



Envoy Mobile App Claim Submission – Android

Choose a family member

Provide details and take pictures

Choose how to receive payment

Agree to claim submission terms

Review, make edits to claim details or payment option, and submit to Cigna

Added benefits that make this easy...

- **Started a claim, but not ready to finish?** Pause and come back later; you can even switch between app and website.
 - **Want flexibility in how you receive your payment?** Use a previous method, or add a new online or cheque payment method.
 - **Whole family went to the doctor at the same time?** No problem; use one claim form, with details entered for each family member.
 - **Claim details in email or PDF?** Take a screenshot and use the option to upload from Gallery, instead of taking a picture.
 - **Claim for new spouse or child?** Add a new family member and submit a claim while enrollment is finalized.*
- *applies to EuroCare only; claims will not be processed or paid until enrollment is final





Envoy Mobile App Claim Submission – iOS

Choose a family member

Eligible Members

1 CONTACT INFO 2 3 4 5

Current Eligible Members

Xxxx Xxqx
Relationship: Member
Date of Birth: 22 May 1970

Add a New Family Member

Save & Go To Next Step

Add a New Family Member

Name:
Enter Name...

Gender:
Male Female

Relationship:
Choose Relationship...

Date of Birth:
Choose Birthday...

Nationality:
Choose Nationality...

Save New Family Member

Provide details and take pictures

Claim Details

1 CLAIM DETAILS 2 3 4 5

Filing a Claim for Xxxx Xxqx

▼ Xxxx Xxqx

Diagnosis/Symptoms

Enter Diagnosis Symptoms

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

Payment to Provider or Member?
Provider Member

Uploaded Claim Documents:
No Claim Documents

Upload Claim Document(s):

Take a Picture From Camera Roll

Enter the claim details for each family member and don't forget to upload the claim documents associated with each family member's claim.

Save & Go To Next Step

Choose how to receive payment

Payment Details

1 2 PAYMENT DETAILS 3 4 5

Payment Selection

What payment method should we use to pay your claim?
Recent Payment:
Online | AUD |

Account Holder Name:
Daisy Duck

Currency:
AUSTRALIAN DOLLAR

Bank Name:
Bank of Aussies

Branch Address:
Outback street

Bank Swift Code:
303030

Add New Payment Method

Save & Go To Next Step

Add Payment Method

Account Holder Name:
Enter Name...

Payment Type:
Online

Country of Bank:
SINGAPORE

Currency:
SINGAPORE DOLLAR

Agree to claim submission terms

Legal Disclaimer

1 2 3 4 TERMS & CONDITIONS 5

Legal Disclaimer

I certify, to the best of my knowledge, that this claim does not contain any false or misleading information. I certify that the information supplied is true and correct. I authorize payment as indicated in the payment section details.

Fraud Notice: Any person who, knowingly and with intent to defraud any insurance company or other person;

(1) files an application for insurance or statement of claim containing any materiality false information; or

(2) conceals for the purpose of misleading, information concerning any material fact thereto, commits a fraudulent insurance act, which is a crime.

I agree to the terms above:

Agree & Go To Next Step

Review, make edits to claim details or payment option, and submit to Cigna

Review & Submit

1 2 3 4 5 REVIEW & SUBMIT

Payment Details Edit

Online | AUD |

Payment Type:
wire_transfer_eu

Account Holder Name:
Daisy Duck

Currency:
AUD

Bank Name:
Bank of Aussies

Branch Address:
Outback street

Bank Swift Code:
303030

Save & Submit

Completed Claim

1 2 3 4 5

Submit/Complete a Claim

YOUR CLAIM HAS BEEN SUBMITTED

Thank you, your online claim has been submitted with the submission #1000133647

Please write down the submission number for reference.

You will be able to track status of your claim on the mobile app or online at cignaenvoy.com

Submit a new claim

Added benefits that make this easy...

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