

## Online Claim Submission

CIGNA International Expatriate Benefits has heard your feedback about the claims submission process and we have taken action with the launch of our online claims submission capabilities. Effective **December 29<sup>th</sup>, 2010**, all registered users of CIGNA Envoy can submit claims through the secure web portal in an easy-to-follow five-step process. These enhancements include the following additions:

- Your personal detail is automatically loaded
  - o (name, date of birth, banking details, etc.)
- The size limit for attachments has increased to 6MB
- Ability to view up to 3 years of online claim submissions and access to claim attachments for 90-days

To file a claim online, please use the instructions below:

### *Claim Submission Process*

1. Access [www.cignaenvoy.com](http://www.cignaenvoy.com) and log in with your CIGNA ID and Password
2. Select "Claims" at top of the page
3. Select "File an Online Claim". The system will provide the details and documents needed to complete the submission process. Then select "Continue"
4. Five steps to complete the process:
  - i. Personal Details (Confirm your personal details)
  - ii. Claim Details (Enter details about your claim)
  - iii. Payment Details (Add and/or confirm payment details)
  - iv. Legal Disclaimers (Review disclaimers)
  - v. Review and Submit (Review and submit your claim)

If you are not registered for CIGNA Envoy, please **go to [www.CIGNAEnvoy.com](http://www.CIGNAEnvoy.com)** and **select Members** from the **Choose Your Website** dropdown menu. Then **click the Go button**. This will take you to a log in page. Click **Register Now** at the bottom of the page. On the registration page, **fill in the necessary fields**. *Please use your CIGNA ID card to fill in the Member ID and Policy number fields.* When you are done, **click the Register button** to generate your password.

Thank you again for your valuable feedback that helps us better serve your needs.