



Cigna Envoy[®]

Registration and User Guide

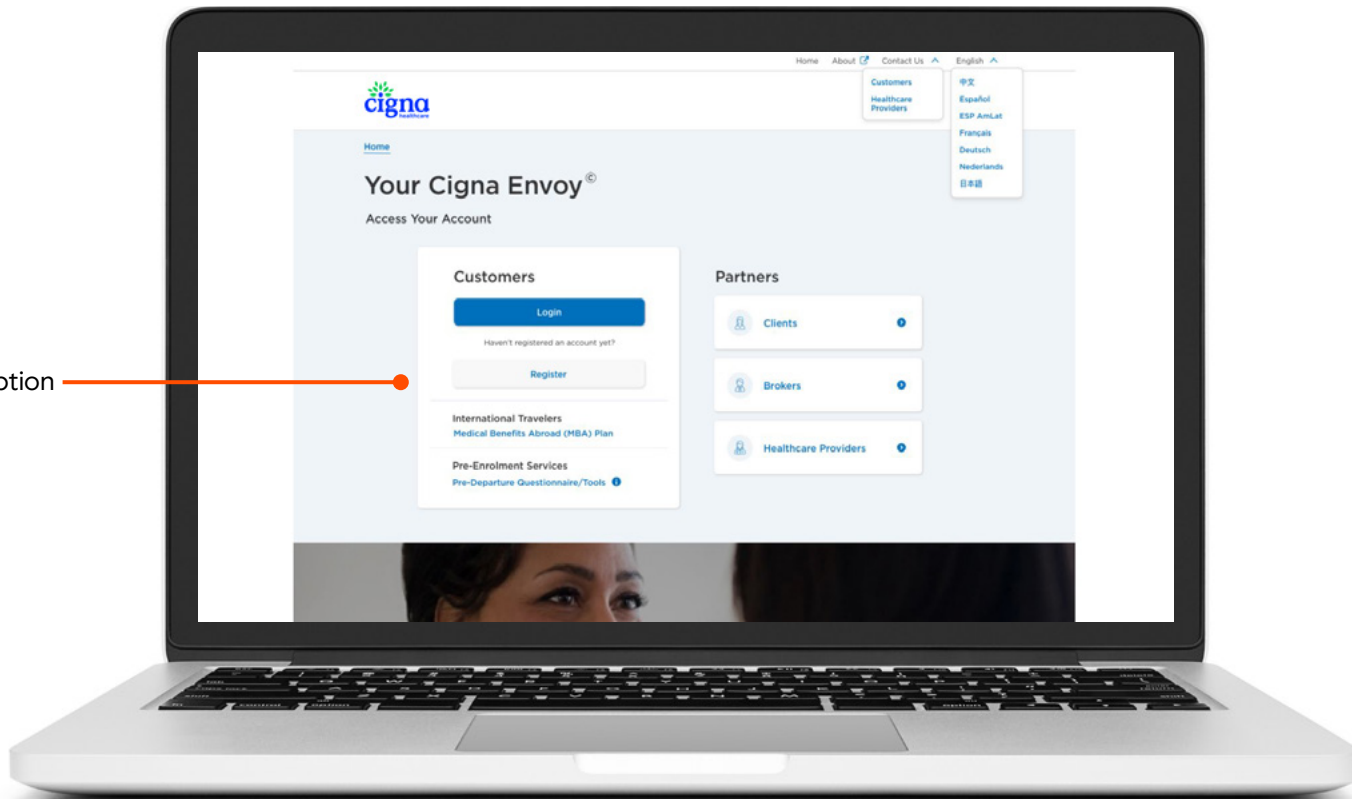


User guide

Registration

To register for Cigna Envoy, from your web browser navigate to **www.CignaEnvoy.com** and select **“Register”**.

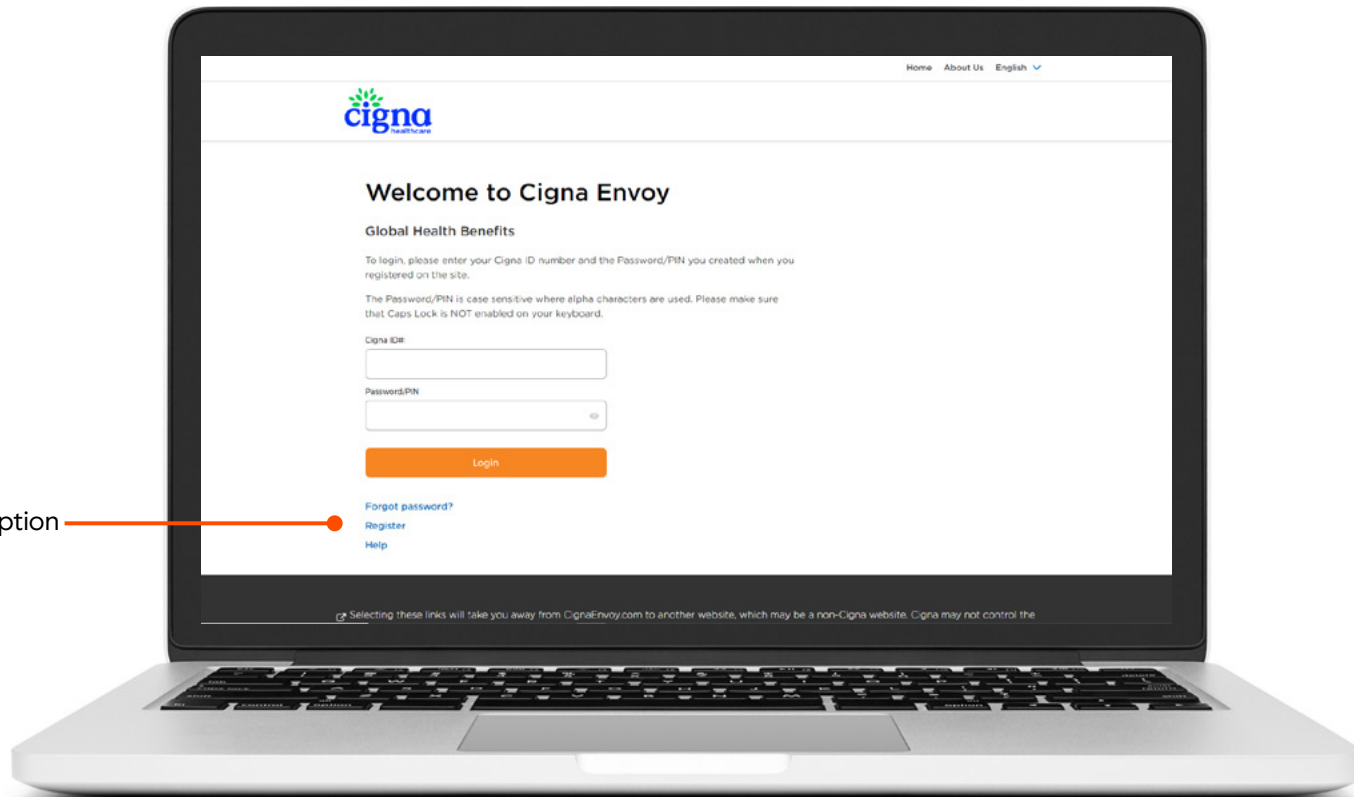
Click this option



User guide

Registration

To register for Cigna Envoy, select “**Register**”.



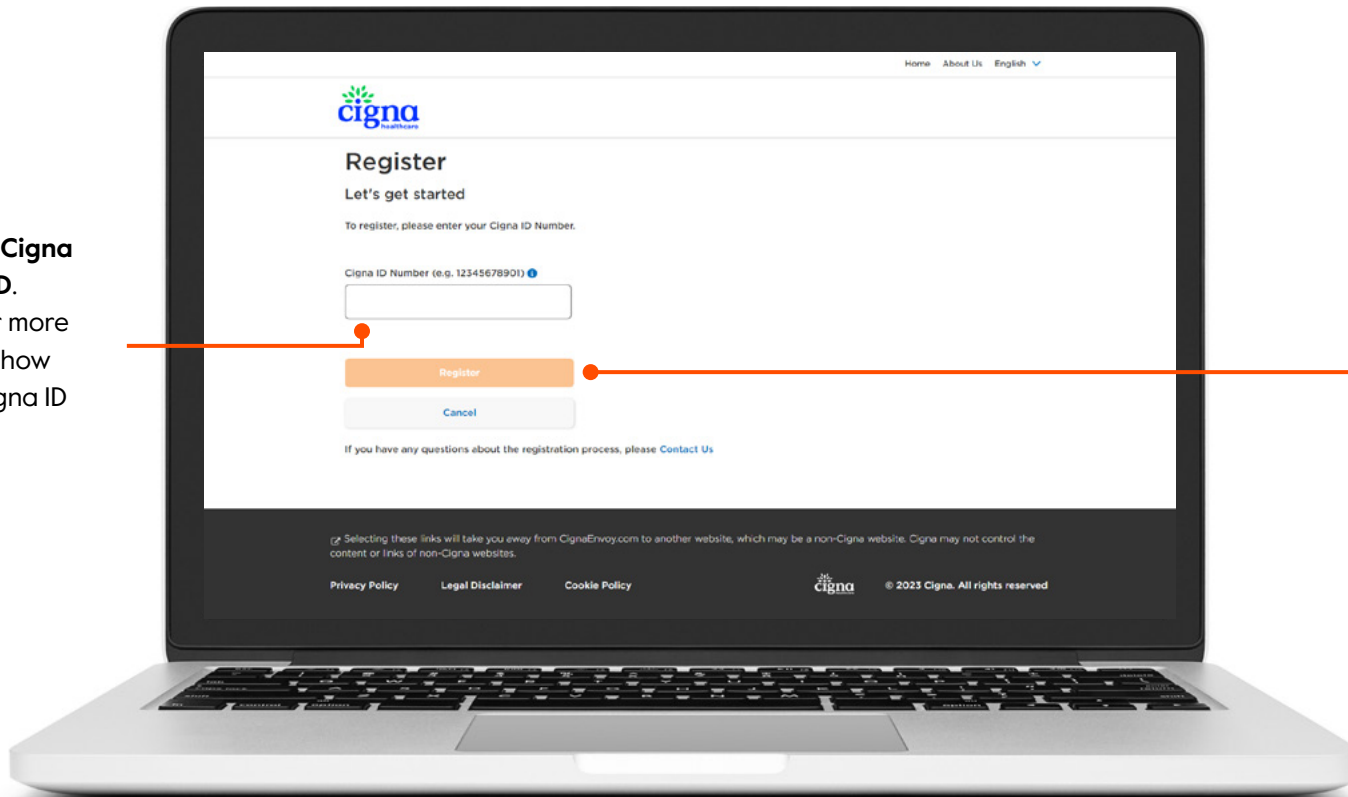
Click this option

Registration

Enter your Cigna ID number into the “**Cigna ID Number**” field.

Enter the your **Cigna membership ID**.

Click (i) icon for more information of how to find your Cigna ID Number.



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

The registration form on the laptop screen is titled "Identification details" and includes the following fields and instructions:

- Cigna ID Number:** 85083234001
- Fields marked with * are mandatory.**
- First Name *** (text input field)
- Last Name *** (text input field)
- Birthdate *** (text input field)
- Policy Holder *** (text input field)
- Policy Holder:** THE MOVIES INC
- Member Name:** JACOB D. BLACK
- Member No.:** 123456789 01
- Email address *** (text input field)
- Confirm email address *** (text input field)

“Policy Holder” is the name of your employer. Please enter it exactly as it appears on your membership card.

Then click **“Register”** to proceed to next step

Registration

You will then receive a welcome email containing a link to choose a security question for your account. If ever you forget your password, you can answer this question to gain access to the site. Once all information is entered click the **“Update”** to proceed.

Click on the drop-down box to choose your question, and enter your answer

The screenshot shows a laptop displaying the Cigna Healthcare website's 'Set Security Question' page. The page features the Cigna logo at the top left and navigation links (Home, About Us, Contact Us, English) at the top right. Below the logo is a 'Back' link. The main heading is 'Set Security Question', followed by a sub-heading: 'Please set your security question below. If you ever forget your password, we'll use this to validate your identity.' A note states 'Fields marked with * are mandatory'. The form contains a 'Security Question' dropdown menu, an 'Answer' text input field, and an orange 'Update' button. Red lines with dots point from the text annotations to the dropdown menu and the 'Update' button.

Click **“Update”** to proceed

Registration

You can now create your own **password**. Once all information is entered correctly click the **“Confirm Password”** to proceed.

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

Set Password

Please enter a password below. You will be required to enter this every time you login to Cigna

Password does not meet requirements

Fields marked with "*" are mandatory

Additional Password Requirements

- Does not contain part of your username
- Is not a commonly used password
- Cannot be any of your last 8 passwords

Password *

The Password you enter should contain:

- An uppercase letter
- A lower-case letter
- A number
- At least 8 characters
- No accented letters (including ç, ñ, å, é, ð, ù etc.)
- No special characters (including ?@!\$%^)
- Does not include First Name
- Does not include Last Name

Re-type Password *

Confirm Password

Please take note of password requirements

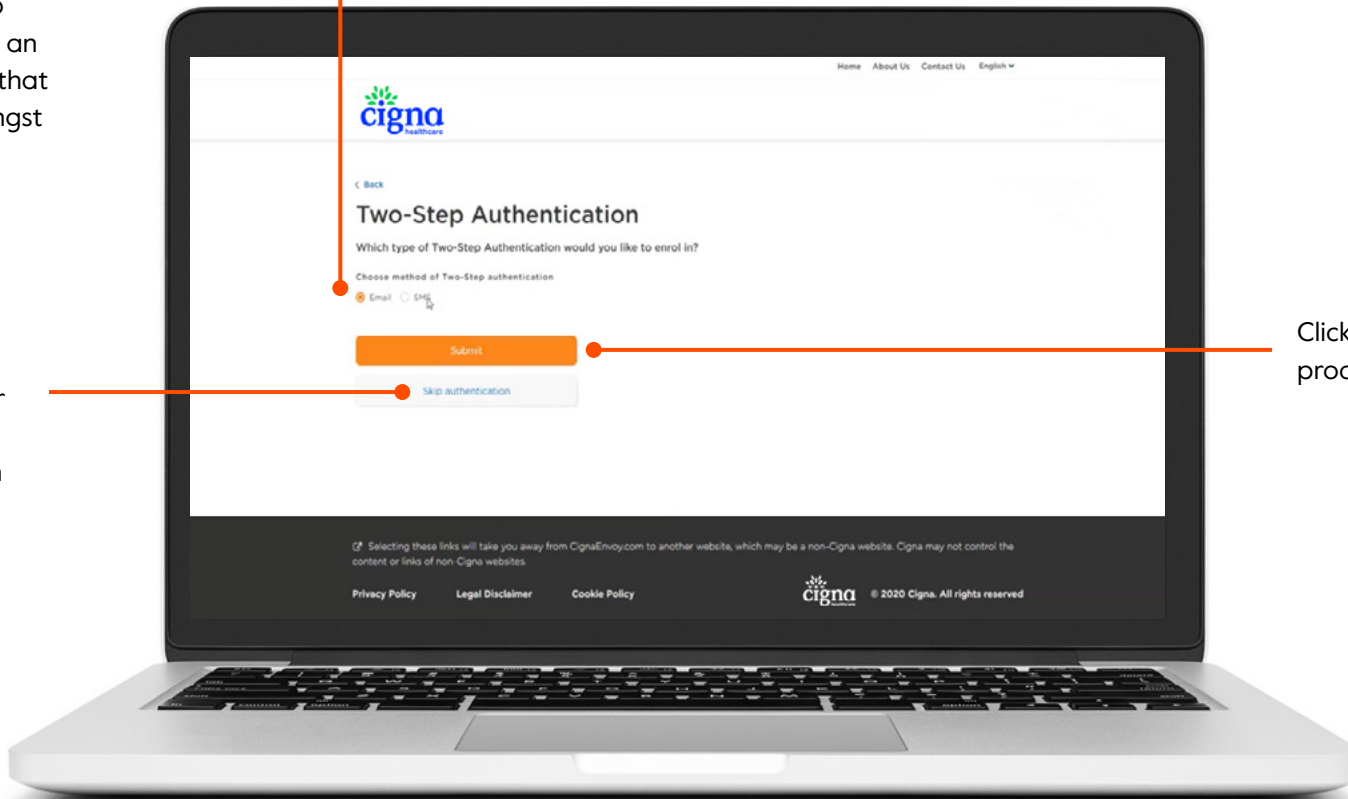
Click **“Confirm Password”** to proceed

Two-Step Authentication

At this stage, you have the option to register for Two-Step authentication.

Please select either SMS or email - it is also possible to use an email address that is shared amongst other family members here.

Click here if you do not wish to register for Two-Step Authentication

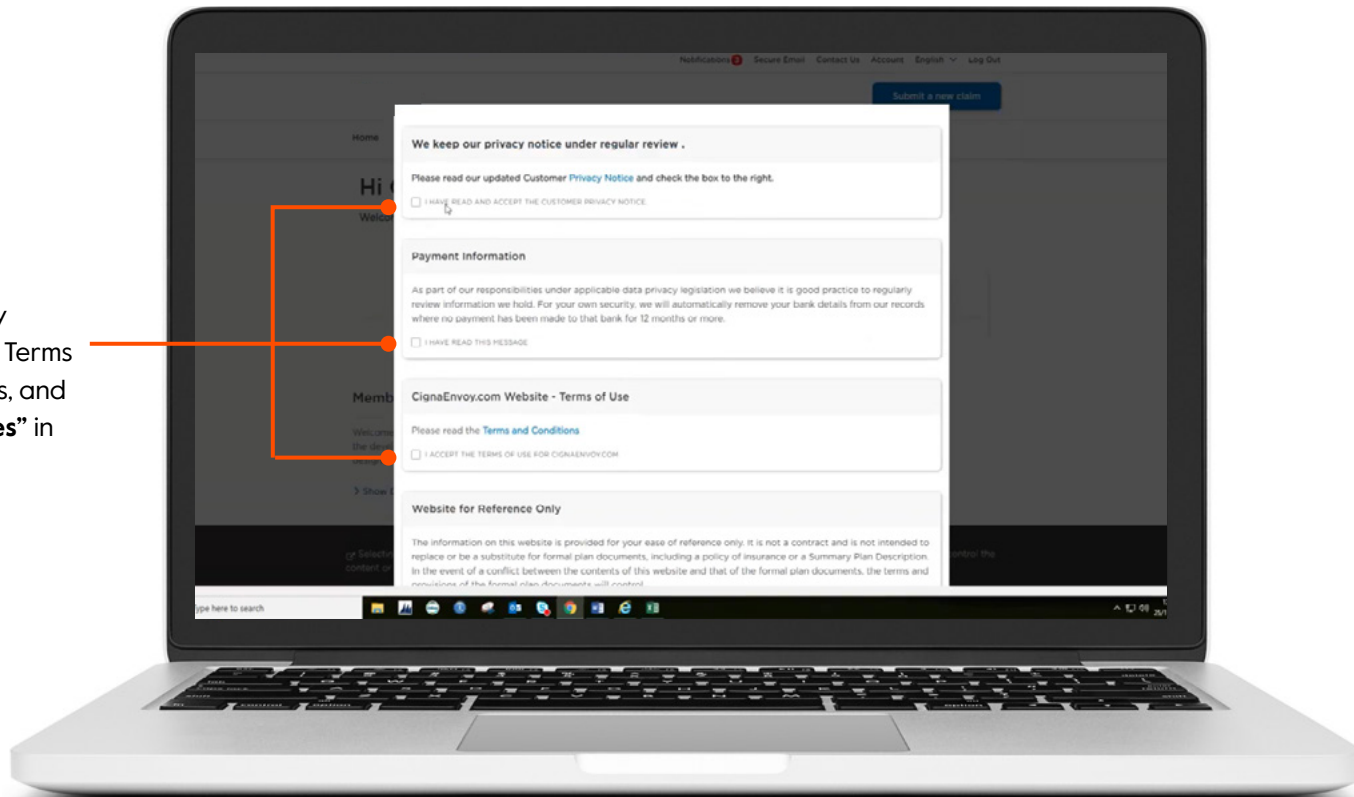


Click **“Submit”** to proceed

Registration

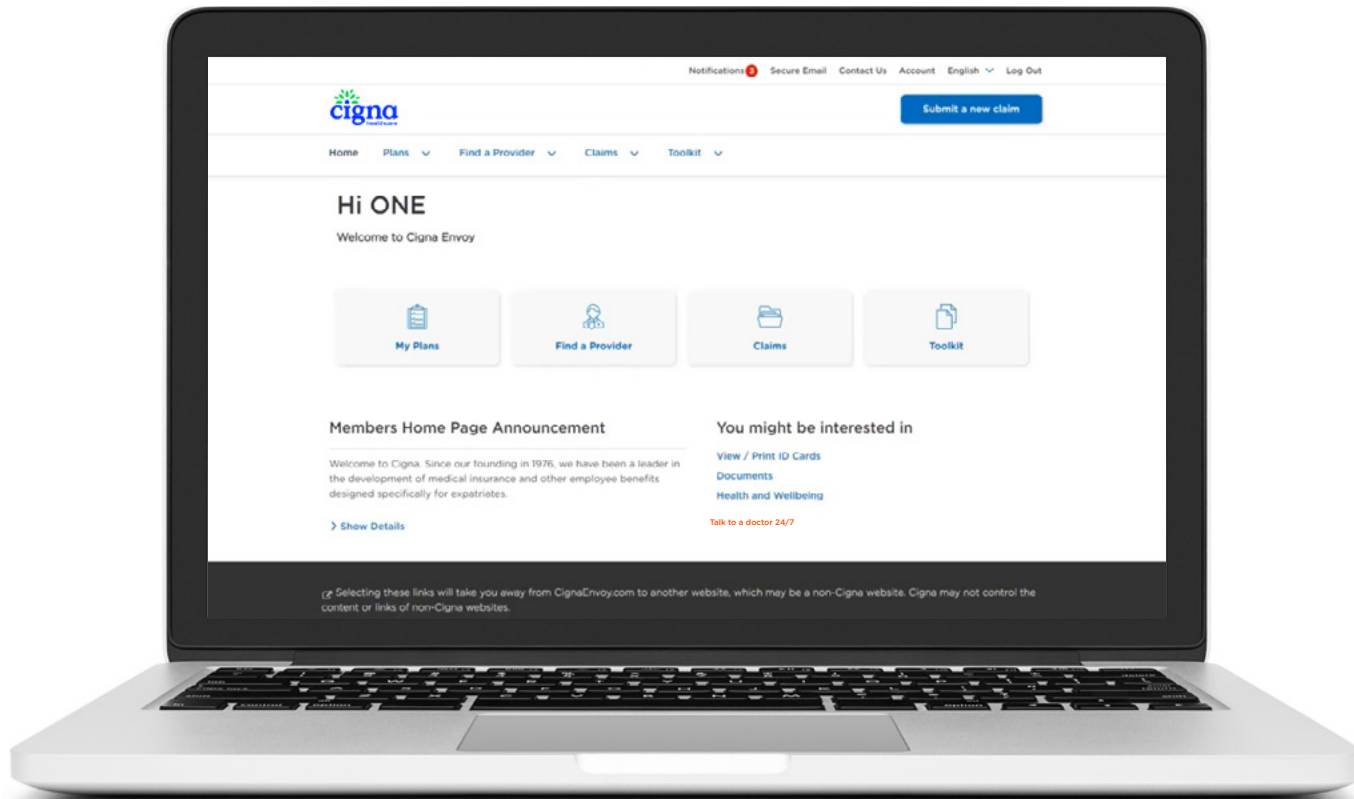
Please read **Terms and Conditions** and tick the corresponding boxes to accept. As the messages are clicked, they are cleared from the screen.

Please read the mandatory messages and Terms and Conditions, and click “**tick boxes**” in each area



Registration

Congratulations! You have now registered for Cigna Envoy.



Notifications 2 [Secure Email](#) [Contact Us](#) [Account](#) [English](#) [Log Out](#)



[Submit a new claim](#)

[Home](#) [Plans](#) [Find a Provider](#) [Claims](#) [Toolkit](#)

Hi ONE

Welcome to Cigna Envoy



[My Plans](#)



[Find a Provider](#)



[Claims](#)



[Toolkit](#)

Members Home Page Announcement

Welcome to Cigna. Since our founding in 1976, we have been a leader in the development of medical insurance and other employee benefits designed specifically for expatriates.

[Show Details](#)

You might be interested in

[View / Print ID Cards](#)

[Documents](#)

[Health and Wellbeing](#)

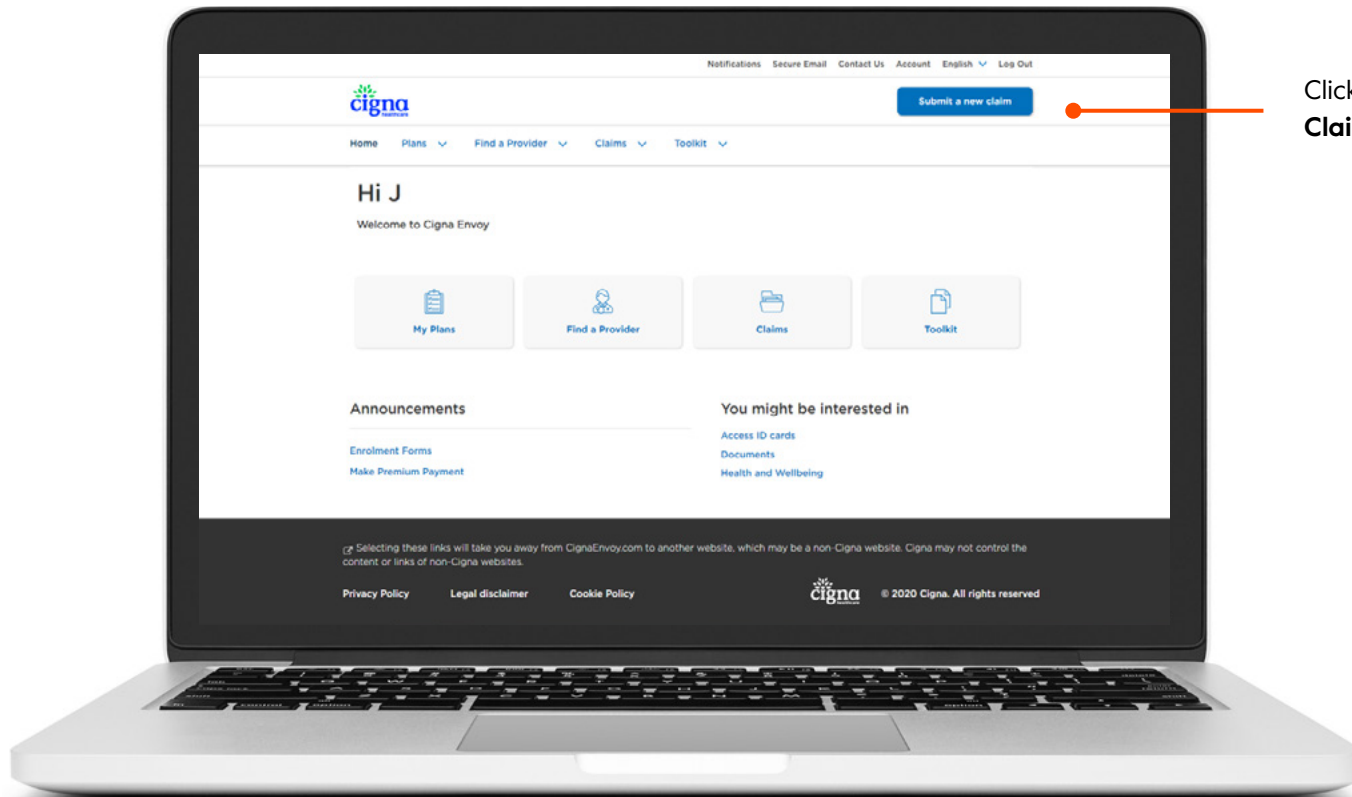
[Talk to a doctor 24/7](#)

⚠ Selecting these links will take you away from CignaEnvoy.com to another website, which may be a non-Cigna website. Cigna may not control the content or links of non-Cigna websites.

User guide

Submit a New Claim

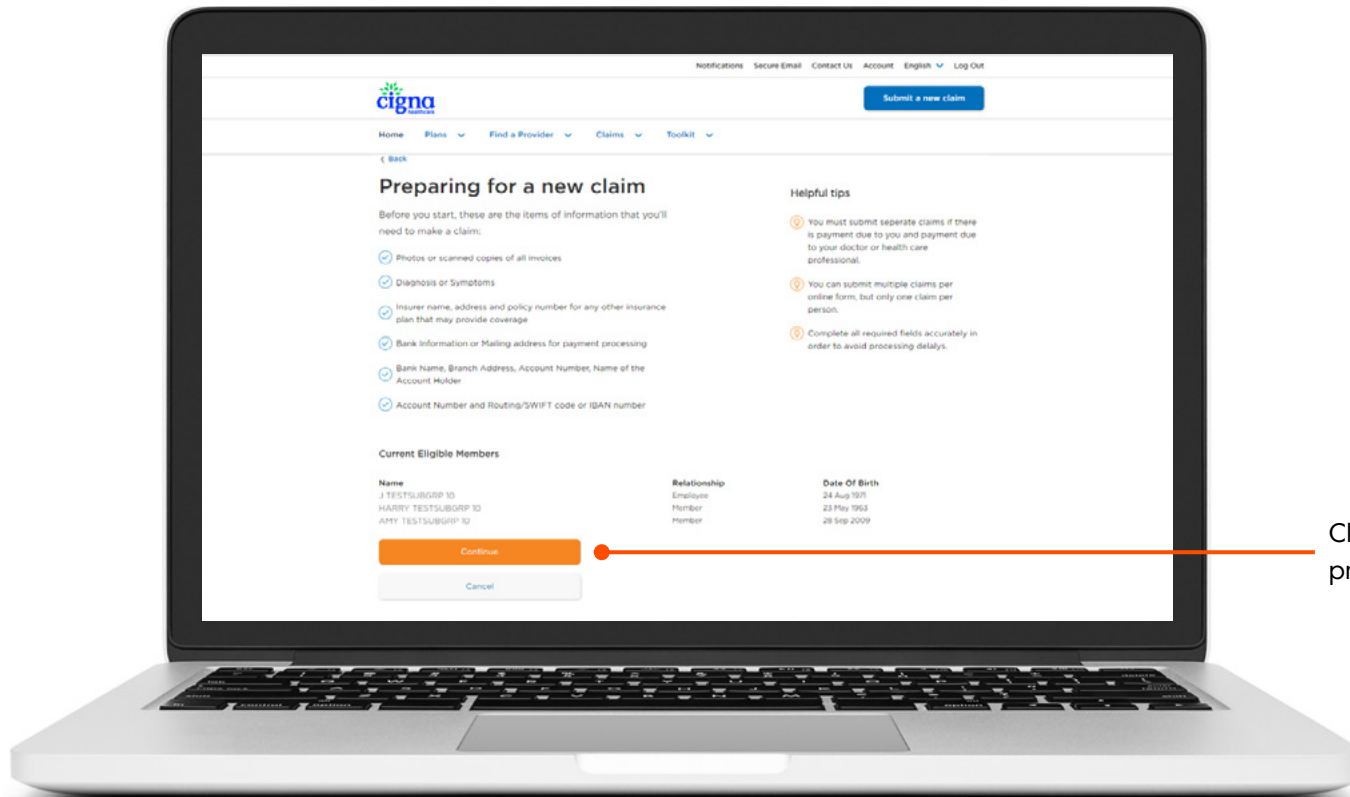
How to submit a **new claim** through Envoy.



Click **“Submit a New Claim”** to proceed

Submit a New Claim

This screen shows the information you'll need to submit a new claim. It also details the current eligible members and includes some helpful tips.



Click "Continue" to proceed

Submit a New Claim

Enter the details for one or more claims. You can save your progress at any time.

Select the appropriate member that the claim applies to

Upload invoices, receipts, any pertinent prescription, investigation/lab reports and medical reports documents here.

The screenshot shows a web application interface for submitting a new claim. The main heading is "New claim". Below it, there is a sub-heading: "Enter the details for one or more claims here. You can save your progress at any time." A note states: "Fields marked with * are mandatory".

The form includes the following sections:

- who is the claim for? ***: A dropdown menu with three options: "TEST SUBGRP 10", "HARR SUBGRP 10", and "AMY TESTSUBGRP 10".
- Which country was care received? ***: A dropdown menu with the option "Choose Incurred Country ...".
- Does your claim relate to inpatient or Outpatient? ***: Radio buttons for "Inpatient" and "Outpatient".
- Could another insurer be liable for all or part of this claim? ***: Radio buttons for "Yes" and "No".
- Who should be reimbursed? ***: Radio buttons for "Provider" and "Member".
- Please upload all documents related to this claim ***: A note: "Invoices, receipts, any pertinent prescription, investigation/lab reports and medical reports @boards.net." Below this is an "Upload Documents" button.

At the bottom, there is a note: "You can upload following file types: pdf, jpg, png, gif, bmp. Total size of uploaded files cannot exceed 6 MB per attachment."

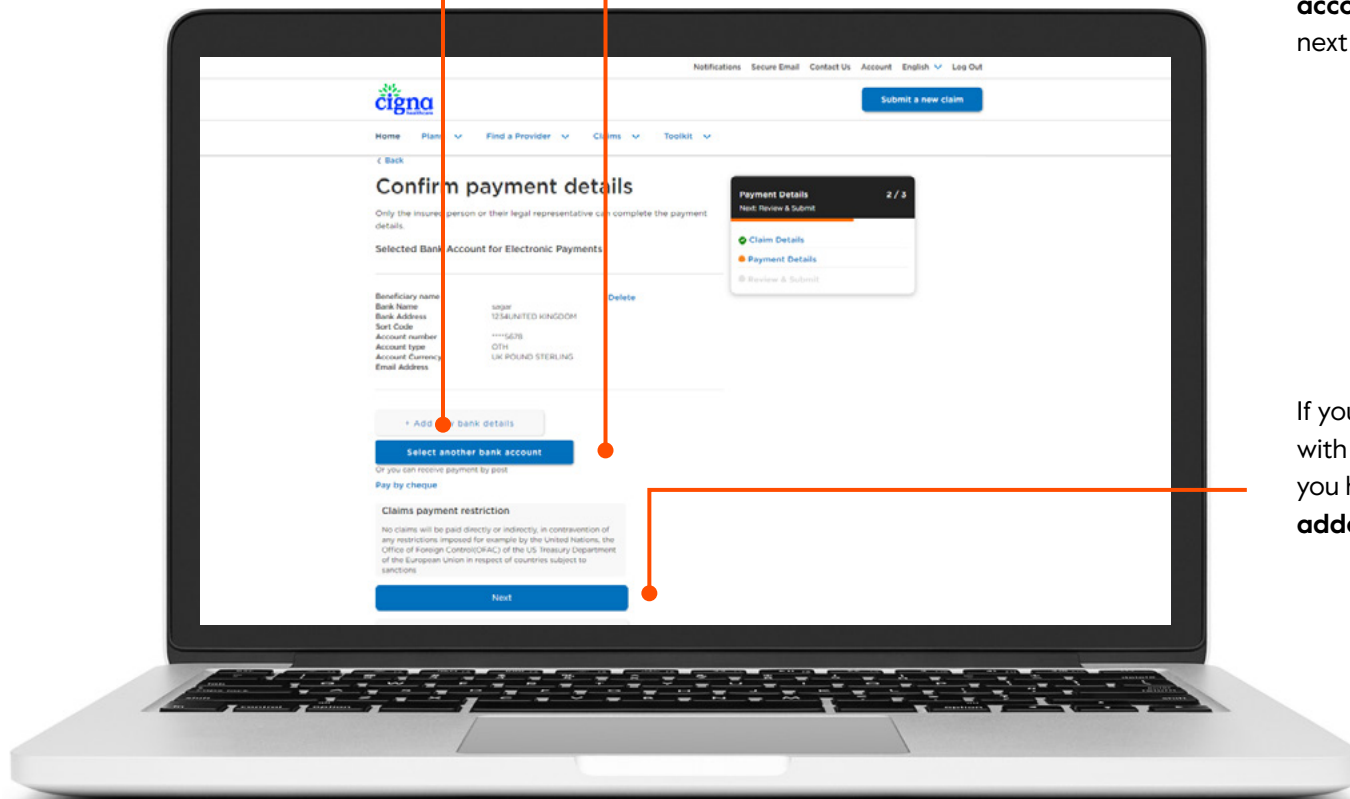
On the right side, there is a sidebar titled "Claim Details" with a progress indicator "1 / 3". It contains three items: "Next: Payment Details", "Claim Details" (which is highlighted with an orange dot), and "Review & Submit".

Submit a New Claim

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

If you wish to be paid into
a **new bank account**, click
“**Add new bank details**”

If you wish to be paid
with another bank
which you **already
have set up**, click
“**another bank
account**”. Please see
next page for details

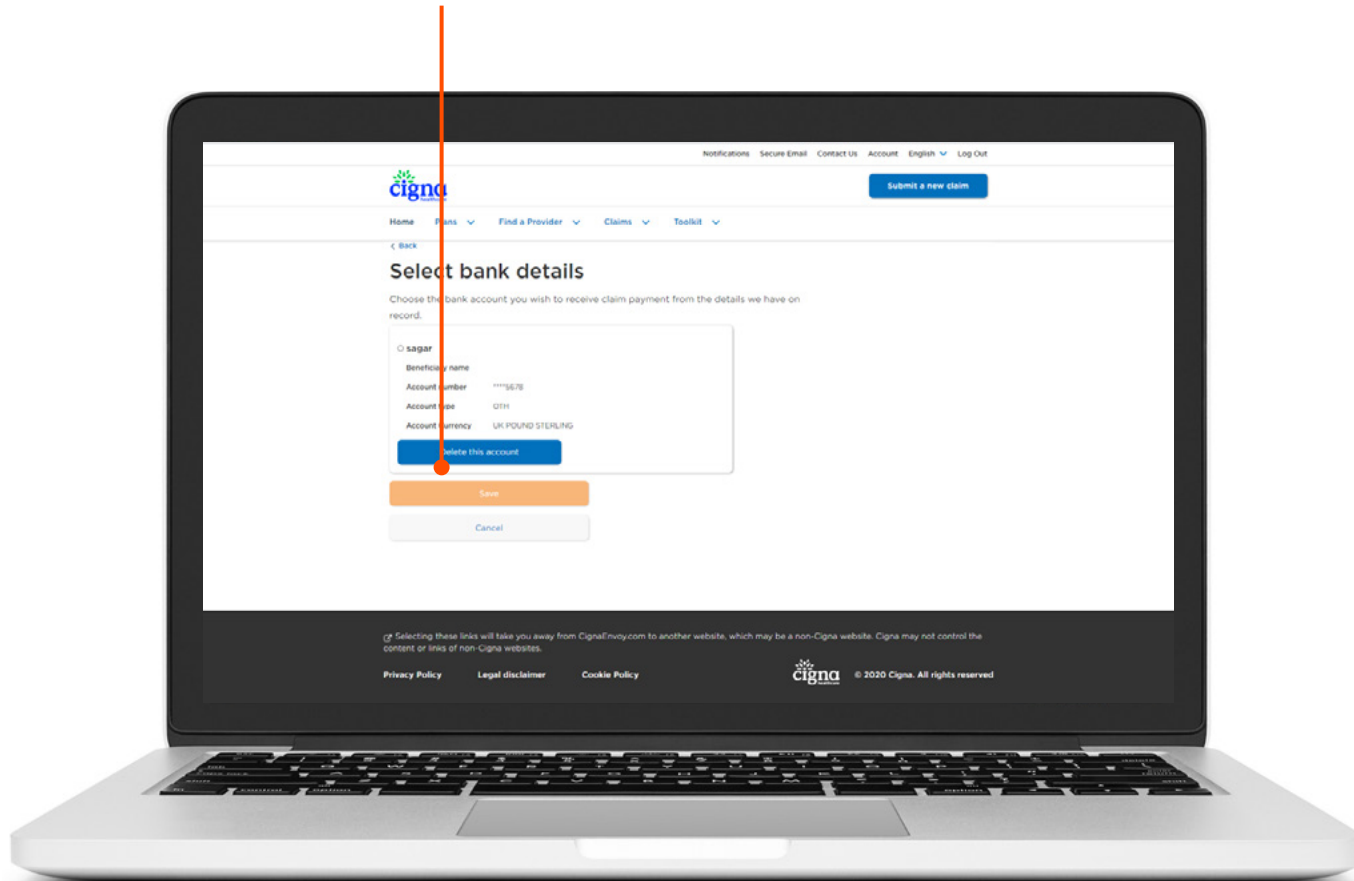


If you wish to be paid
with the bank details
you have **previously
added** click “**Next**”

Submit a New Claim

If you selected “**Select bank details**”, you will see a list of all available banks.

You have the option to
delete an account



Submit a New Claim

If you selected “Add new bank details”, you will see the below screen.

The currency will automatically populate based on the **country account** selected

Enter the country where your bank is located

The screenshot shows a laptop displaying the Cigna website's 'Add new bank details' page. The page has a white background with a blue header containing the Cigna logo and navigation links. The main content area is titled 'Add new bank details' and includes a sub-header 'Please choose the country and currency of the account you would like to add'. Below this, there are two dropdown menus: 'Which country is the account in?' and 'Which currency do you want to pay in?'. A blue button labeled 'Continue to account address' is positioned below the dropdowns. To the right of the main form is a 'Payment Details' sidebar with a progress indicator '2 / 2' and a list of steps: 'Claim Details', 'Payment Details', 'New Bank Details', 'Bank Address', and 'Account Detail'. The 'New Bank Details' step is currently active. At the bottom of the page, there is a footer with links for 'Privacy Policy', 'Legal disclaimer', and 'Cookie Policy', along with the Cigna logo and copyright information '© 2020 Cigna. All rights reserved'.

Please check your details are correct and click “Continue”

Submit a New Claim

Here you can enter your bank name and address.

Enter your name as it is shown on your bank account

Enter the bank name

Enter the bank address

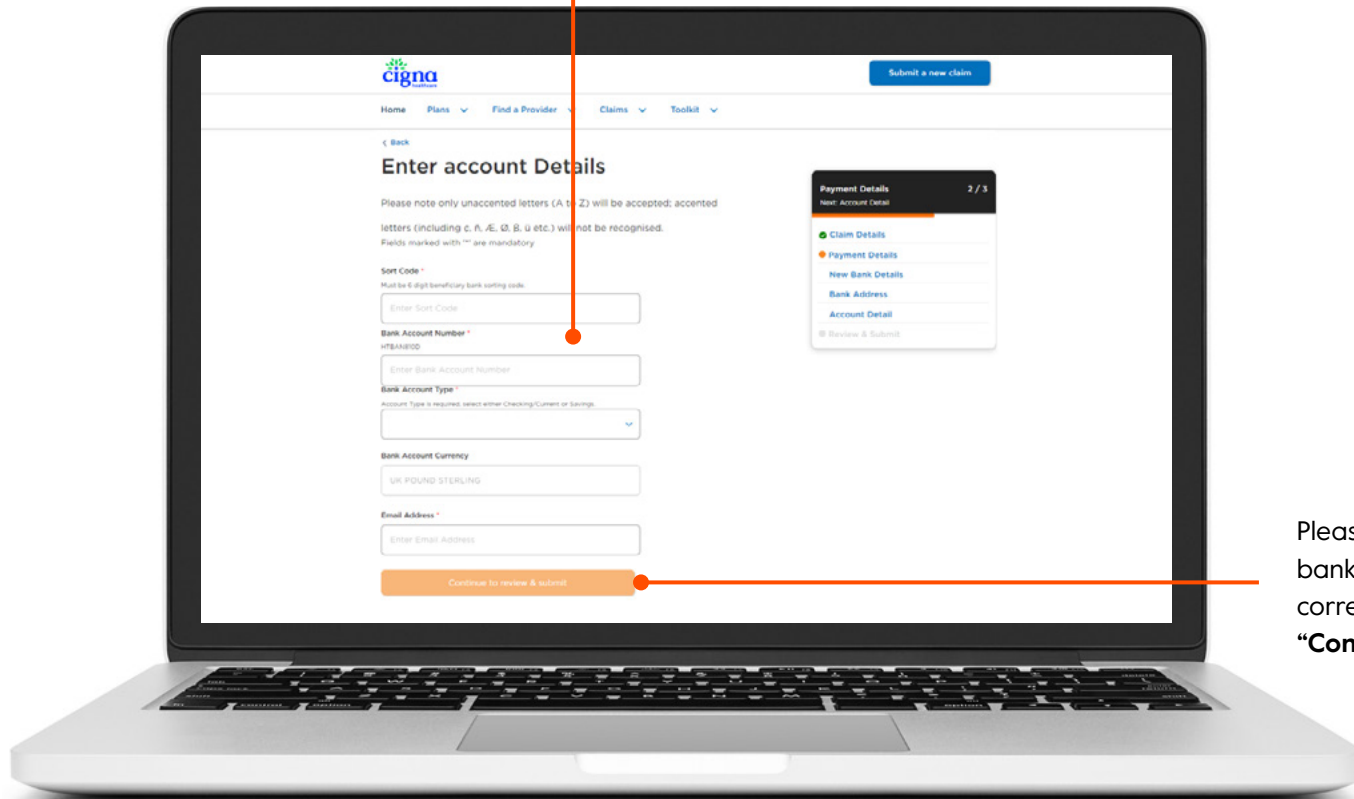
Please check your bank details are correct and click **“Continue”**

The screenshot shows the Cigna website's 'Bank Details' form. The form is titled 'Bank Details' and includes a warning: 'Please note only unaccented letters (A to Z) will be accepted; accented letters (including ç, Æ, Ø, Ù etc.) will not be recognised. Fields marked with * are mandatory.' The form fields are: 'Bank Account Beneficiary Name *' (with a sub-label 'Enter Bank Account Beneficiary Name'), 'Bank Name *' (with a sub-label 'Enter Bank Name'), 'Bank Address Line 1 *' (with a sub-label 'Enter Bank Address Line 1'), 'Bank Address Line 2' (with a sub-label 'Enter Bank Address Line 2'), 'Bank Address Line 3' (with a sub-label 'Enter Bank Address Line 3'), and 'Bank Country' (with a dropdown menu showing 'UNITED KINGDOM'). At the bottom of the form is an orange button labeled 'Continue to account details'. On the right side of the screen, there is a sidebar titled 'Payment Details 2 / 3' with a progress indicator showing 'Bank Address' as the current step. External orange lines connect text labels to the 'Bank Account Beneficiary Name' field, the 'Bank Name' field, the 'Bank Address Line 1' field, the 'Continue to account details' button, and the 'Submit a new claim' button at the top right of the page.

Submit a New Claim

Please enter your bank account details.

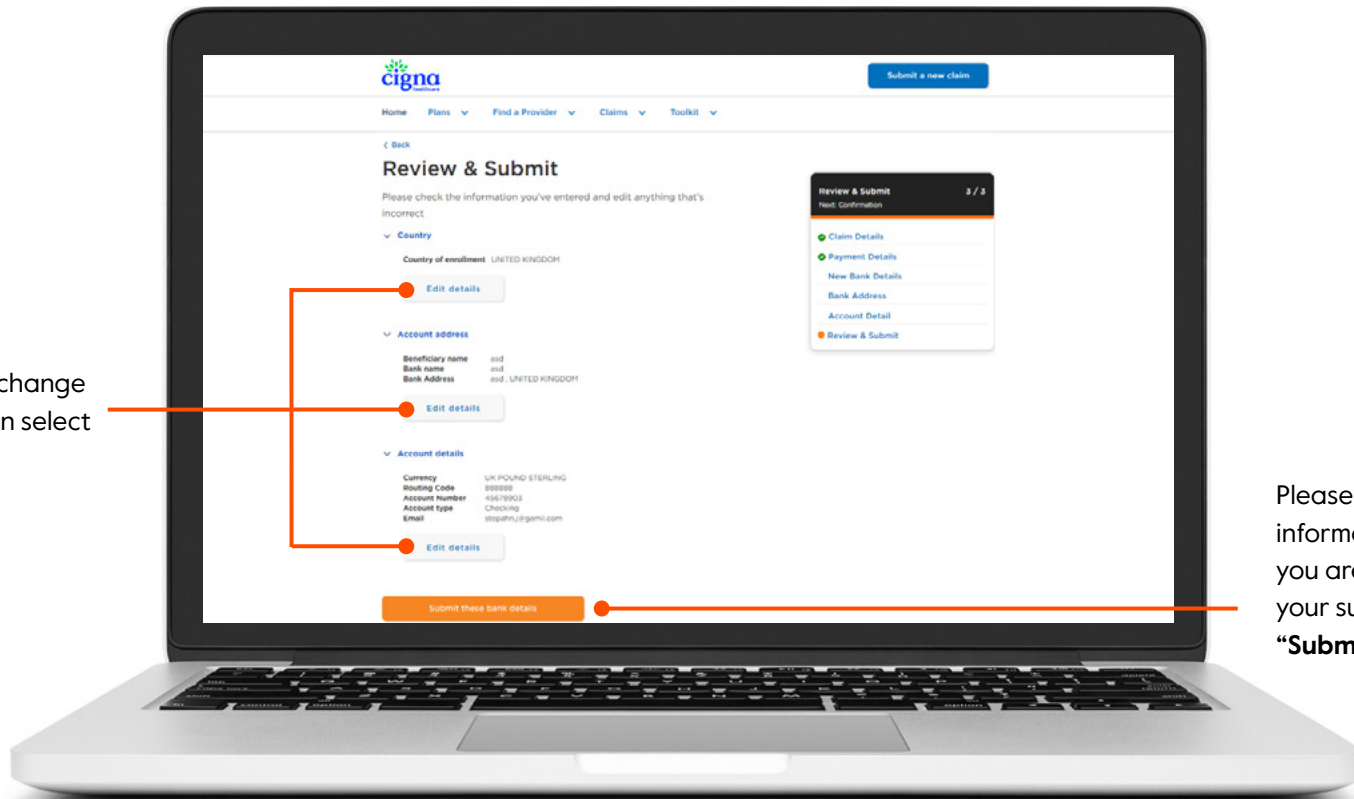
Enter your bank account details.



Please check your bank details are correct and click **“Continue”**

Submit a New Claim

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



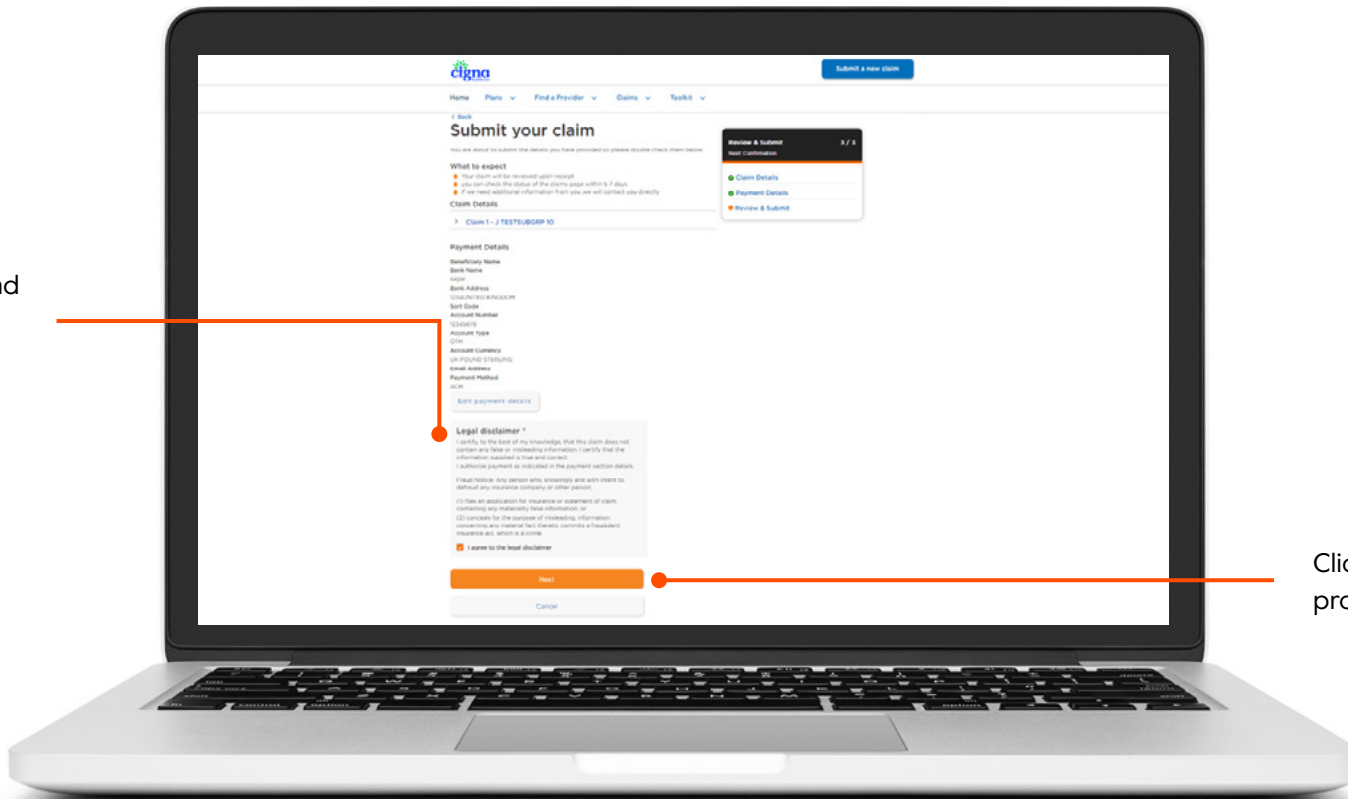
If you need to change any information select **“Edit”**

Please review all information and if you are happy with your submission, click **“Submit”**

Submit a New Claim

Accept the terms and click **“Continue”** to confirm the legal disclaimer.

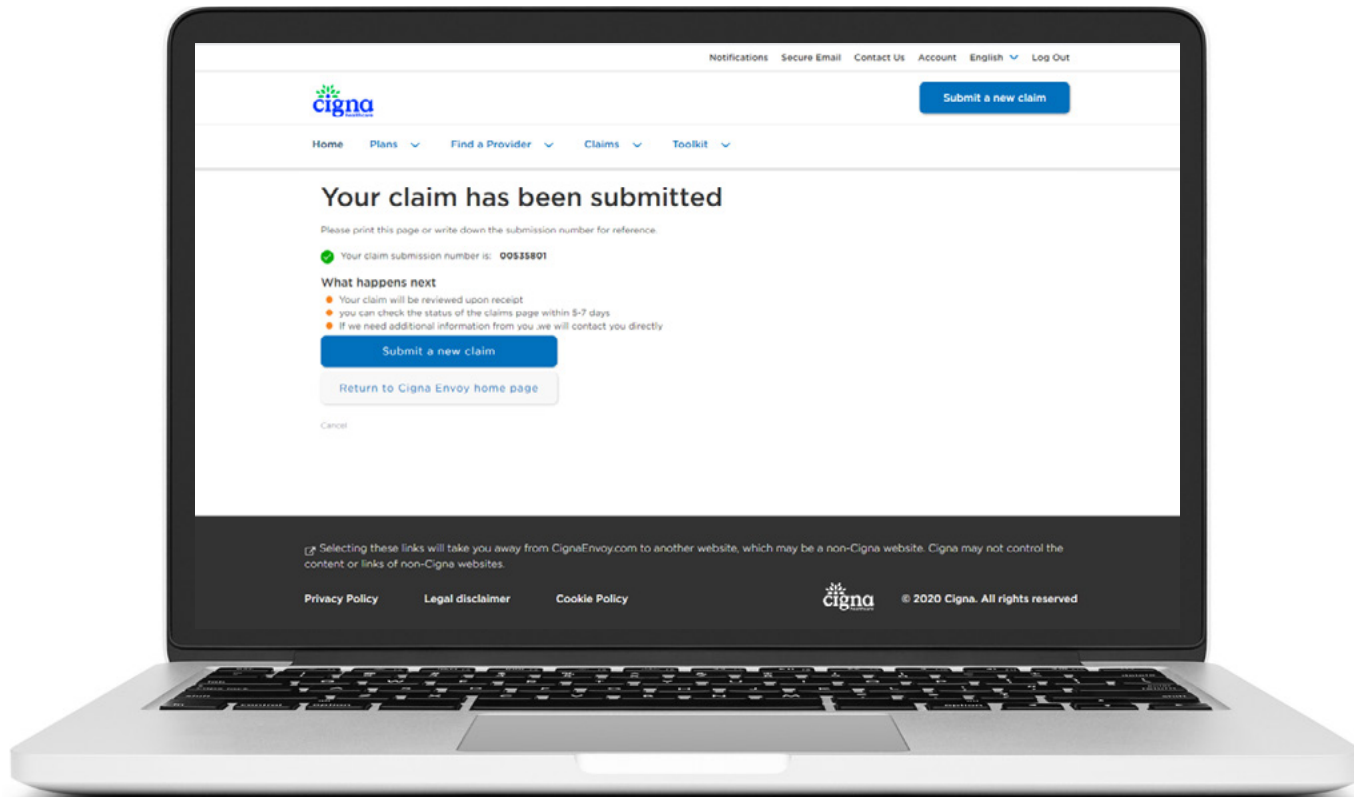
Please read and agree to the legal terms



Click **“Next”** to proceed

Submit a New Claim

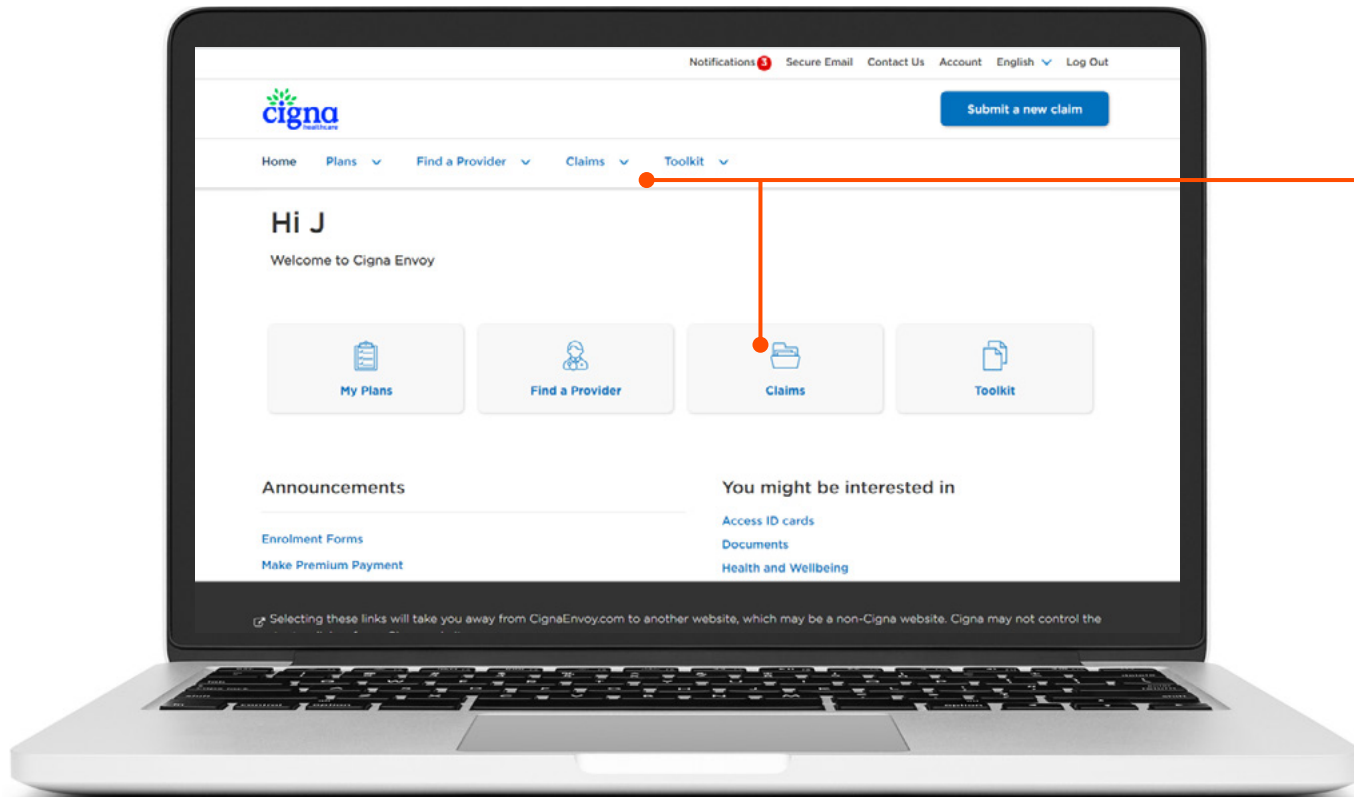
Congratulations! Your claim has now been submitted.



User guide

Check your Claim Status

How to check status of existing claims.



Click on
"Claims"

Check your Claim Status

“**Claims**” shows you the status of all recently submitted claims. You can narrow down the search results by using the filters available.

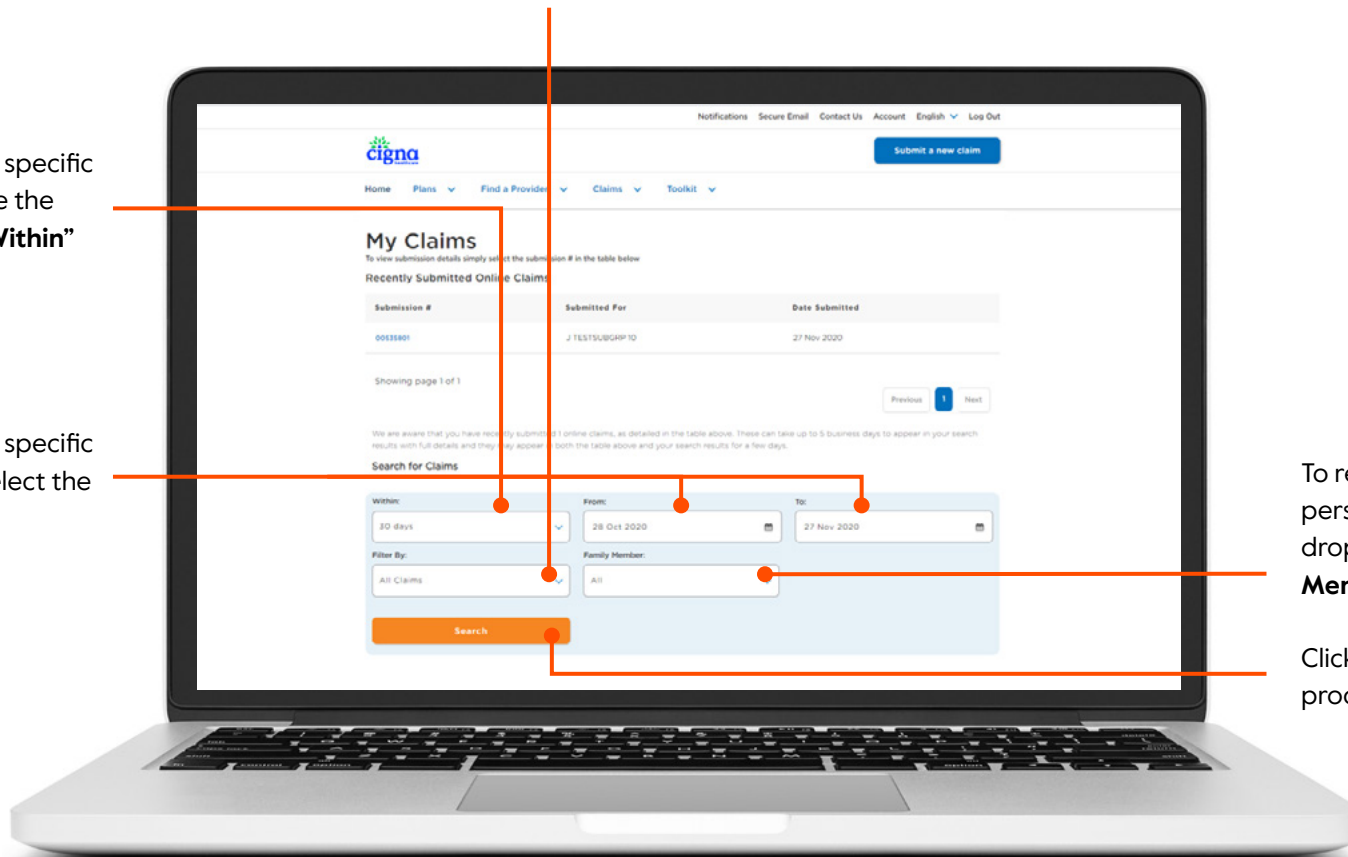
To review by a specific claim type, use the drop down “**Filter by**”

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

To review by a specific date range, select the dates

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

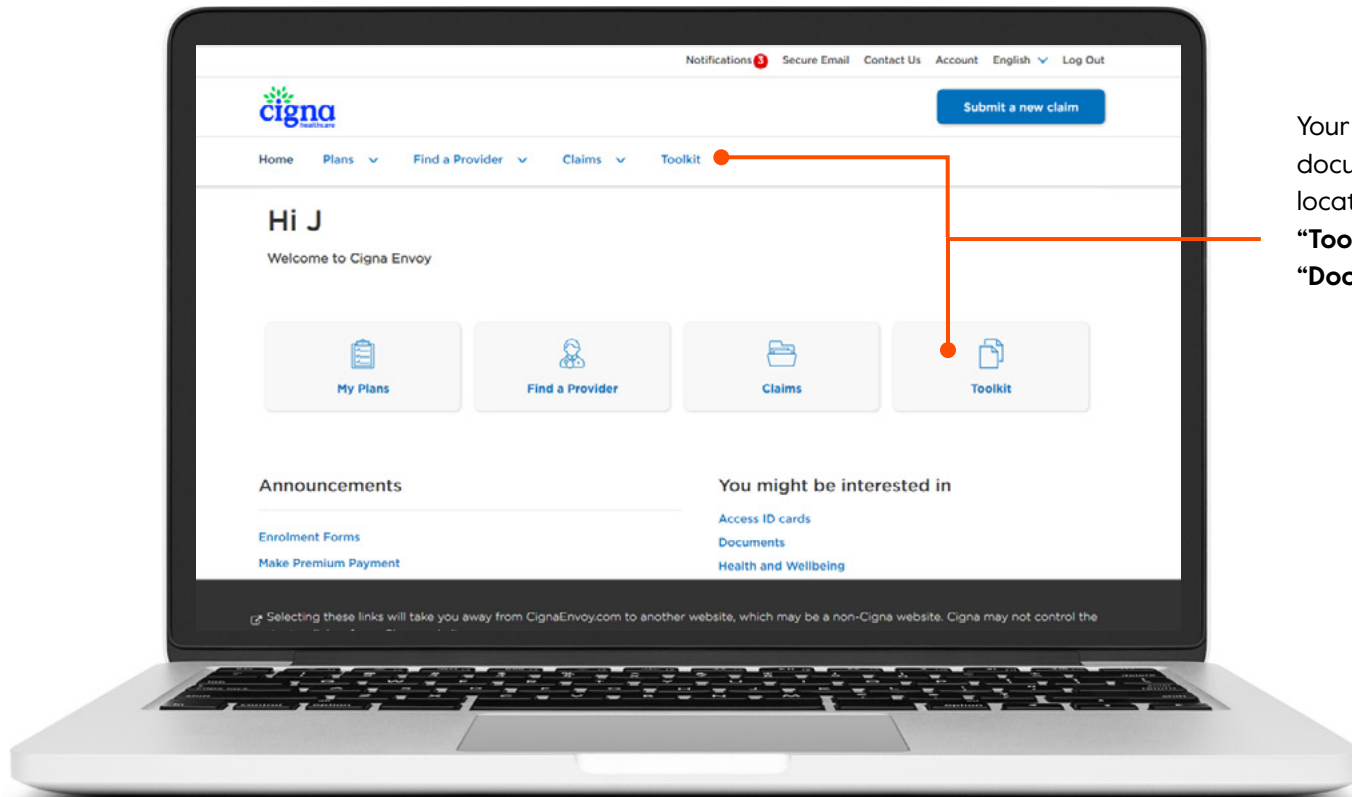
Click “**Search**” to proceed



User guide

Find your Policy Documents

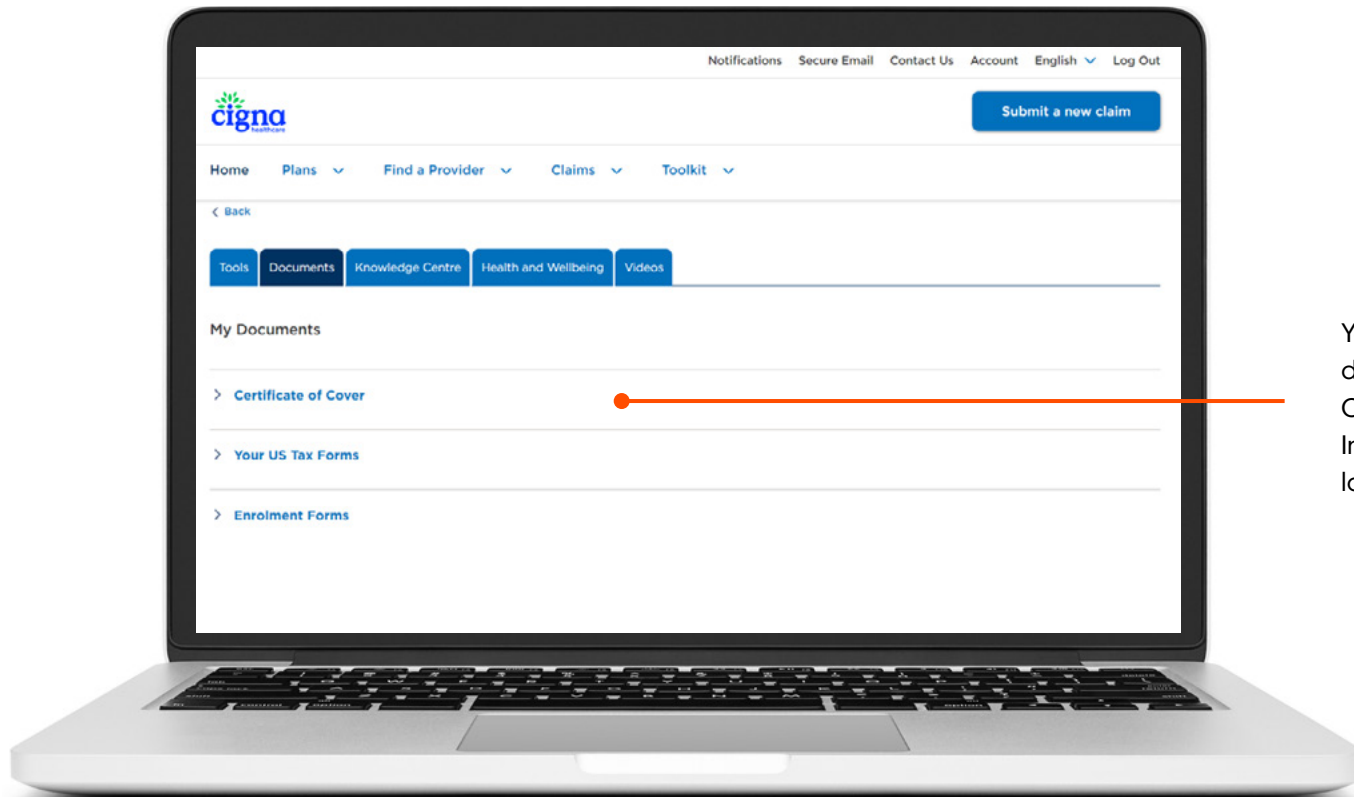
Your policy documents can be located in your **“Documents”** section under **“Toolkit”**.



Your policy documents can be located by selecting **“Toolkit”** and then **“Documents”**

Find your Policy Documents

You can access your policy booklet and other useful information.

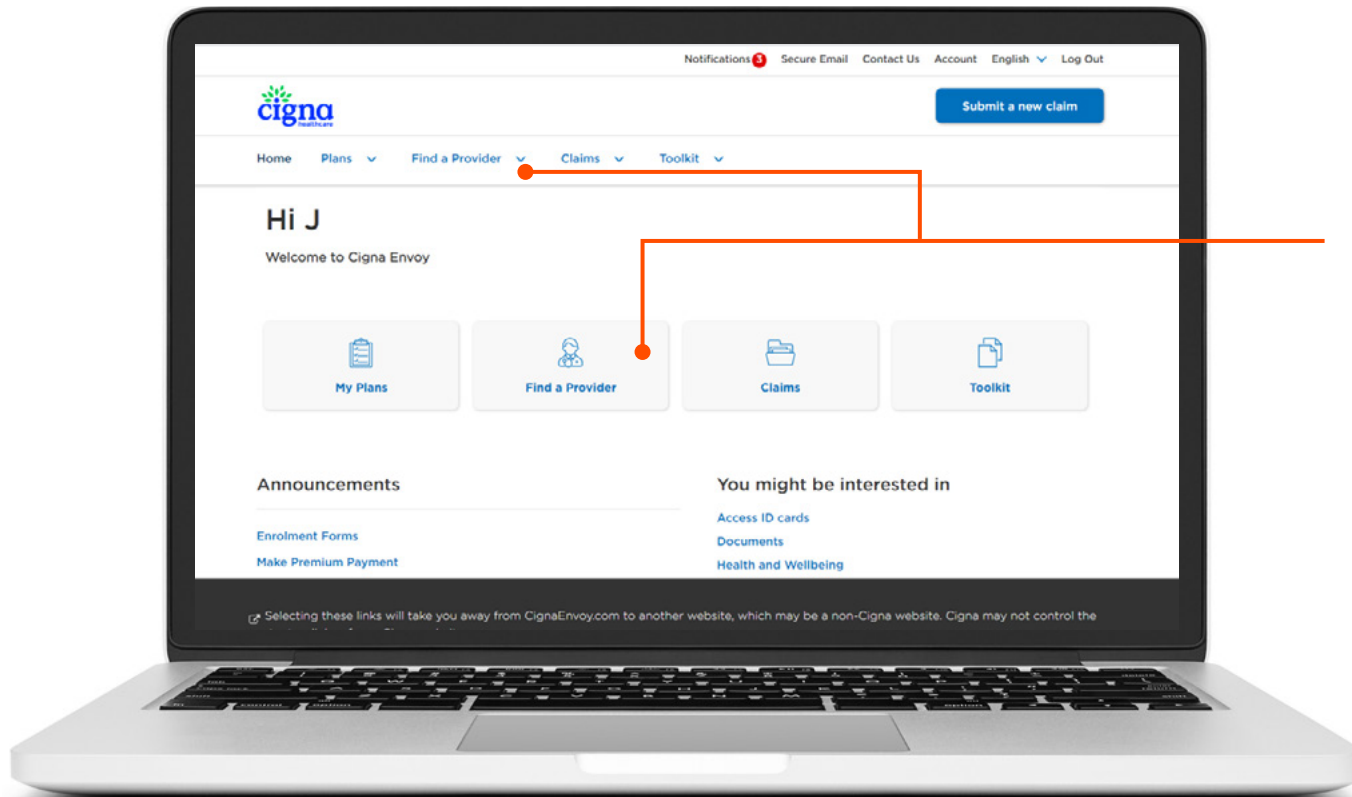


Your policy documents and Certificate of Insurance are located here

User guide

Find a Health Care Facility

To find health care locate providers within the Cigna Healthcare network.

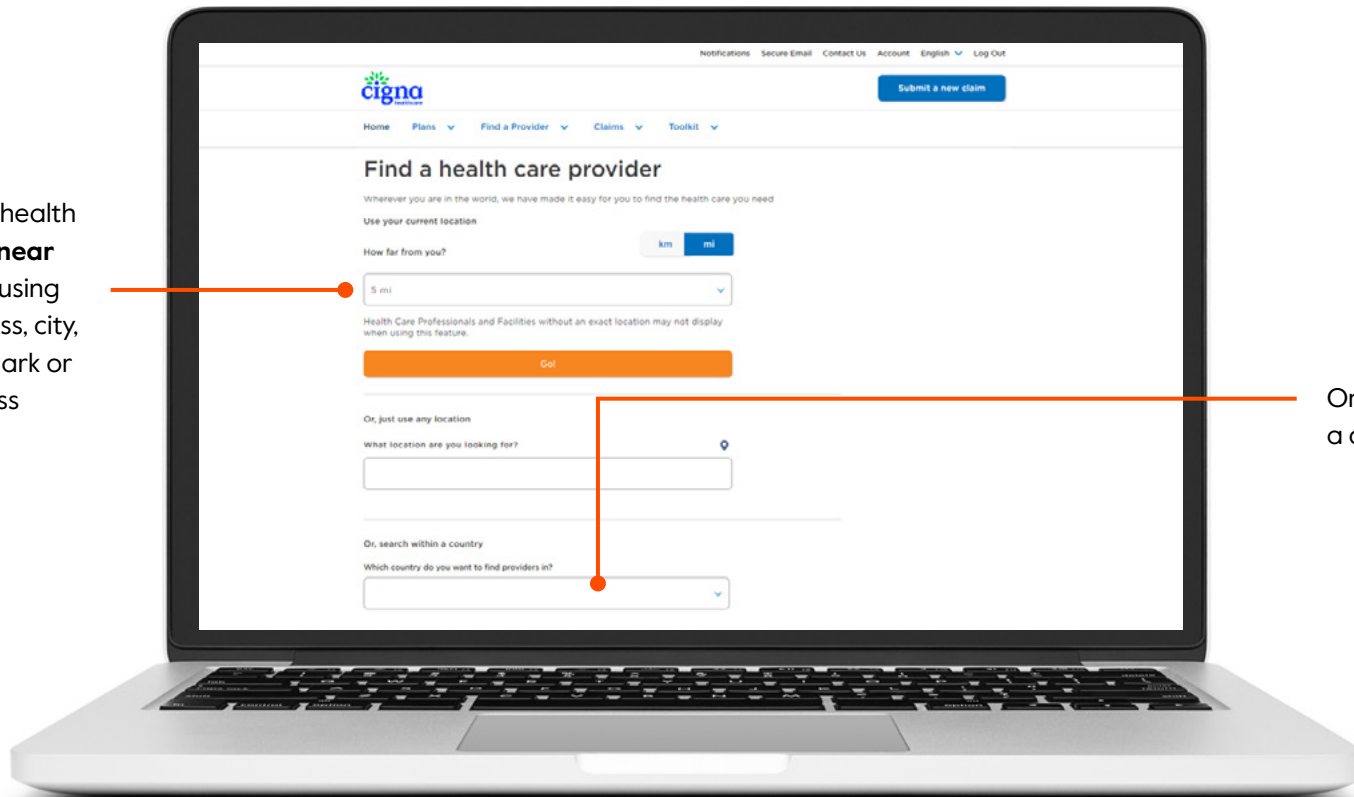


You can locate a health care provider near your location by selecting either **“Find a Provider”** here

Find a Health Care Facility

Enter location and/or country.

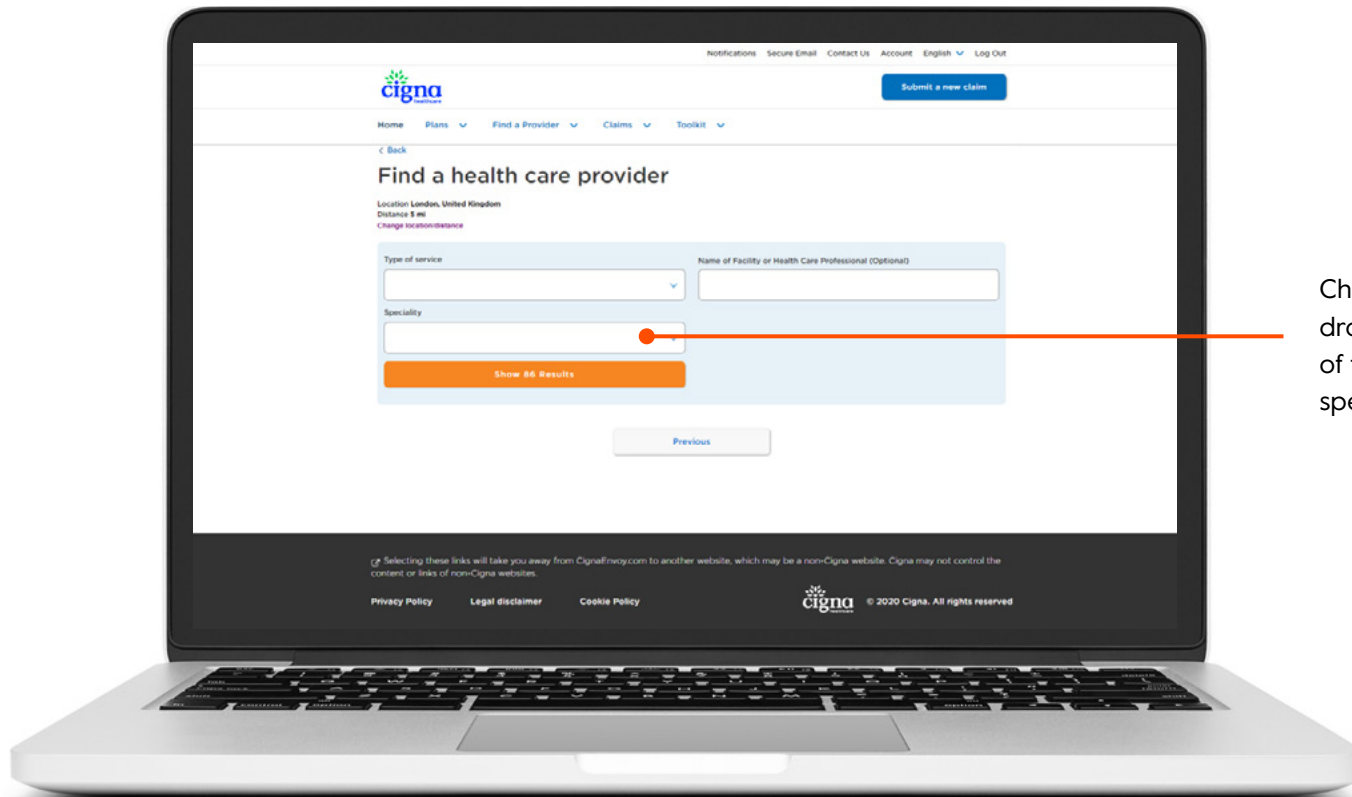
You can find a health care provider **near your location** using a street address, city, country, landmark or nearby business



Or by selecting a country here

Find a Health Care Facility

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

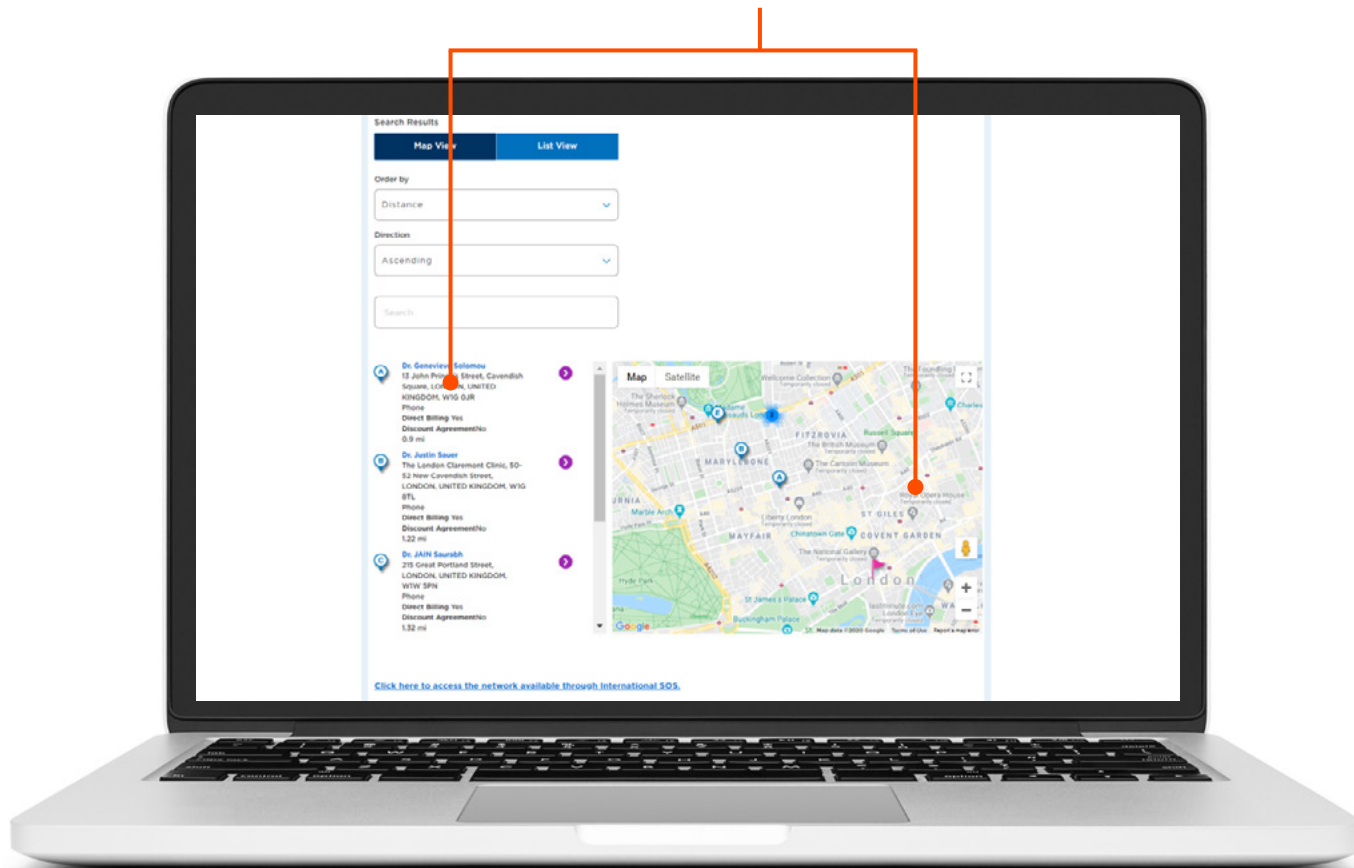


Choose from the drop down list of facilities or speciality

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 Healthcare

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



Claims can be submitted via [CignaEnvoy.com](https://www.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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Please refer to your member materials for further information, including details of the insurance entity providing cover, the list of benefits, exclusions and limitations. Cigna Global Health Benefits' web-based tools, such as Cigna Envoy, are available for informational purposes only. These tools are not intended to be a substitute for proper medical care provided by a physician. © 2023 Cigna Healthcare. All rights reserved. Some content provided under licence.