



ONLINE CLAIM SUBMISSION

Simplified claims process

All registered users of Cigna Envoy® can submit claims online through easy-to-follow prompts. Customer data is automatically and securely pre-populated (name, date of birth, banking details, etc.), speeding up the submission process. Files up to 6MB can be attached and customers have the ability to view current and historical claim submissions, including any attachments.

How to file an online claim

1. Visit **CignaEnvoy.com**.
2. Under “**I am a customer**,” select “**I have an existing login**” and enter your Cigna ID number and password.
3. Select “**My Claims**” on the navigational toolbar at the top.
4. Under “**My Claims**,” select “**Submit/Complete a Claim**.”
5. You will need to provide the following information for each claim you submit.
 - Personal data
 - Claim details
 - Payment
6. Select “**Submit a New Claim**.”

Registering for Cigna Envoy:

If you are not registered for Cigna Envoy, please follow these instructions.

1. Visit **CignaEnvoy.com**.
2. Under “**I am a customer**,” select, “**I have not registered yet**.”
3. On the registration page, provide your identifying information by entering the first nine digits of your Cigna ID number and click “**Register**.”
4. Enter the identifying information, including your account number and security word, then click “**Register**.”
5. Next, you will receive your registration confirmation. Remember your secure PIN to complete the registration. **Please note: Secure PINs are case sensitive.**
6. Click “**Continue**” to log in.



CignaEnvoy.com

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

Cigna Global Health Benefits®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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