

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.'**

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.
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'**.



CignaEnvoy.com

One more way Cigna improves the health, well-being and peace of mind of the people we serve.

Cigna Global Health Benefits®



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