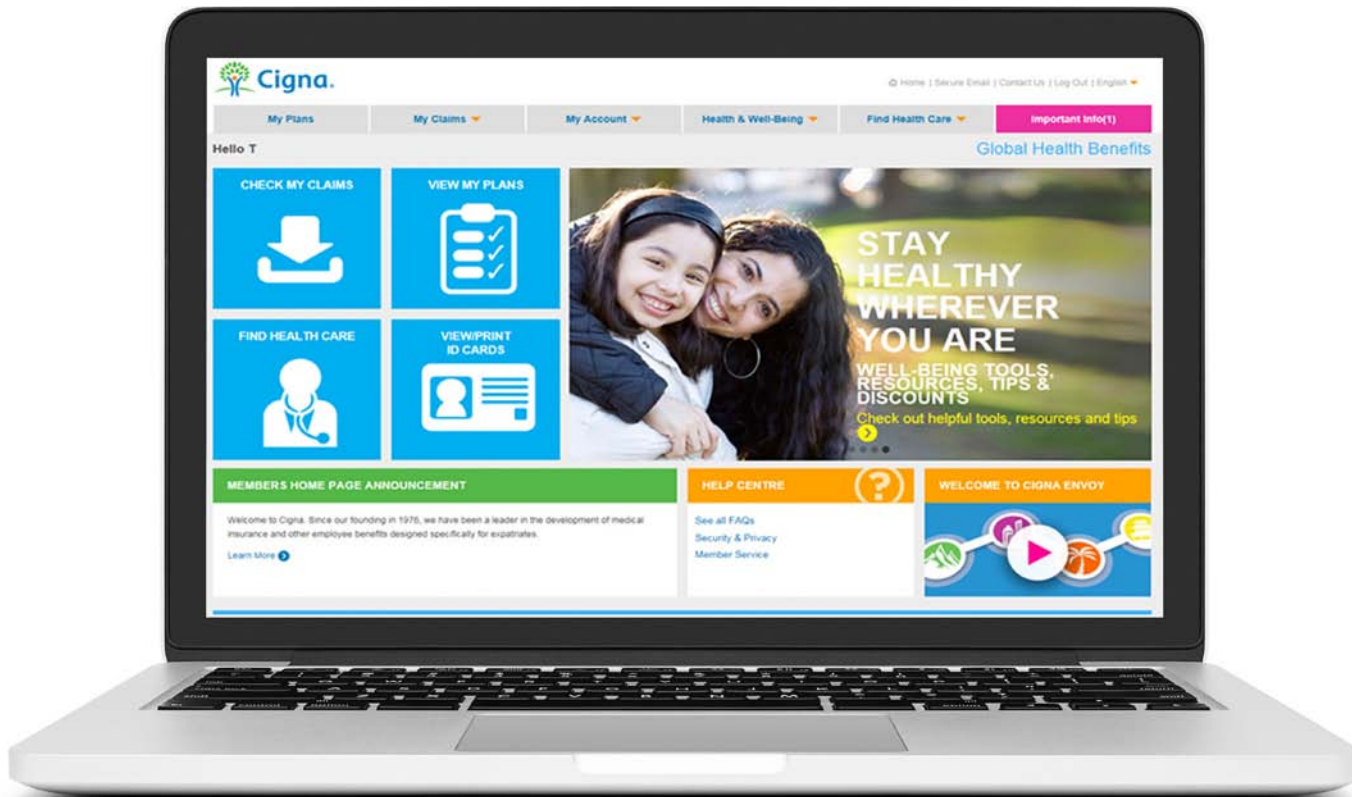
USER GUIDE

Submit a New Claim

How to submit a **new claim** through Envoy.

Click on the **"My Claims"** drop-down box, then **"Submit a New Claim"** to proceed

Submit a New Claim

This screen will show active members under your policy together with your contact information. You can edit any of this if necessary. You can also request that a new family member is added to your policy.

You can **edit** your Mailing Address, Work Phone Number, Mobile Phone Number or Email Address by clicking on the "Edit" function next to the appropriate field

To request that a **new family member** is added to your policy, click on "Add a New Family Member" and complete the appropriate fields

Click **"Continue"** to proceed

Submit a New Claim

For each new claim, please tell us which family member it relates to.

From the list, select the family member that the claim relates to.
You will now be asked for additional information relating to this claim

Click **"Continue"** to proceed

Submit a New Claim

Please complete each section fully and accurately.

Enter the medical diagnosis or reason for treatment here

Do you have insurance with another provider? Click "Yes" or "No" here

Browse your device and upload your claim invoices and documentation here

Who would you like us to pay? You, or directly to the service provider

Click **"Continue"** to proceed

Complete Your Claim

1 CONTACT INFO
2 CLAIM DETAILS
3 PAYMENT DETAILS
4 ACCEPT TERMS
5 REVIEW & SUBMIT

STEP 2 | TELL US ABOUT YOUR CLAIM

*Required field(s)

Select claimant(s): *
☑ T TEST

Diagnosis/Symptoms:*

Are you eligible for full or partial reimbursement for these expenses from another insurer?*   ○ Yes ○ No ❓

Payment To:*   ○ Provider ○ Member

Attach Files: *   [ ] Browse... Upload

You can upload following file types: pdf.jpg.jpeg.gif. Total size of uploaded files cannot exceed 6 MB.

HELPFUL TIPS

CUSTOMER SUPPORT

Track claims with the Envoy app
Download from Apple, Google or Amazon.

Need help? Call +44 1475 492197 to speak with a Customer Service Representative
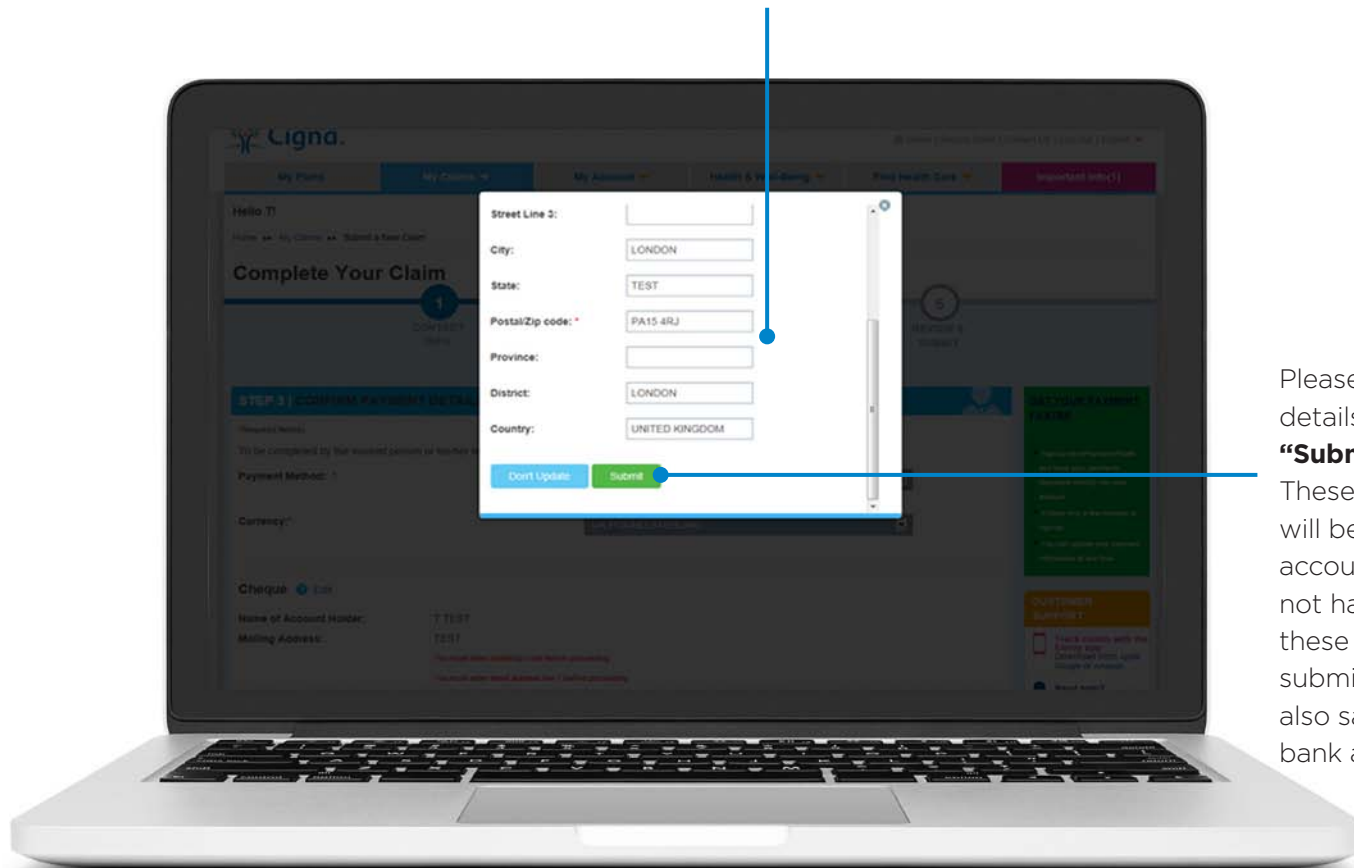
We've got answers. Check out FAQs

Back   Continue

Submit a New Claim

You will now move on to the **"Payment Details"** screen.

Click drop-down box to choose you **preferred payment method** (cheque, bank transfer or e-Payment Plus)

Click drop-down box to choose you **preferred payment currency**

Complete Your Claim

1 CONTACT INFO
2 CLAIM DETAILS
3 PAYMENT DETAILS
4 ACCEPT TERMS
5 REVIEW & SUBMIT

STEP 3 | CONFIRM PAYMENT DETAILS

*Required field(s)

To be completed by the insured person or his/her legal representative.

Payment Method: *   Cheque

Currency:*   Choose Currency ...

Cheque ❶ Edit

Name of Account Holder: T TEST
Mailing Address: TEST

Back   Continue

GET YOUR PAYMENT FASTER

- Sign-up for ePayment Plus® and have your payments deposited directly into your account
- It takes only a few minutes to sign-up
- You can update your payment information at any time

CUSTOMER SUPPORT

📱 Track claims with the Envoy app
Download from Apple, Google or Amazon

👤 Need help? Call +44 1475 492197 to speak with a Customer Service Representative

❓ We've got answers Check out FAQs

If you wish to be paid by cheque and have not already updated your address, click "Edit" here to make these changes

Click **"Continue"** to proceed

Submit a New Claim

Input your Bank Details.

If you select **bank transfer** or **ePayment Plus** as your payment option, you will be asked for your bank details here

Please check all details and click **"Submit"**.
These bank details will be stored in your account. You will not have to re-enter these with each claim submission. You can also save multiple bank accounts

Submit a New Claim

Check and confirm your payment instructions.

Please check all payment details and click **"Continue"**

Submit a New Claim

Accept the terms and click "Continue" to confirm the legal disclaimer.

Please read and agree to the legal terms

Click **"Continue"** to proceed

Submit a New Claim

Review your submission and **check that all information is correct**.

Please review all information and if you are happy with your submission, click **"Submit"**
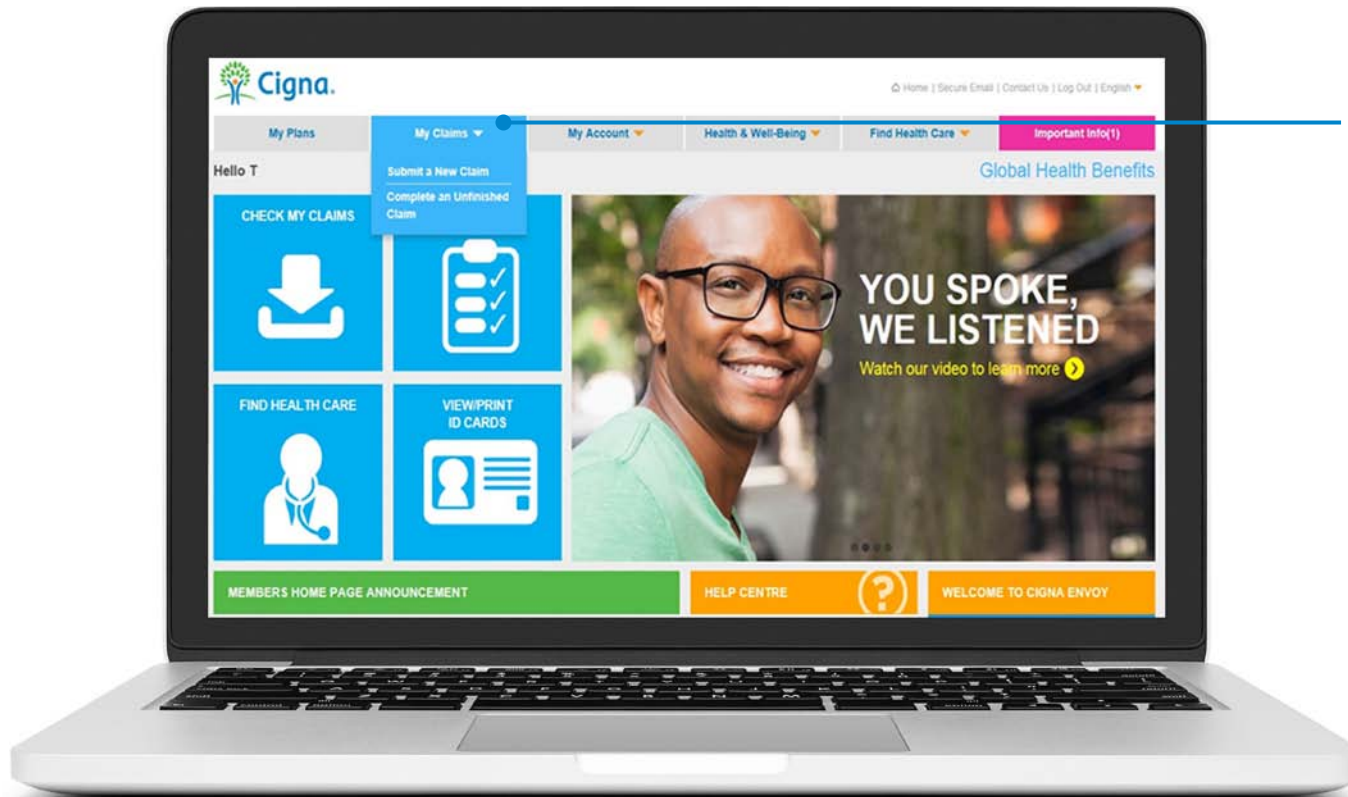
Submit a New Claim

Congratulations! Your claim has now been submitted.
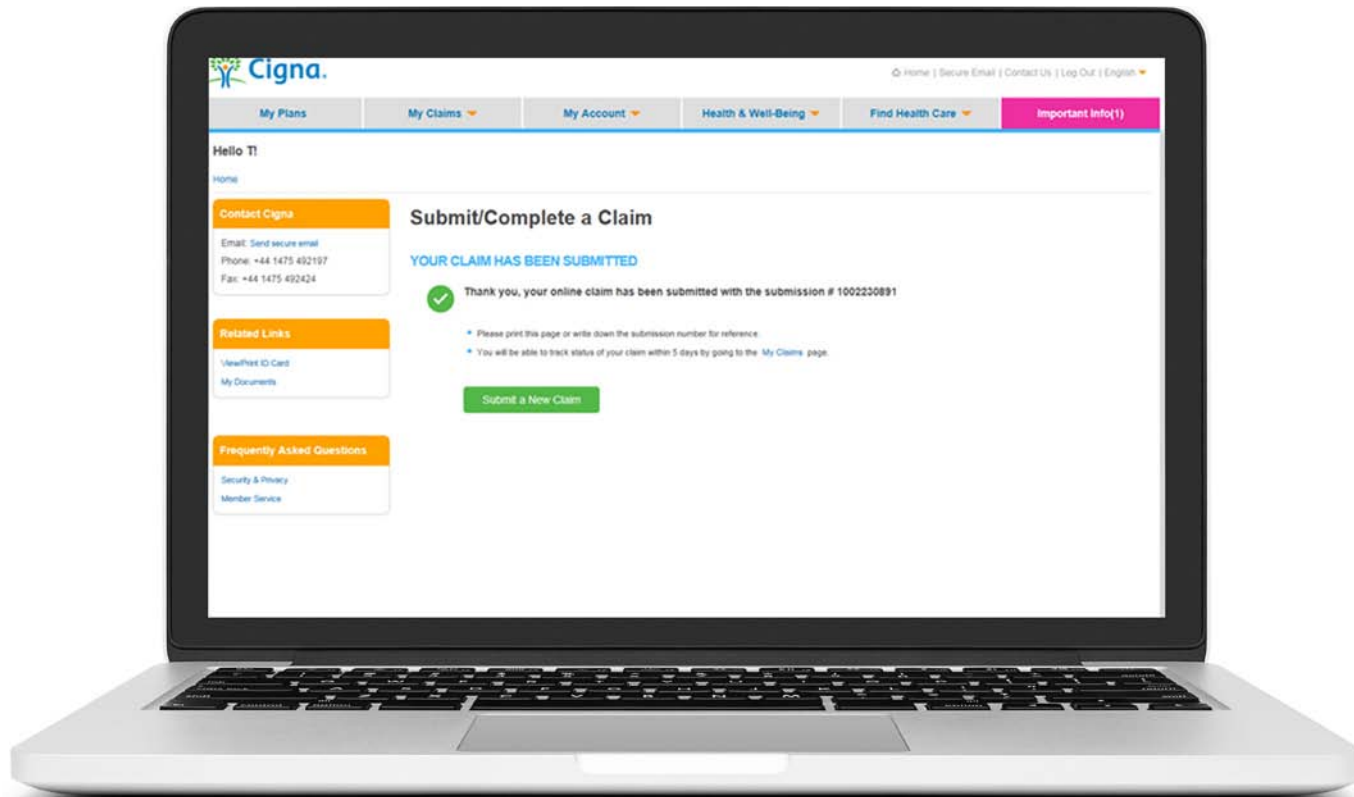
USER GUIDE
Check your Claim Status

How to check status of existing claims.

Click on **"My Claims"**

Check your Claim Status

"My Claims" shows you the status of all recently submitted claims. You can narrow down the search results by using the filters available..
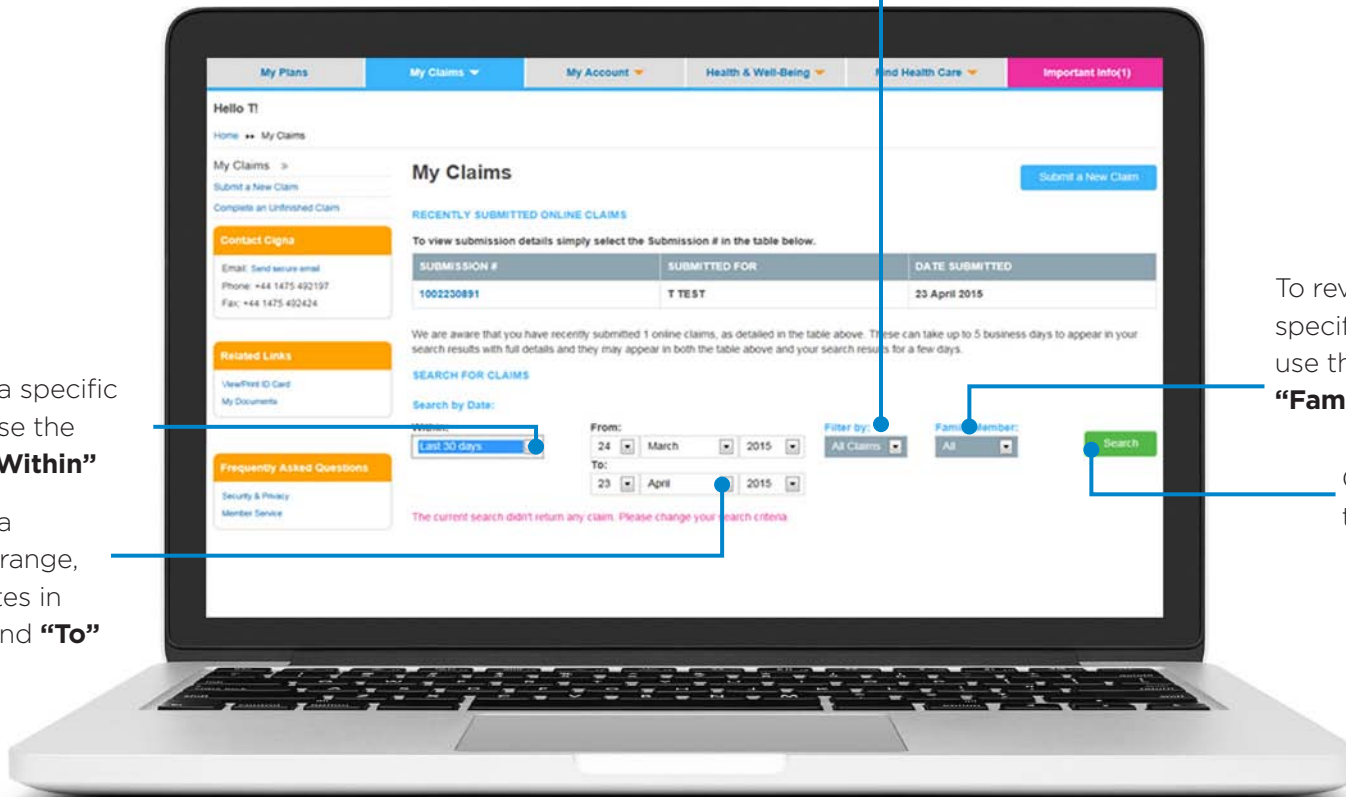
To review by a specific claim type, use the drop down **"Filter"**

To review by a specific person, use the drop-down **"Family Member"**

To review by a specific time frame, use the drop-down **"Within"**

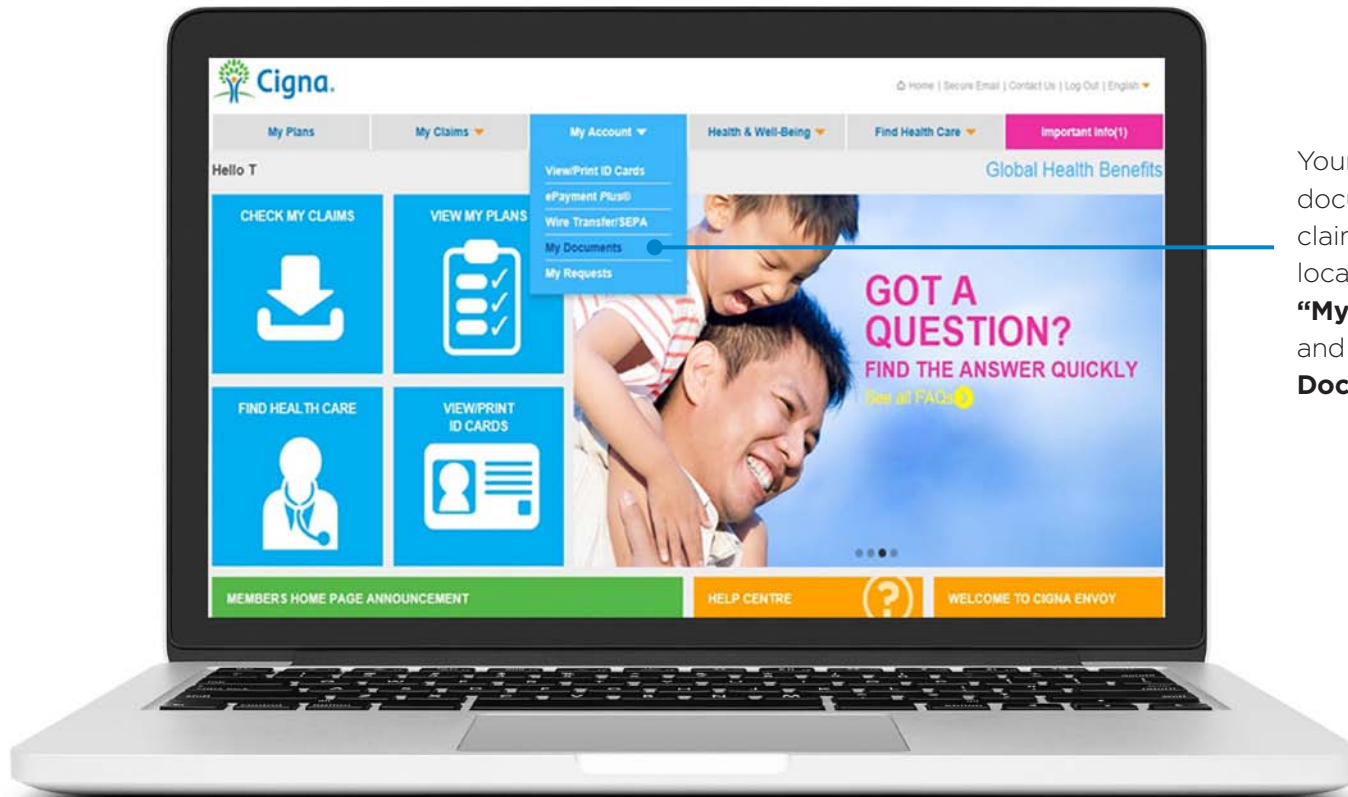To review by a specific date range, select the dates in the **"From"** and **"To"** fields

Click **"Search"** to proceed
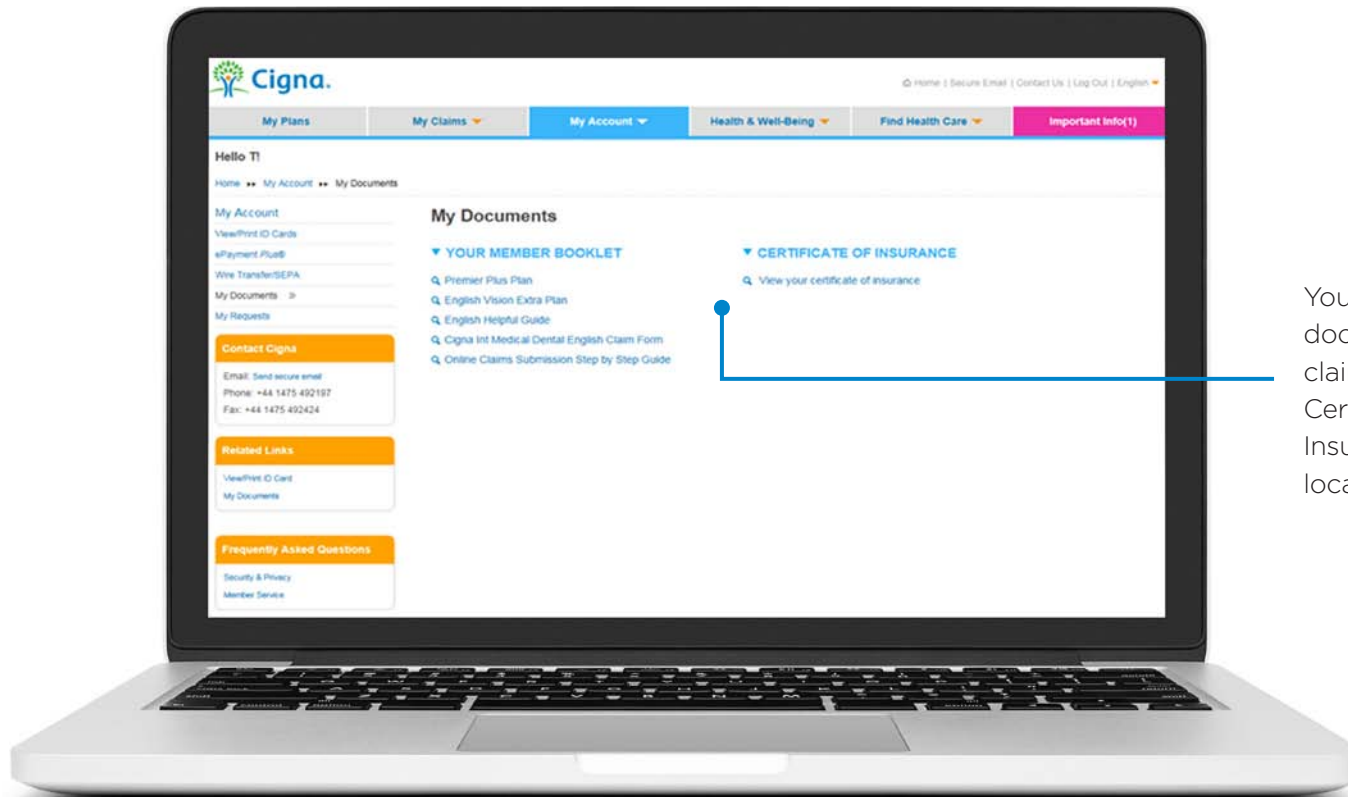
USER GUIDE

Find your Policy Documents

Your policy and claim forms can be located in your **"My Documents"** section under "My Account".

Your policy documents and claim forms can be located by selecting **"My Account"** and then **"My Documents"**

Find your Policy Documents

You can access your policy booklet, claim form and other useful information.
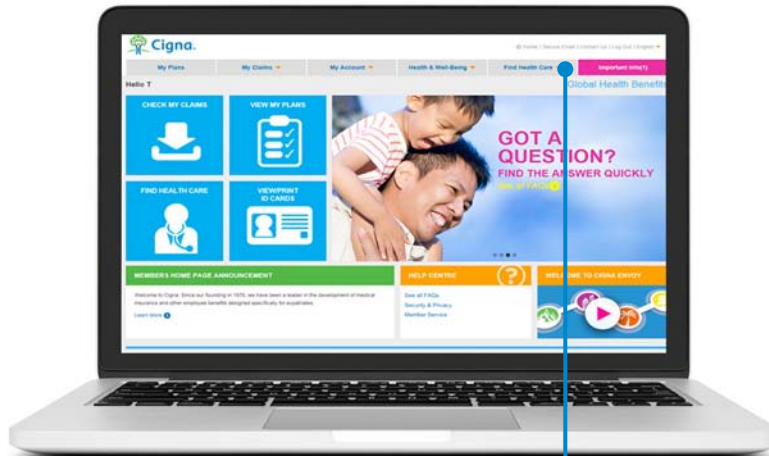

Your policy documents, claim forms and Certificate of Insurance are located here
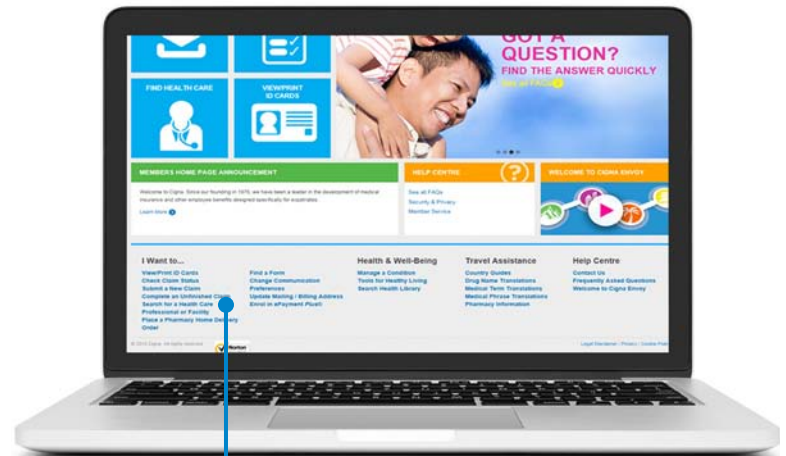
USER GUIDE

Find a Health Care Facility

To find health care locate providers within the Cigna network.

You can locate a health care provider near your location by selecting either **"Find Health Care"** here
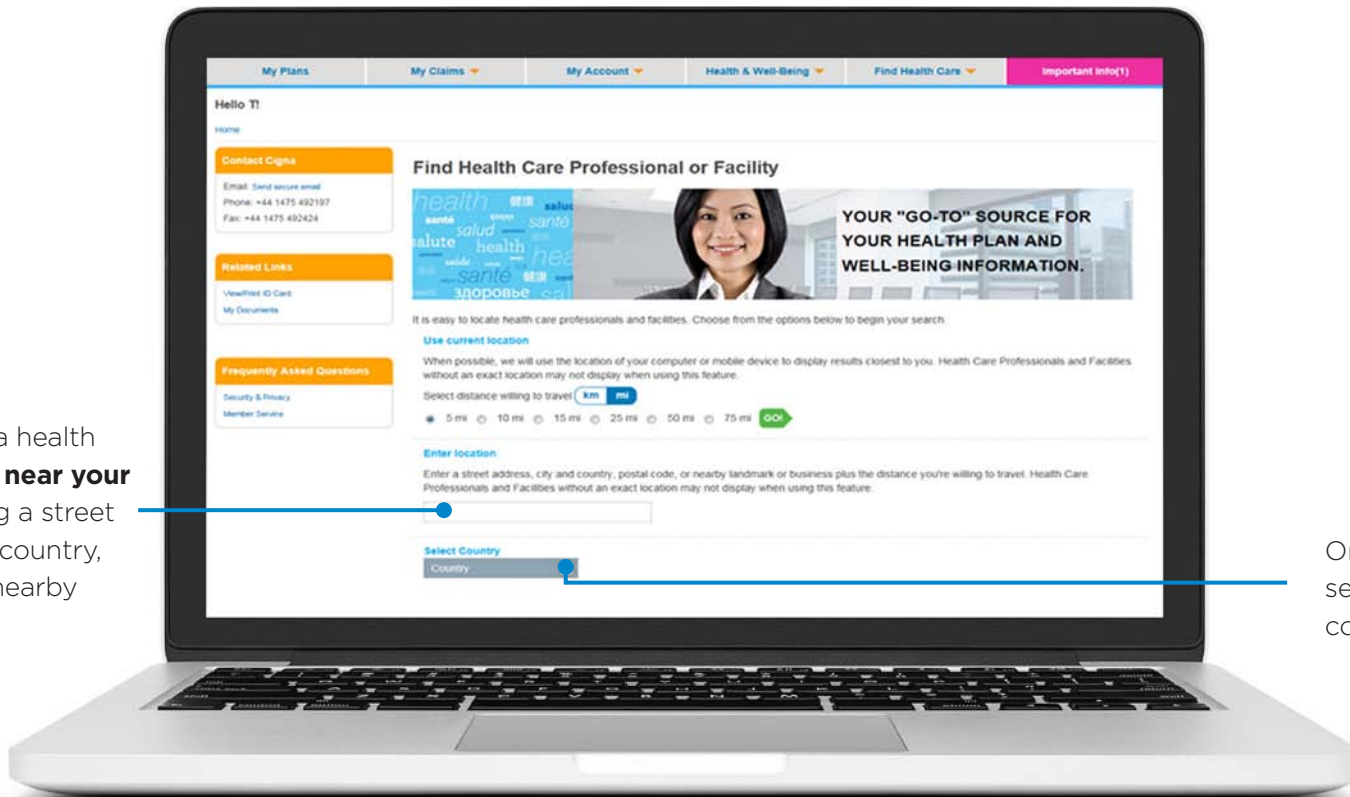
Or "**Search for a Health Care Professional or Facility"** here

Find a Health Care Facility

Enter location and/or country.

You can find a health care provider **near your location** using a street address, city, country, landmark or nearby business
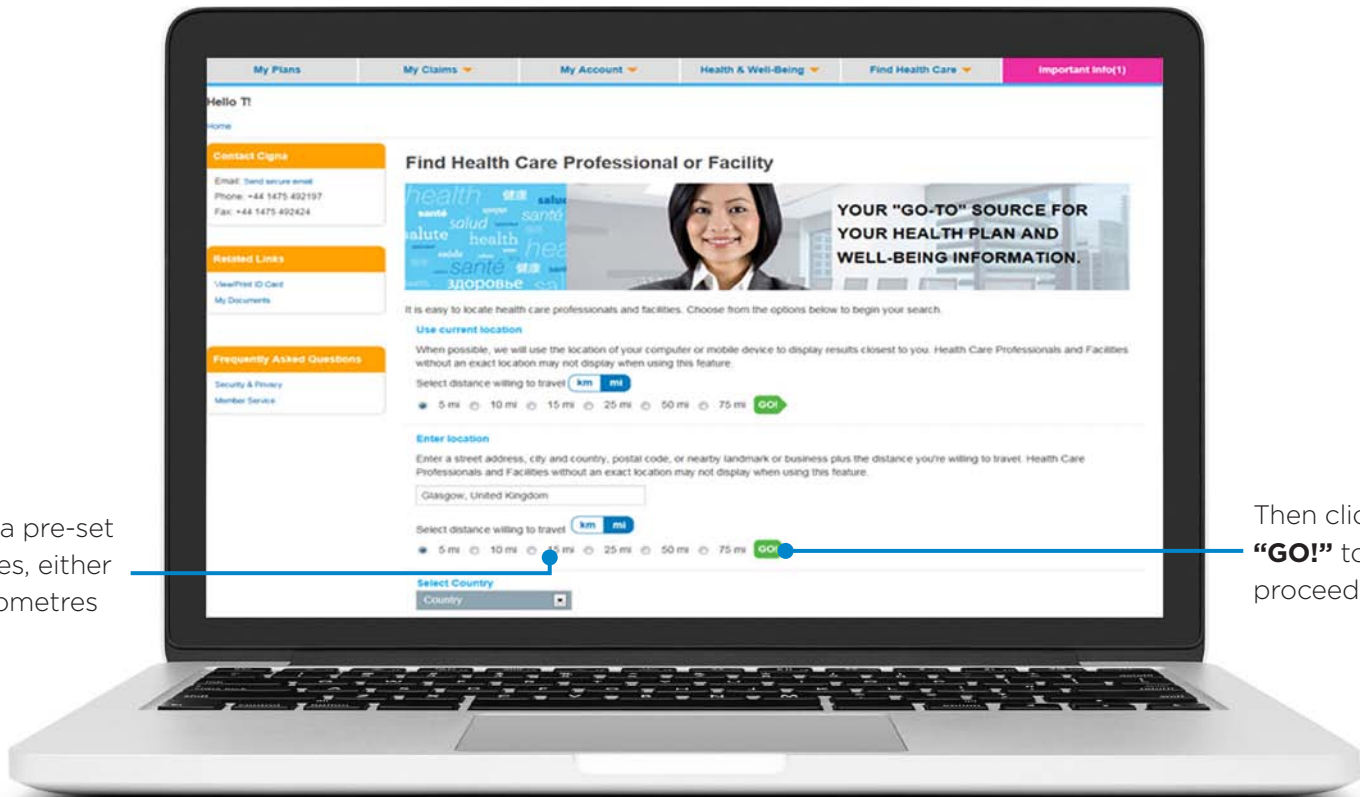
Or by selecting a country here

Find a Health Care Facility

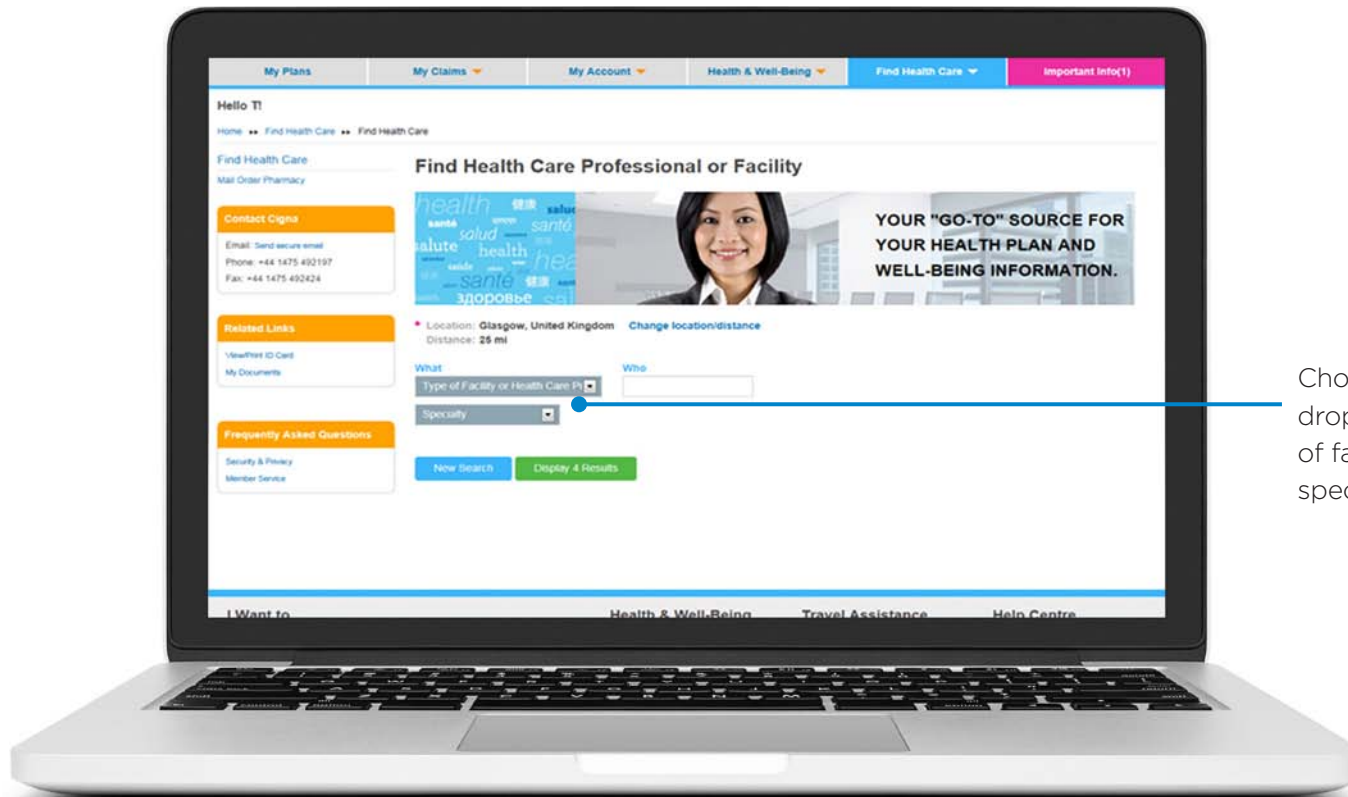Once location is entered, choose a maximum distance.

Choose from a pre-set list of distances, either in miles or kilometres

Then click **"GO!"** to proceed

Find a Health Care Facility

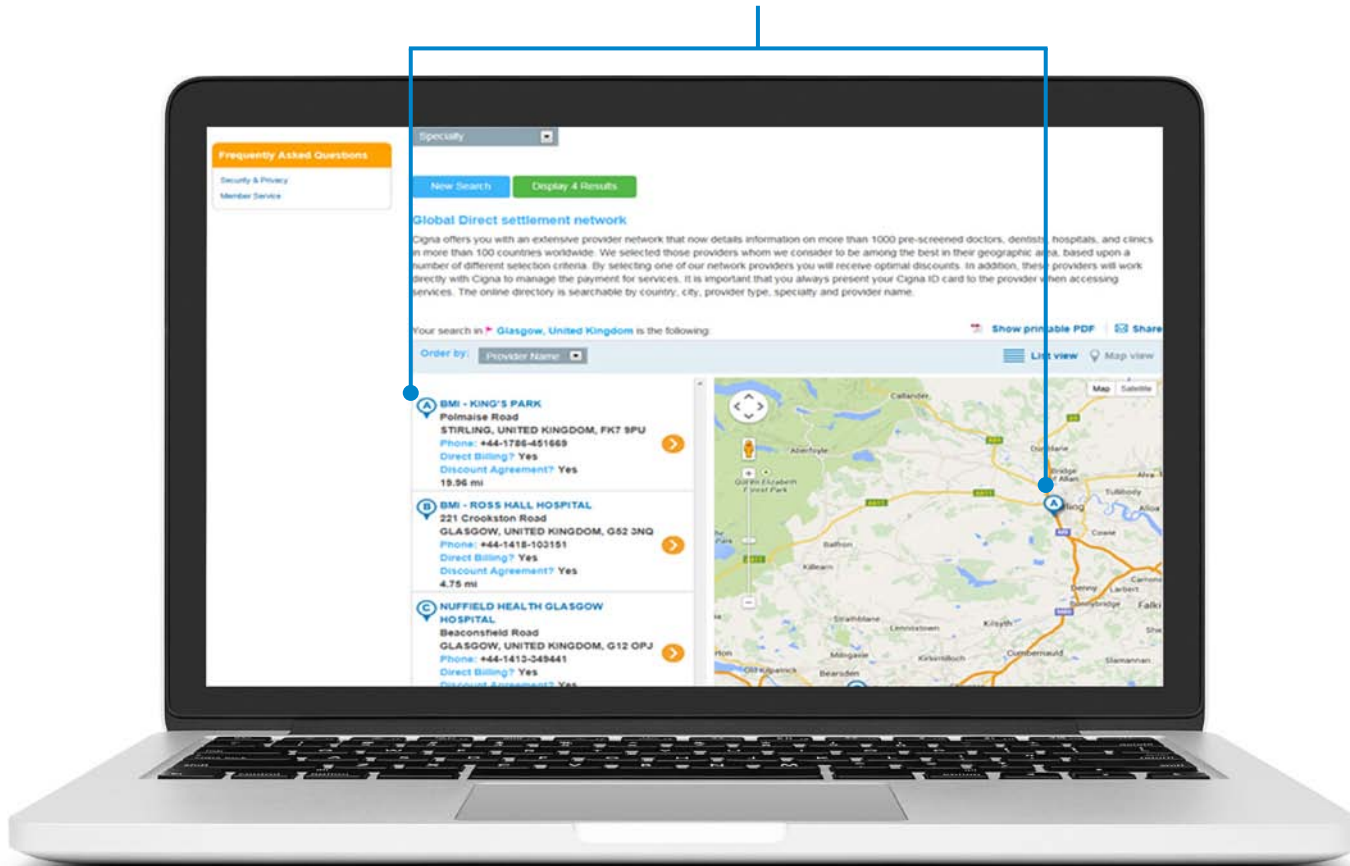Choose type of facility, speciality or doctor's name.

Choose from the drop down list of facilities or speciality

Find a Health Care Facility

The results of your search will be displayed.

The corresponding letter for each search result is shown on the map

CIGNA
Assistance

If you require any assistance regarding using Cigna Envoy please contact us.

INTERNATIONAL HELPLINE
+44 1475 492197

ASIA POLICY HELPLINE
+44 1475 551441

MIDDLE EAST POLICY HELPLINE
+44 1475 788618

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