

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. Customer 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 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 the blue “**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. Visit **CignaEnvoy.com**. Under “**I am a customer**” select “**I have not registered yet**.”
2. On the registration page, enter your Cigna ID number (located on your Cigna ID card) and your personal and plan details.
3. You will be issued a one-time PIN, which you will use to log in to **CignaEnvoy.com**.
4. Answer the security questions.
5. Change to a password/PIN of your choosing and click “**Continue**” to register. **Please note: Secure PINs are case sensitive.**



CignaEnvoy.com

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

Cigna Global Health Benefits®



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