



How to streamline your claims reimbursement

Step 1: Collect the required documents

DOCUMENTS CHECKLIST:

Must have:

- Invoices
- Payment receipts/ proof of payments
- **Diagnosis:** Examples of the information to be provided by you should be detailed such as 'blood tests due to fatigue', 'routine dental checkup' instead of a generic comment such as 'doctor's visit' or 'dentist appointment'

If available:

- Medical Report
- Prescription
- Breakdown of costs
- Breakdown of treatment (i.e. x-rays, scan, laboratory test, physiotherapy, etc.)
- Discharge summary for inpatient cases (hospital stays)

 All documents and images must be clear and legible

A few final points to consider

- Claims should be submitted no later than 12 months following treatment.
- You can check the status of your claim on www.cignaenvoy.com or via the Envoy Mobile App.
- If part of your claim has been reimbursed by another insurance, please provide the settlement details when submitting your claim to us.
- We may contact your treating physician/Health Care Provider to obtain needed details to process your claim.

Step 2: Submit your claim reimbursement request



FAST TRACK

SUBMIT VIA MOBILE APP OR WEBSITE

1. Scan or take a photo of all required documents as per the checklist.
2. Submit via www.cignaenvoy.com or the Envoy mobile app.

Click [here](#) to view our Cigna Envoy User Guide.



OR SEND BY EMAIL

1. Complete a claims reimbursement form for each patient (available to download on www.cignaenvoy.com).
2. Scan the claims reimbursement form and the required documents from the document checklist above.
3. Email the scanned documents to ice.team@cigna.com.

Contact Information

If you need support from a Cigna Healthcare representative you may reach us via the below contact details:

- Telephone: +44 (0) 1475 492197
- Customer Service Email: ice.team@cigna.com
- Online Claims: www.cignaenvoy.com



Claims can be submitted via CignaEnvoy.com, which also provides your link to easy access to quality healthcare around the world. Mailing address for claims is Cigna Global Health Benefits, 1 Knowe Road Greenock, Scotland PA15 4RJ.

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