



# CIGNA ENVOY

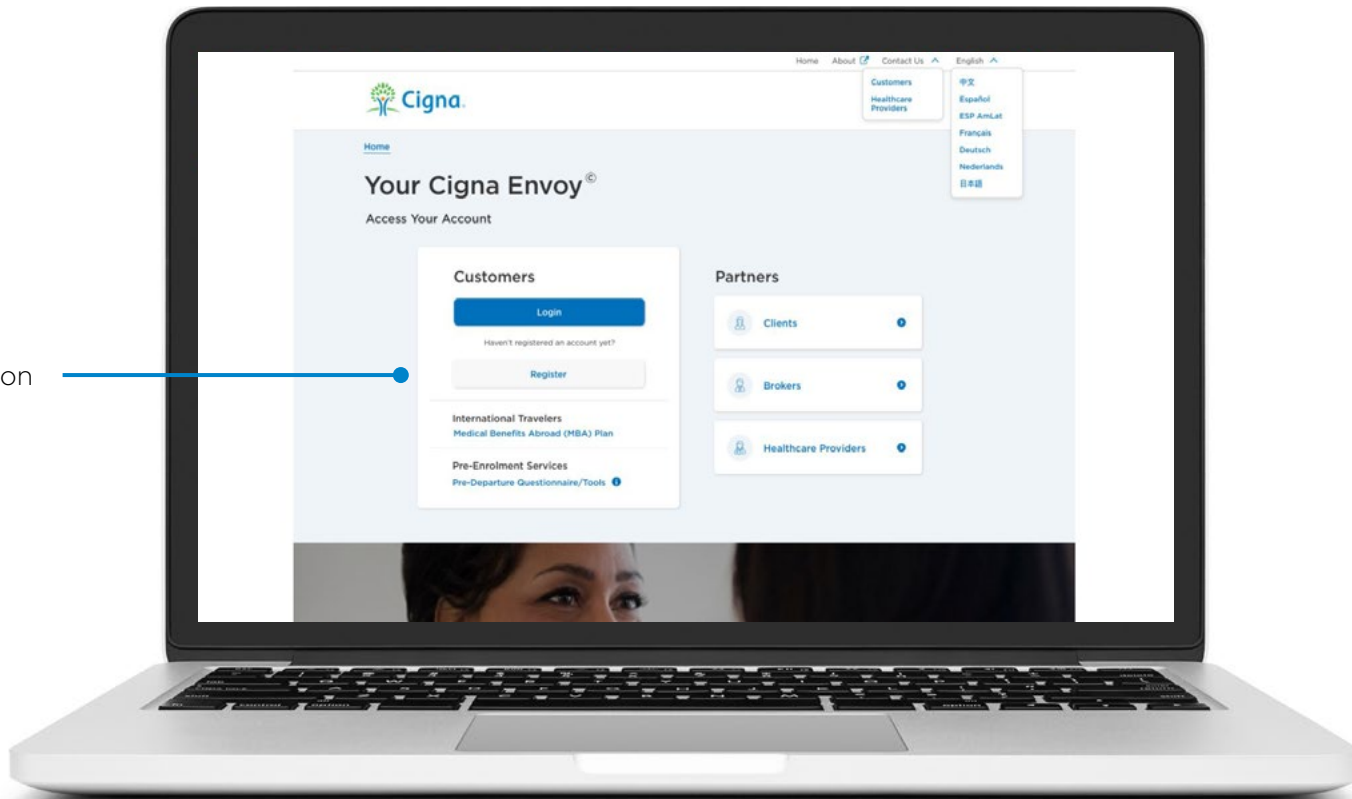
Registration and User Guide

# USER GUIDE

## Registration

To register for Cigna Envoy, from your web browser navigate to **www.CignaEnvoy.com** and select **“Register”**.

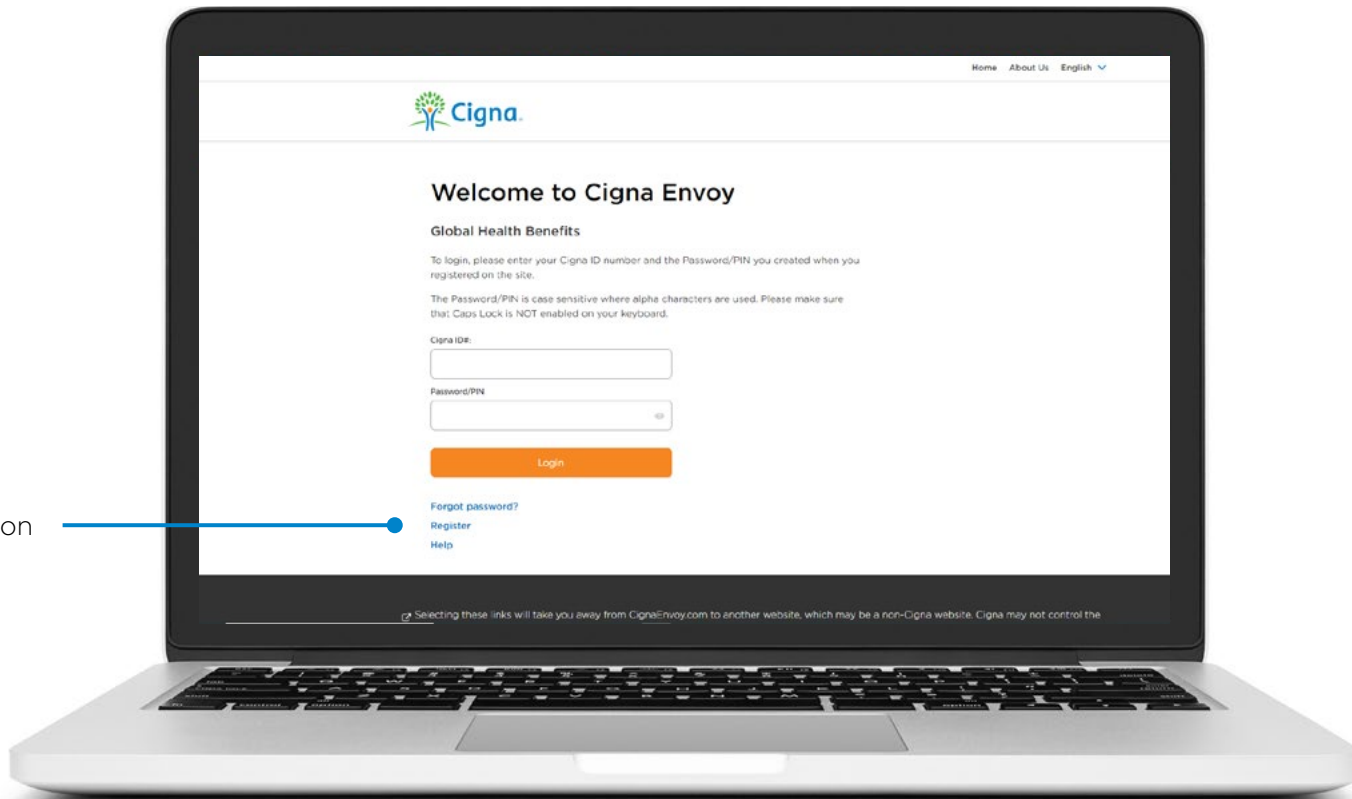
Click this option



# USER GUIDE

## Registration

To register for Cigna Envoy, select **“Register”**.

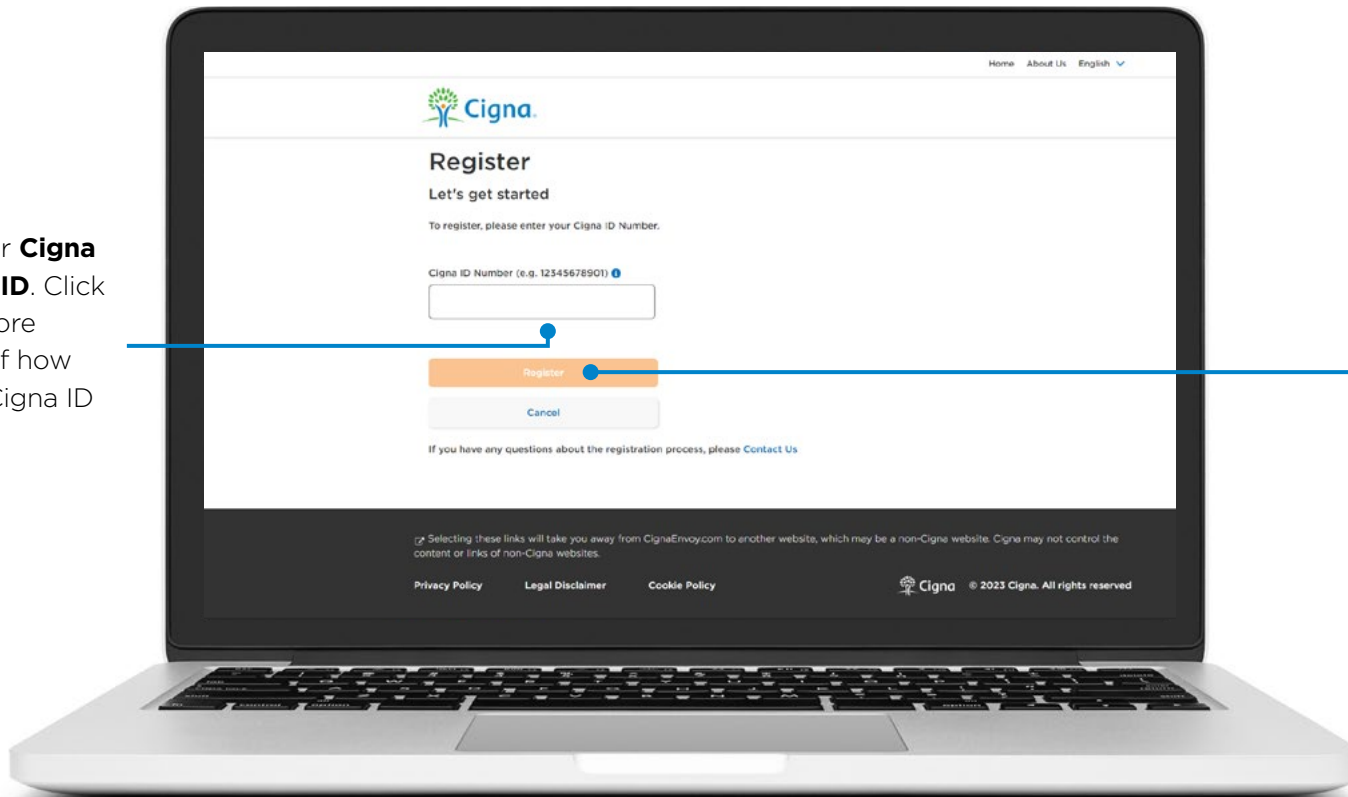


Click this option

# Registration

Enter your Cigna ID number into the **“Cigna ID Number”** field.

Enter the your **Cigna membership ID**. Click (i) icon for more information of how to find your Cigna ID Number.



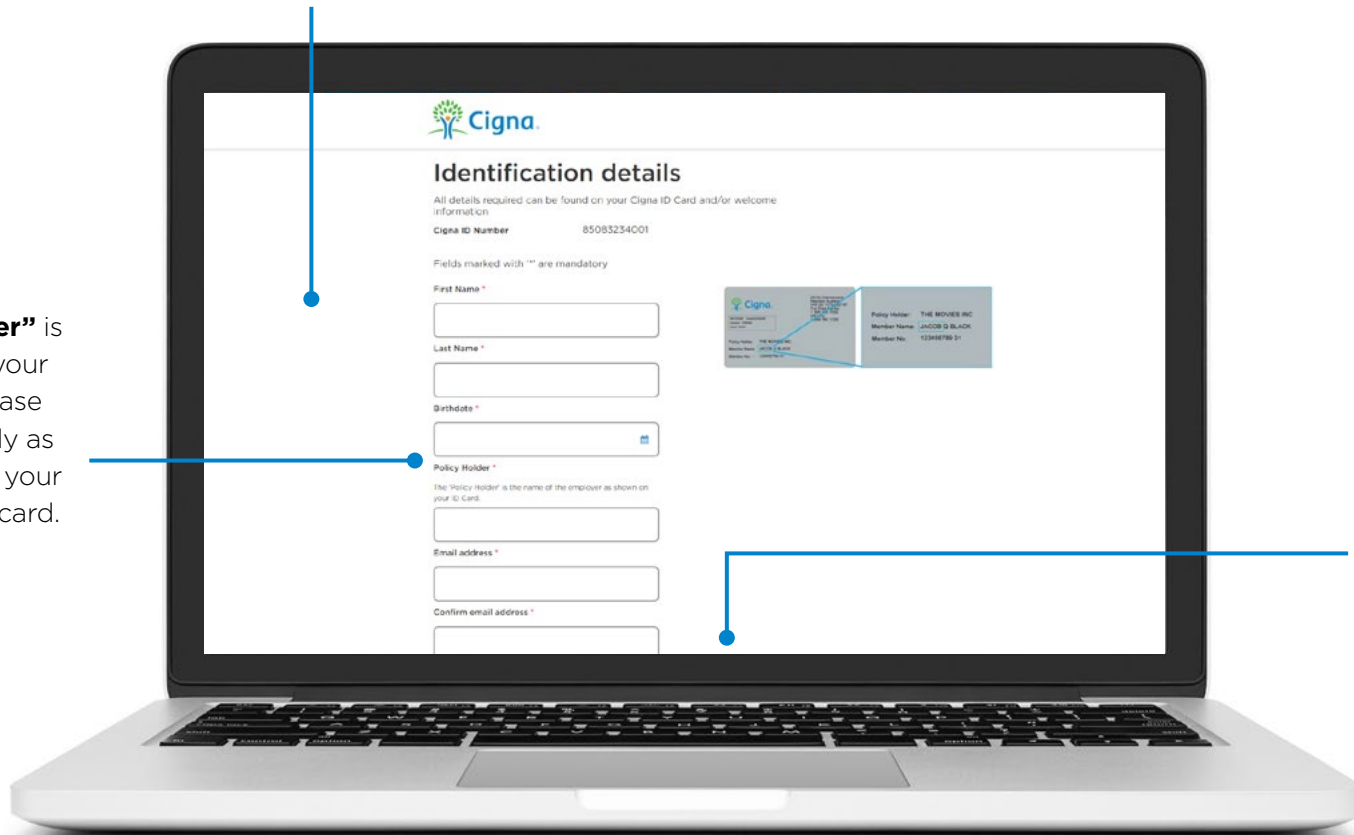
Then click **“Register”** to proceed to next step

# Registration

Enter your **personal information** from your membership card. Once all information is entered click the **“Register”** button to proceed.

Please ensure that your personal details are entered exactly as shown on your Cigna ID card

**“Policy Holder”** is the name of your employer. Please enter it exactly as it appears on your membership card.

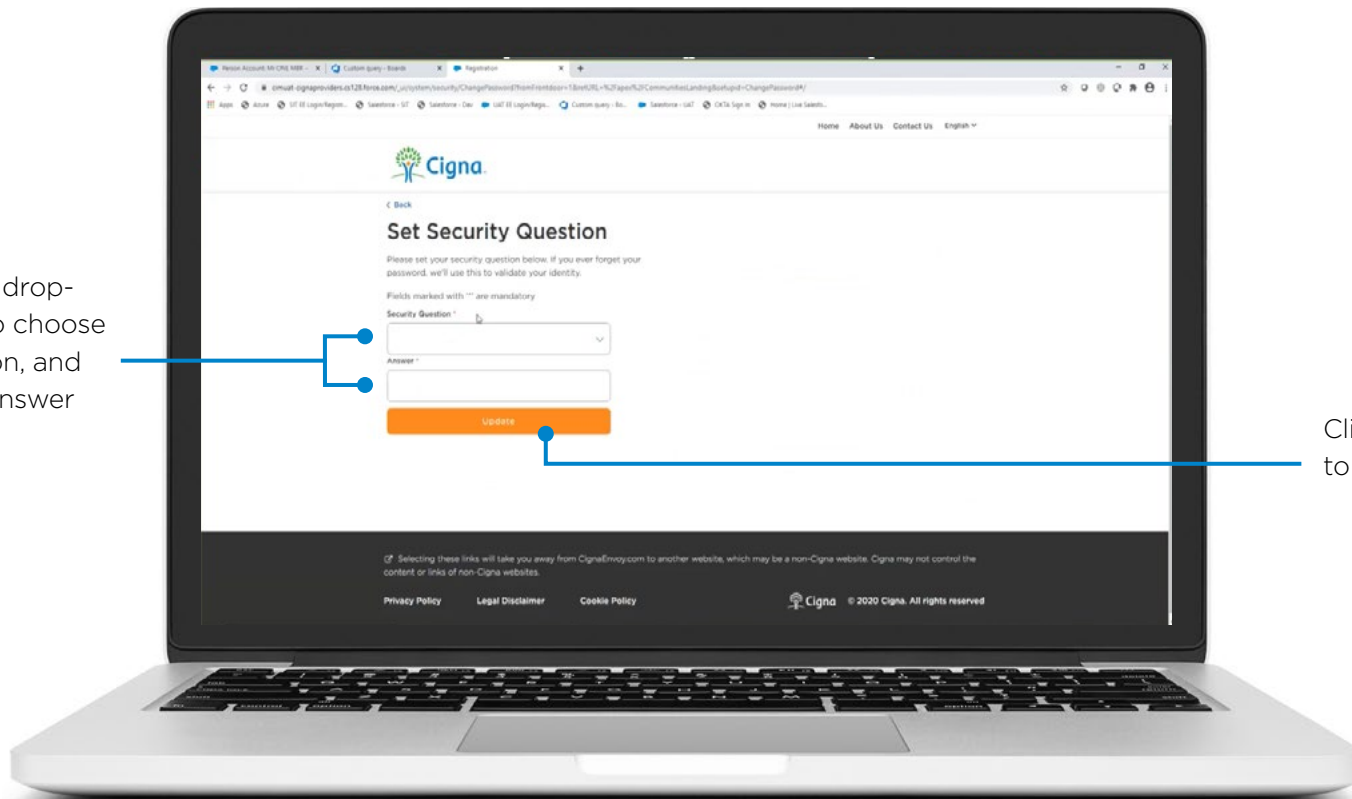


Then click **“Register”** to proceed to next step

# Registration

You will then receive a welcome email containing a link to choose a security question for your account. If ever you forget your password, you can answer this question to gain access to the site. Once all information is entered click the **“Update”** to proceed.

Click on the drop-down box to choose your question, and enter your answer



Click **“Update”** to proceed

# Registration

You can now create your own **password**. Once all information is entered correctly click the **“Confirm Password”** to proceed.

Enter your own personal password, then re-enter to confirm

**Set Password**

Please enter a password below. You will be required to enter this every time you login to Cigna

**Password does not meet requirements**

Fields marked with \* are mandatory

**Additional Password Requirements**

- Does not contain part of your username
- Is not a commonly used password
- Cannot be any of your site @ passwords

**Password \***

The Password you enter should contain:

- An upper-case letter
- A lower-case letter
- A number
- At least 8 characters
- No accented letters (including ç, ã, é, ð, ò, ù, etc.)
- No special characters (including !@#%^&\*)
- Does not include First Name
- Does not include Last Name

**Re-type Password \***

**Confirm Password**

Please take note of password requirements

Click **“Confirm Password”** to proceed

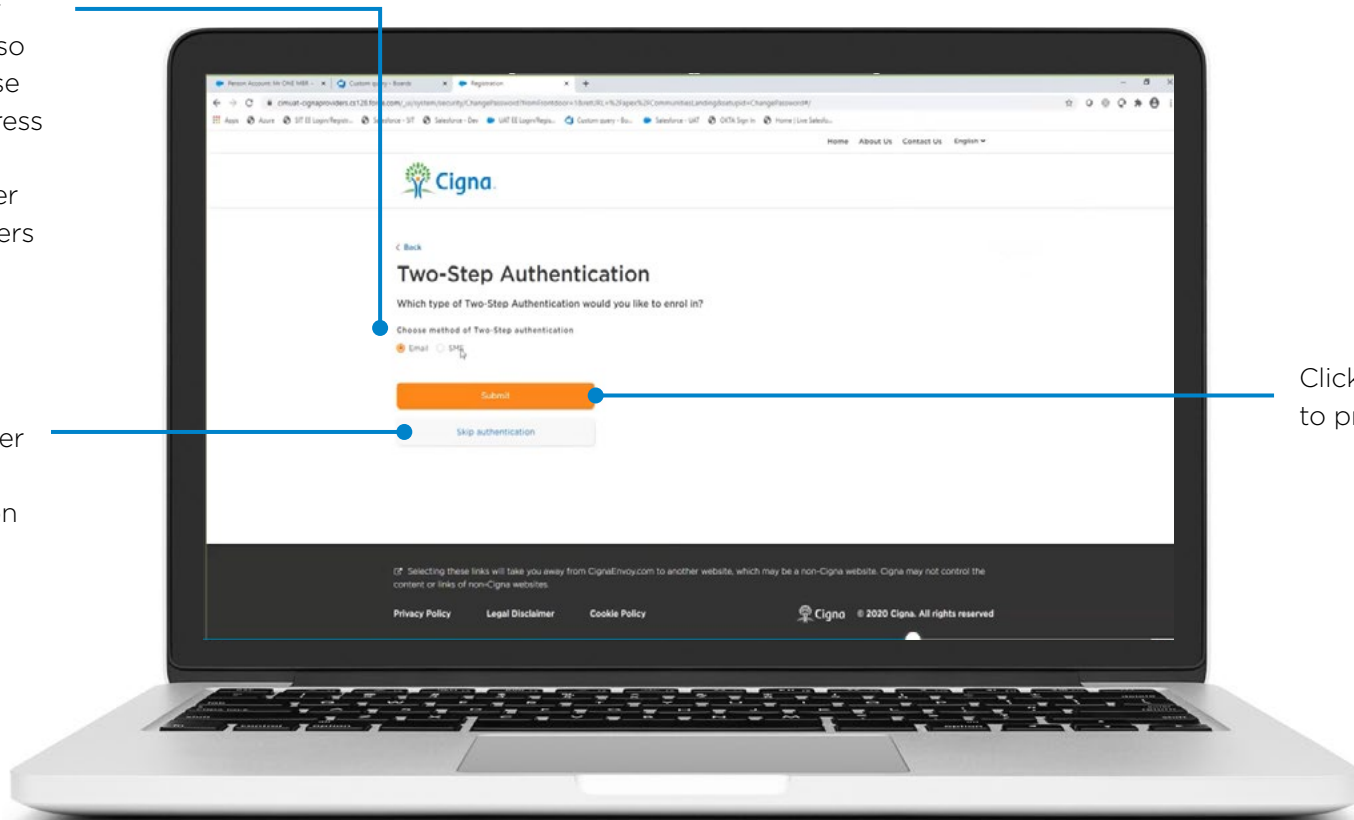


# Two-Step Authentication

At this stage, you have the option to register for Two-Step authentication.

Please select either SMS or email - is it also possible to use an email address that is shared amongst other family members here.

Click here if you do not wish to register for Two-Step Authentication



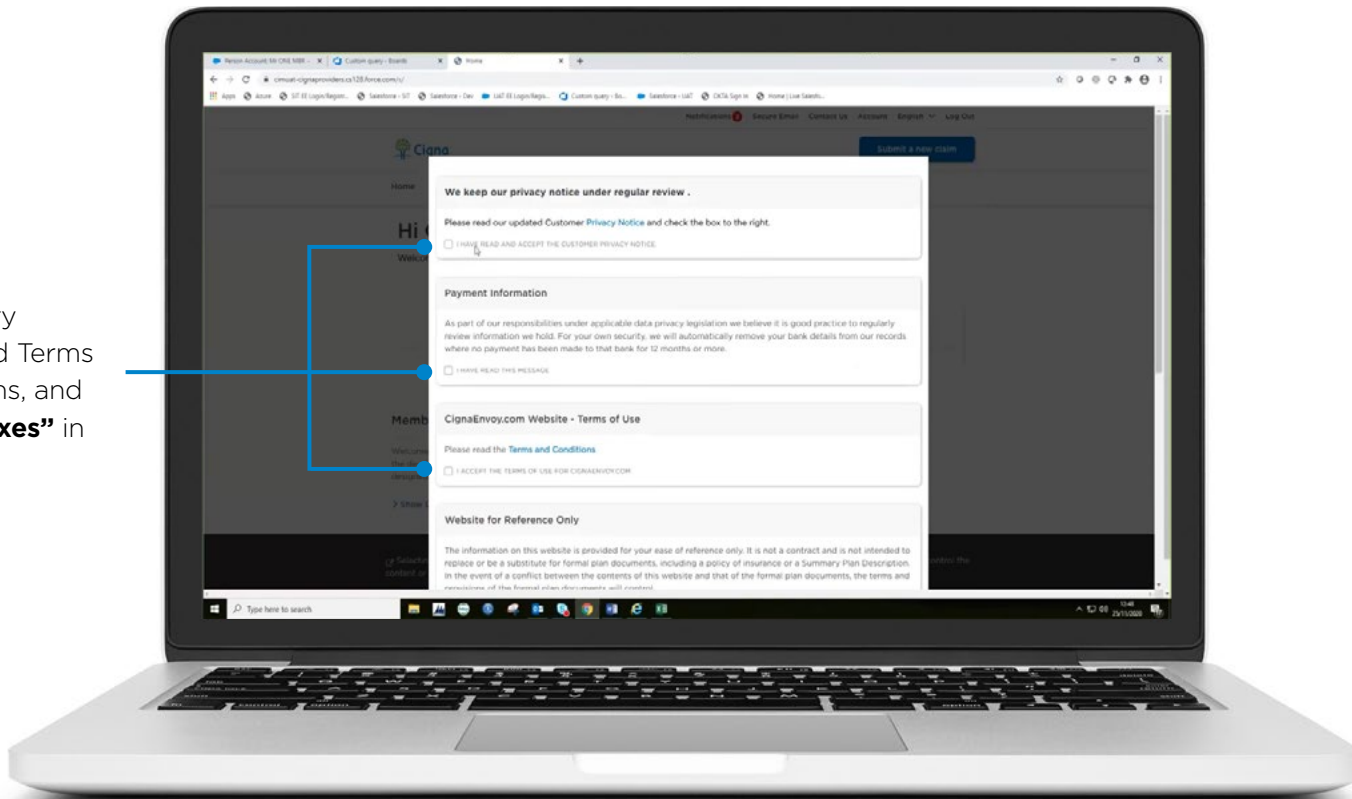
Click **“Submit”** to proceed



# Registration

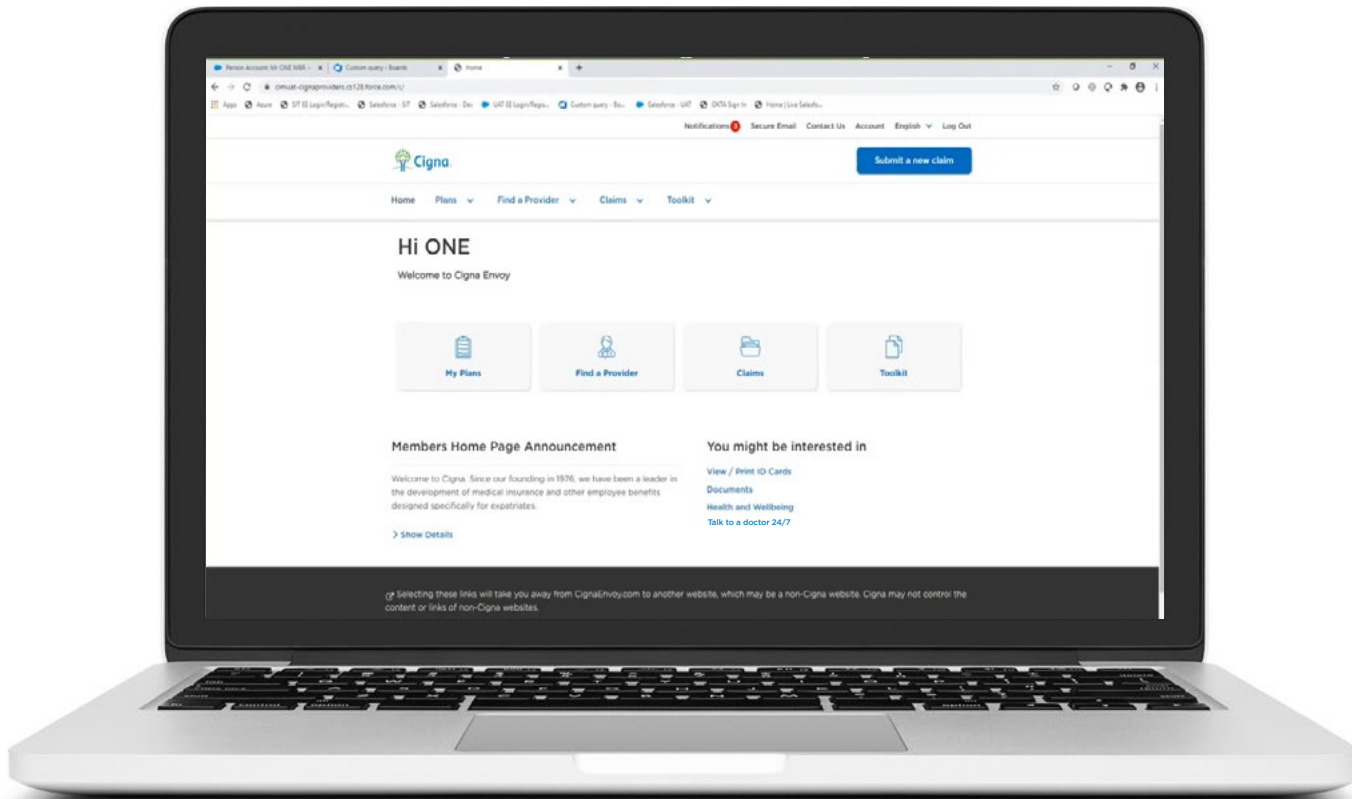
Please read **Terms and Conditions** and tick the corresponding boxes to accept. As the messages are clicked, they are cleared from the screen.

Please read the mandatory messages and Terms and Conditions, and click **“tick boxes”** in each area



# Registration

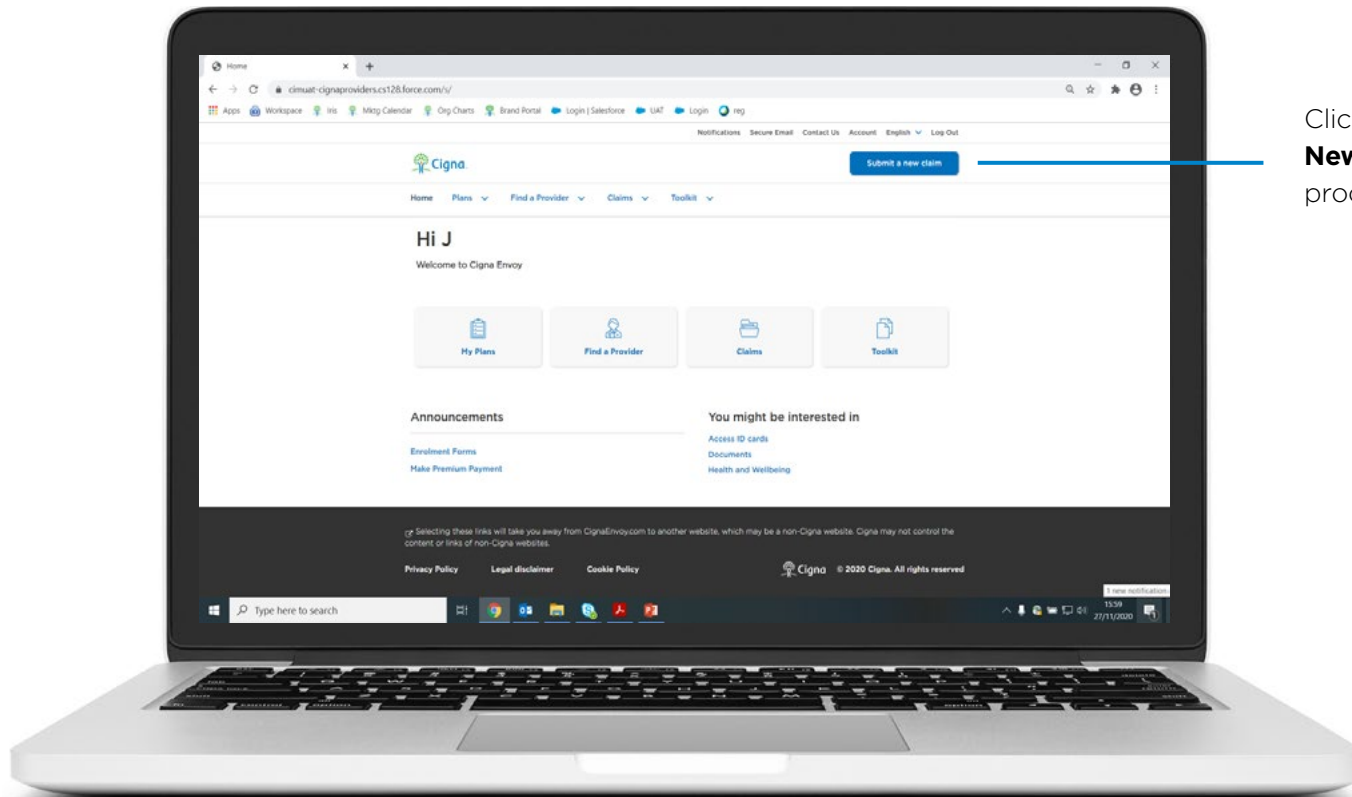
**Congratulations! You have now registered for Cigna Envoy.**



# USER GUIDE

## Submit a New Claim

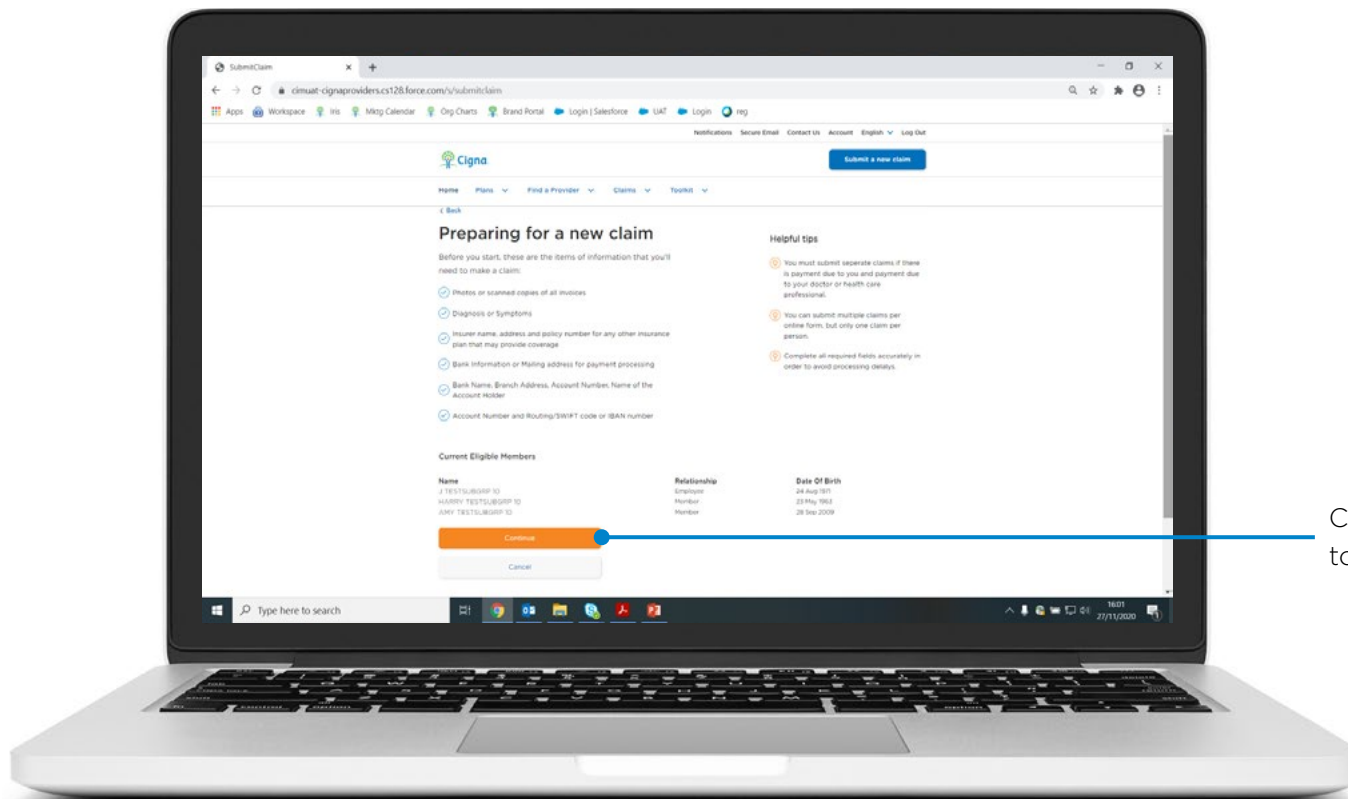
How to submit a **new claim** through Envoy.



Click **“Submit a New Claim”** to proceed

# Submit a New Claim

This screen shows the information you'll need to submit a new claim. It also details the current eligible members and includes some helpful tips.

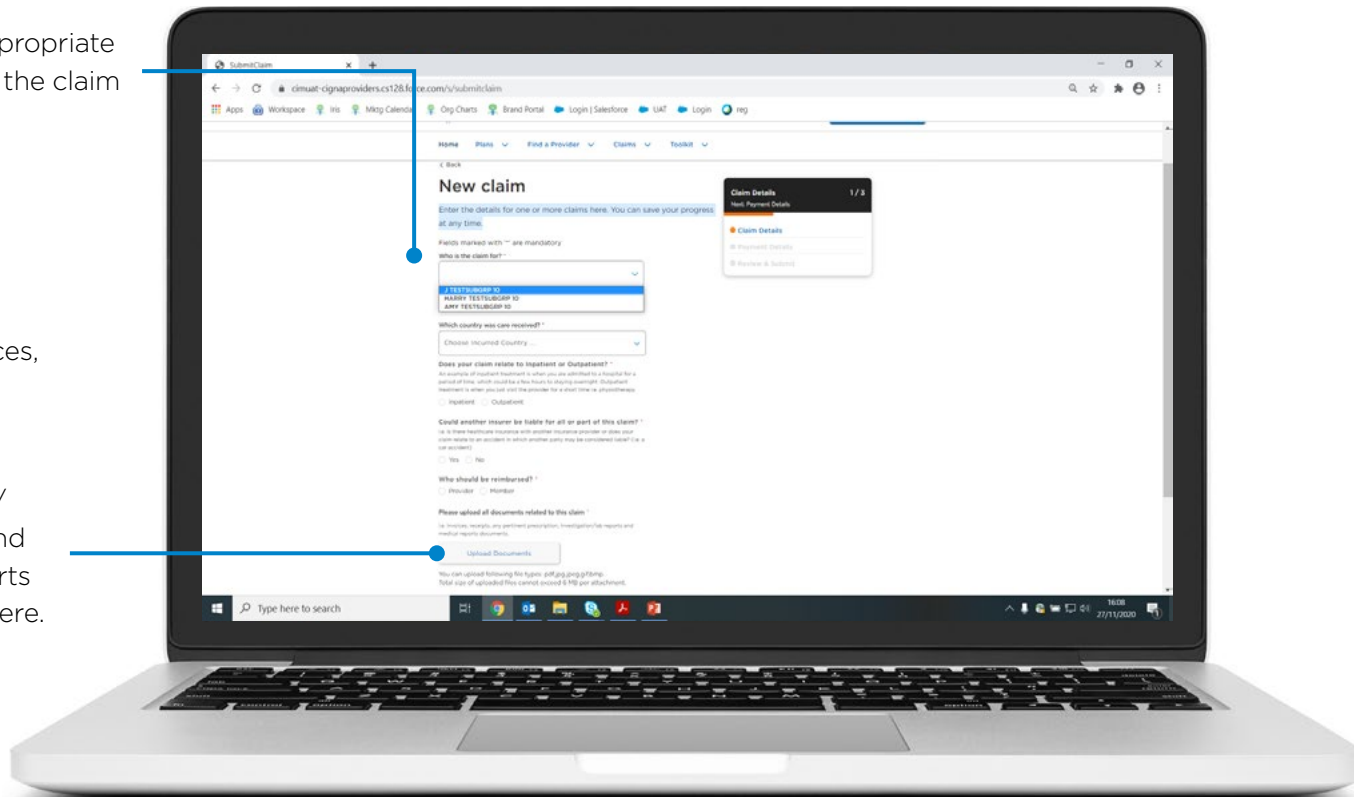


# Submit a New Claim

Enter the details for one or more claims. You can save your progress at any time.

Select the appropriate member that the claim applies to

Upload invoices, receipts, any pertinent prescription, investigation/lab reports and medical reports documents here.

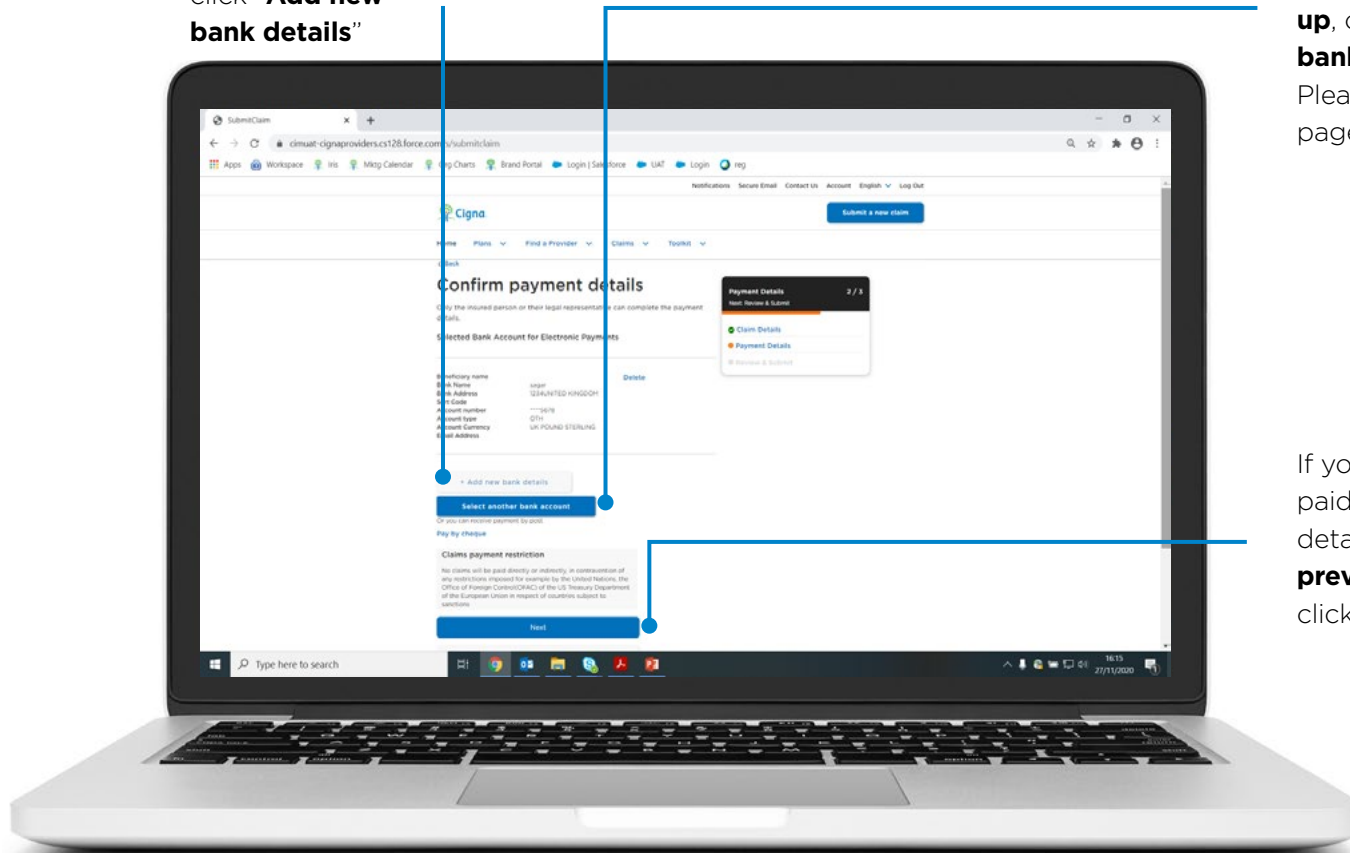


# Submit a New Claim

You will now move on to the **“Payment Details”** screen.

If you wish to be paid into a **new bank account**, click **“Add new bank details”**

If you wish to be paid with another bank which you **already have set up**, click **“another bank account”**. Please see next page for details

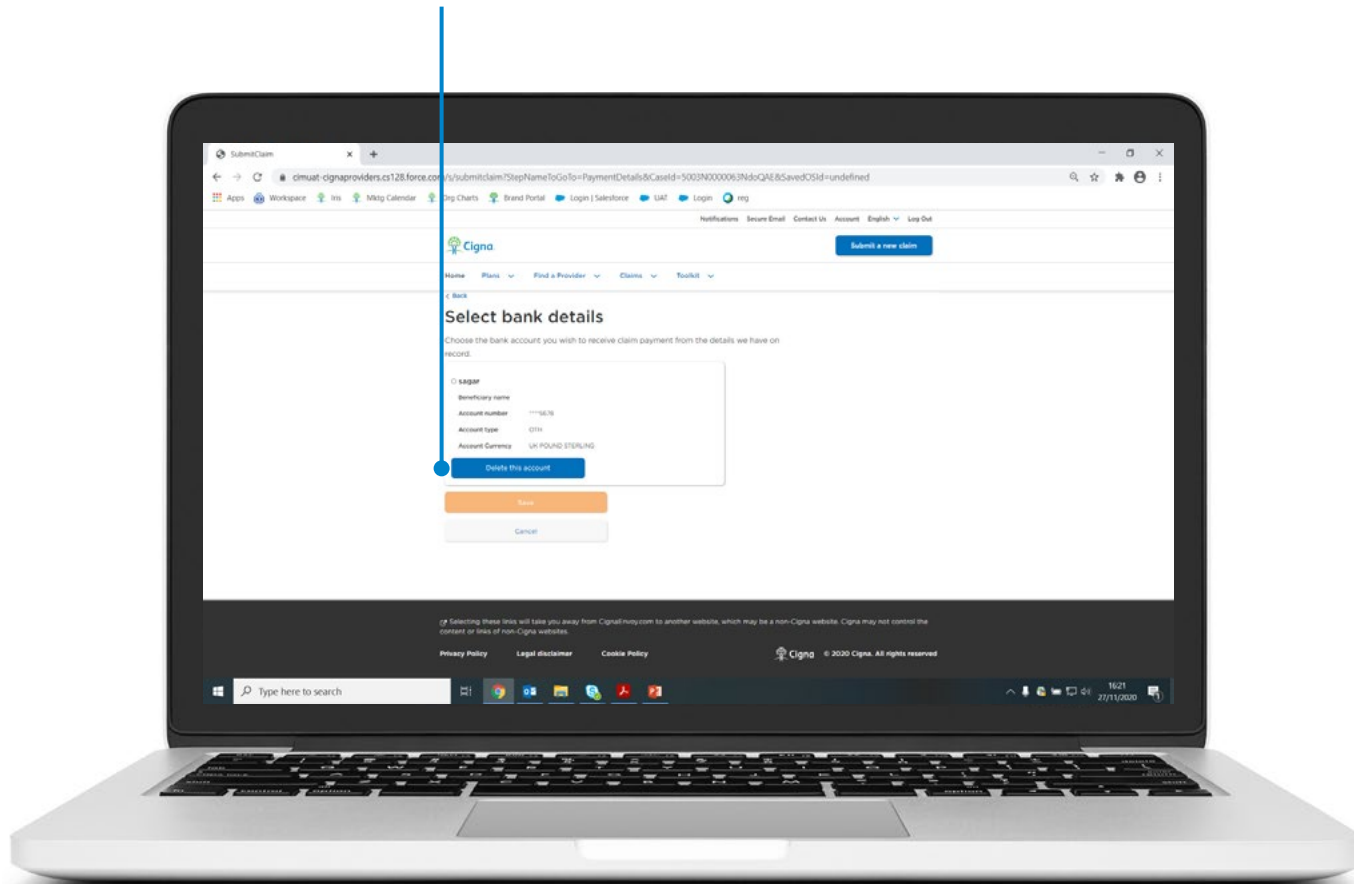


If you wish to be paid with the bank details you have **previously added** click **“Next”**

# Submit a New Claim

If you selected **“Select bank details”**, you will see a list of all available banks.

You have the option to  
**delete an account**



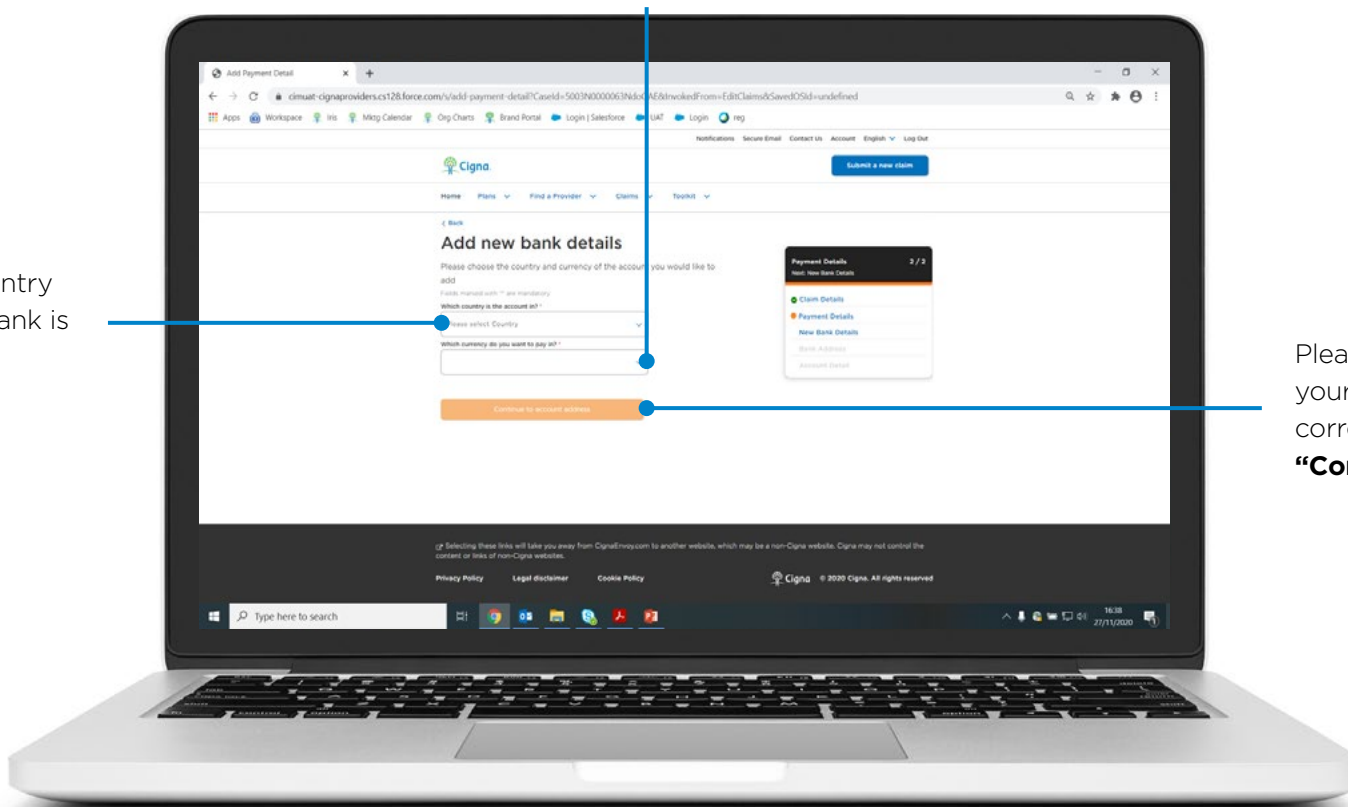


# Submit a New Claim

If you selected **“Add new bank details”**, you will see the below screen.

The currency will automatically populate based on the **country account** selected

Enter the country where your bank is located



Please check your details are correct and click **“Continue”**

# Submit a New Claim

Here you can enter your bank name and address.

Enter your name as it is shown on your bank account

Enter the bank name

Enter the bank address

Please check your bank details are correct and click **“Continue”**

The screenshot shows a web browser window displaying the Cigna 'Bank Details' form. The form is titled 'Bank Details' and includes a warning: 'Please note only unaccented letters (A to Z) will be accepted; accented letters (including ç, ã, ã, ã, ã, ã, ã, ã) will not be recognised. Fields marked with \* are mandatory.' The form fields are: 'Bank Account Beneficiary Name \*', 'Bank Name \*', 'Bank Address Line 1 \*', 'Bank Address Line 2', 'Bank Address Line 3', and 'Bank Country'. At the bottom of the form is an orange button labeled 'Continue to account details'. On the right side of the screen, there is a navigation sidebar with the following items: 'Payment Details' (highlighted), 'New Bank Address', 'Claim Details', 'Payment Details', 'New Bank Details', 'Bank Address', 'Account Detail', and 'Process & Submit'. A blue line connects the text 'Enter your name as it is shown on your bank account' to the 'Bank Account Beneficiary Name' field. Another blue line connects 'Enter the bank name' to the 'Bank Name' field. A third blue line connects 'Enter the bank address' to the 'Bank Address Line 1' field. A fourth blue line connects 'Please check your bank details are correct and click “Continue”' to the 'Continue to account details' button.

# Submit a New Claim

Please enter your bank account details.

Enter your bank account details.

The screenshot shows a web browser window displaying the Cigna 'Enter account Details' form. The form is titled 'Enter account Details' and includes the following fields and instructions:

- Sort Code:** Must be 6 digit alphanumeric sort code. Field:
- Bank Account Number:** Field:
- Bank Account Type:** Account Type is required when Other (Checking/Savings or Savings). Field:
- Bank Account Currency:** Field:
- Email Address:** Field:

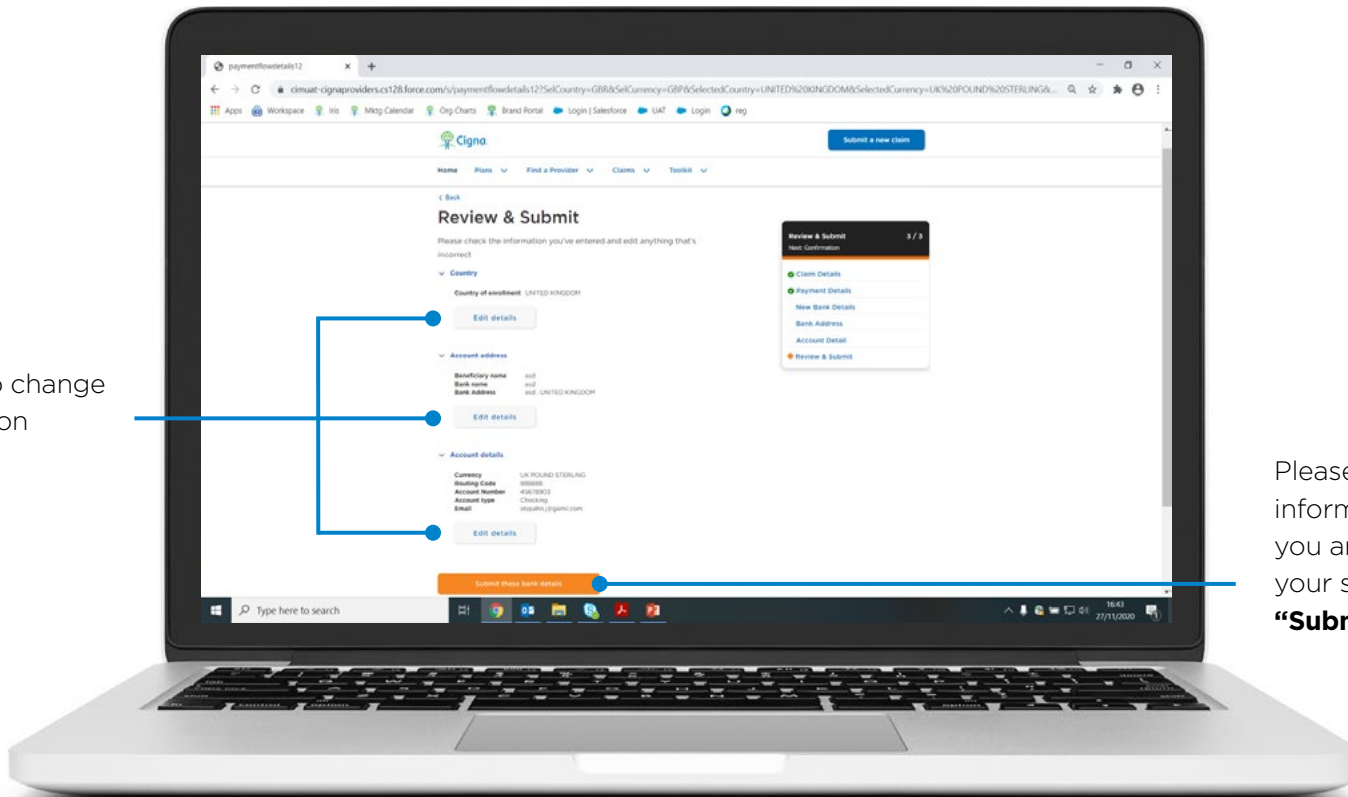
At the bottom of the form is an orange button labeled 'Continue to review & submit'. A blue line points from the text 'Enter your bank account details.' to the form fields. Another blue line points from the text 'Please check your bank details are correct and click "Continue"' to the 'Continue to review & submit' button.

Please check your bank details are correct and click **"Continue"**

# Submit a New Claim

Review your submission and **check that all information is correct.**

If you need to change any information select **“Edit”**

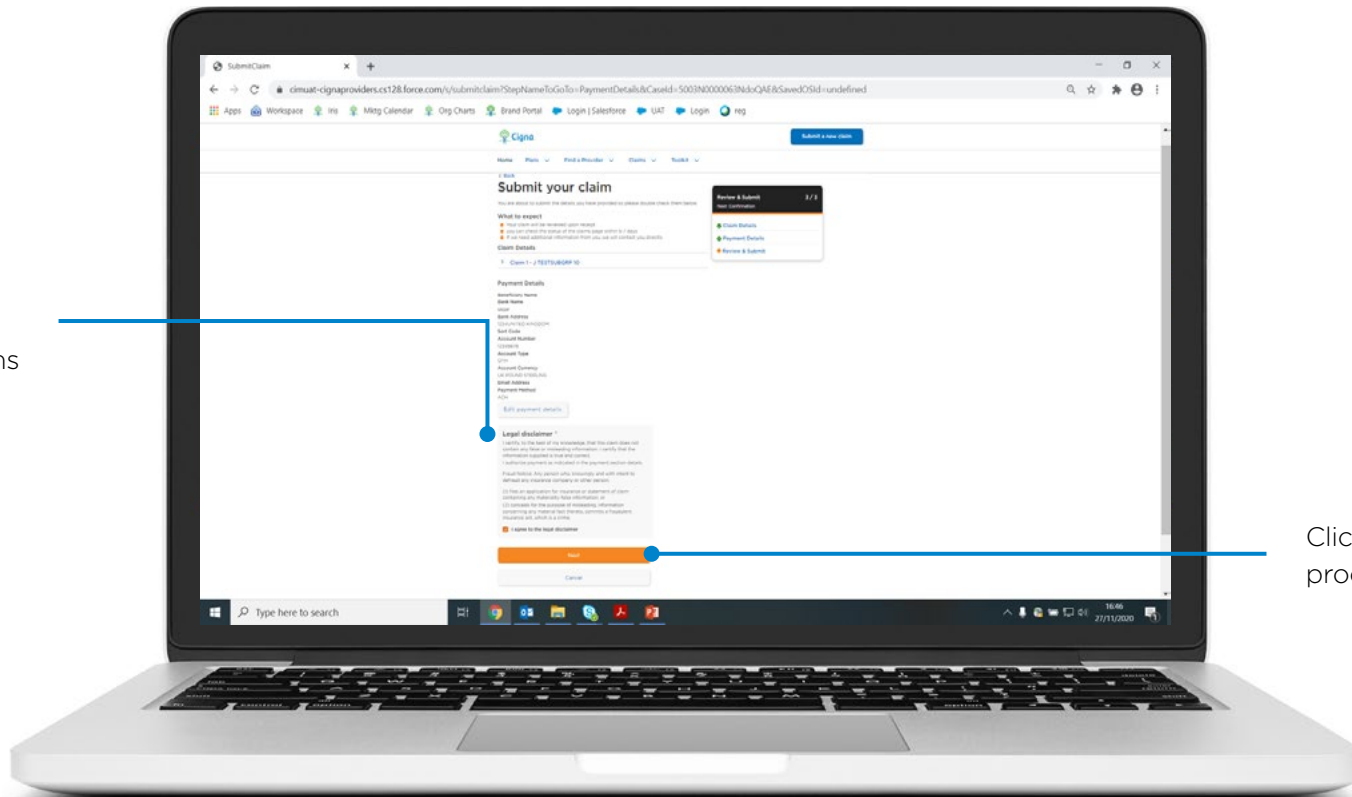


Please review all information and if you are happy with your submission, click **“Submit”**

# Submit a New Claim

Accept the terms and click **“Continue”** to confirm the legal disclaimer.

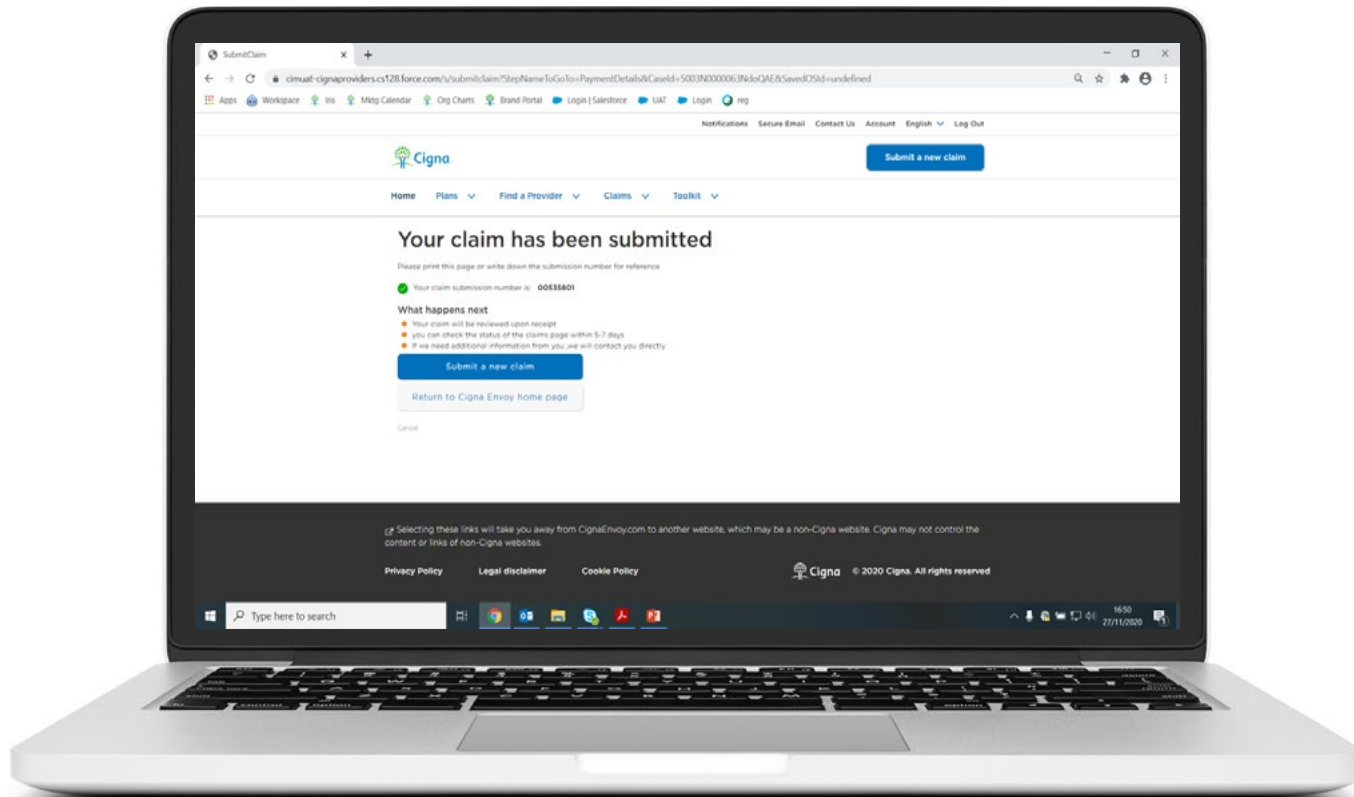
Please read  
and agree to  
the legal terms



Click **“Next”** to  
proceed

# Submit a New Claim

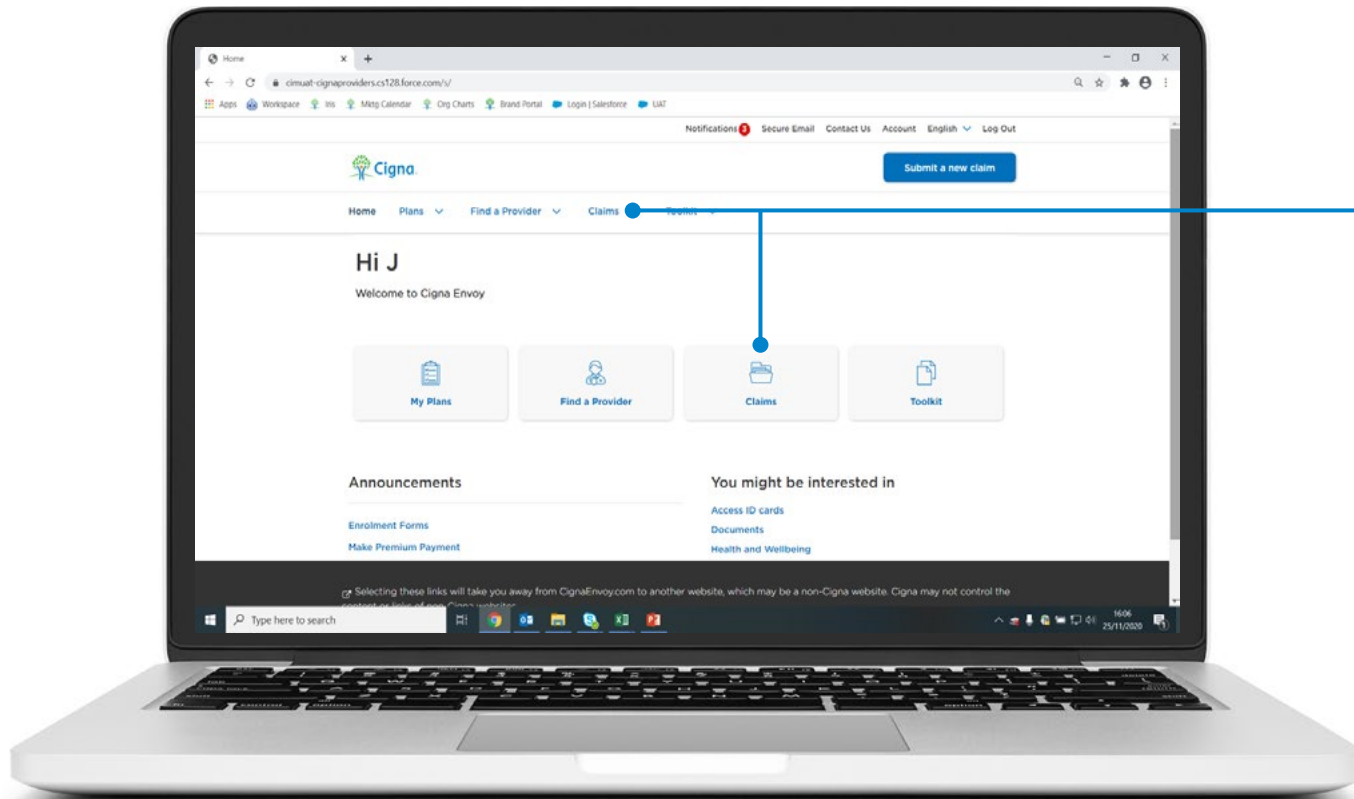
**Congratulations! Your claim has now been submitted.**



# USER GUIDE

## Check your Claim Status

How to check status of existing claims.



Click on  
**"Claims"**



# Check your Claim Status

“**Claims**” shows you the status of all recently submitted claims. You can narrow down the search results by using the filters available.

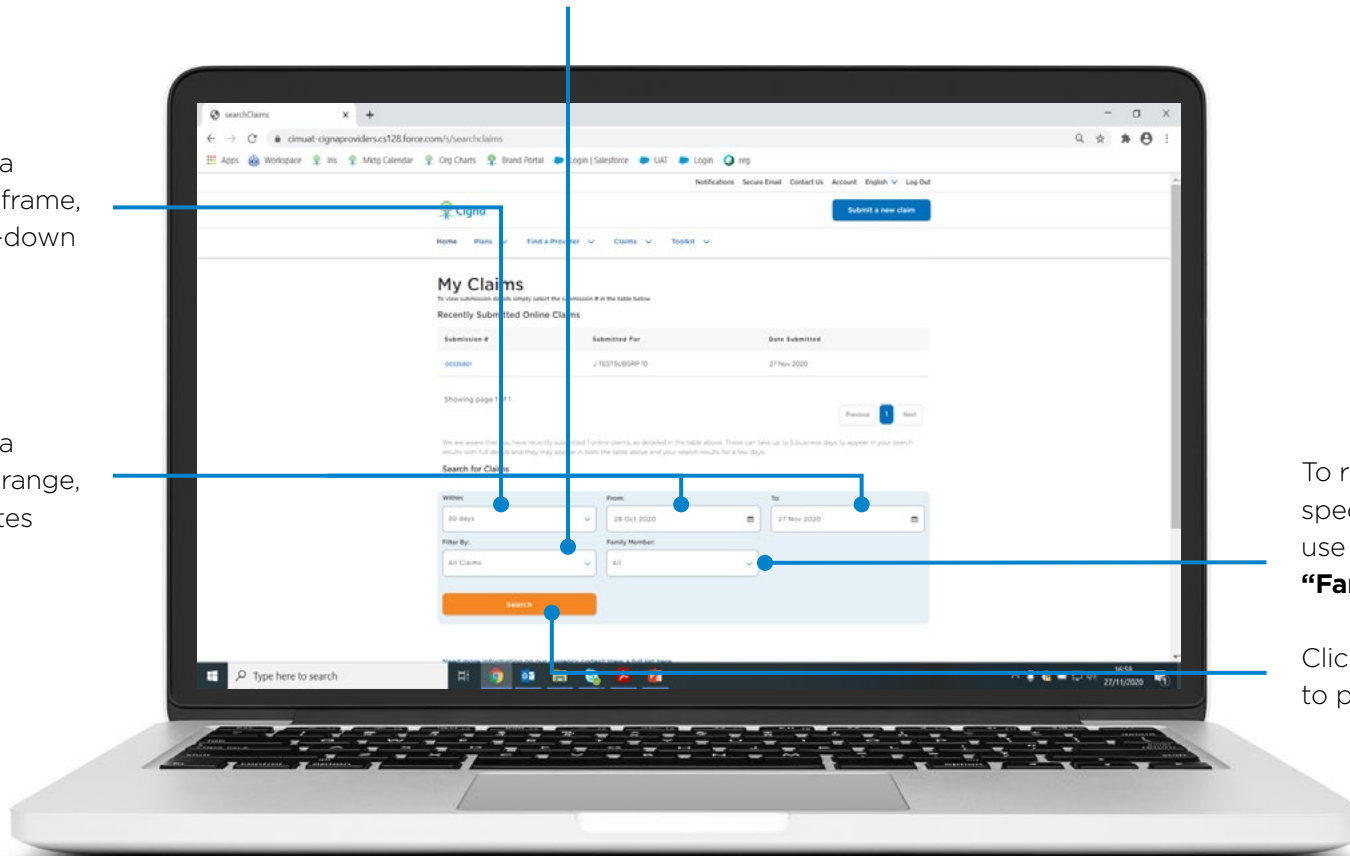
To review by a specific claim type, use the drop down “**Filter by**”

To review by a specific time frame, use the drop-down “**Within**”

To review by a specific date range, select the dates

To review by a specific person, use the drop-down “**Family Member**”

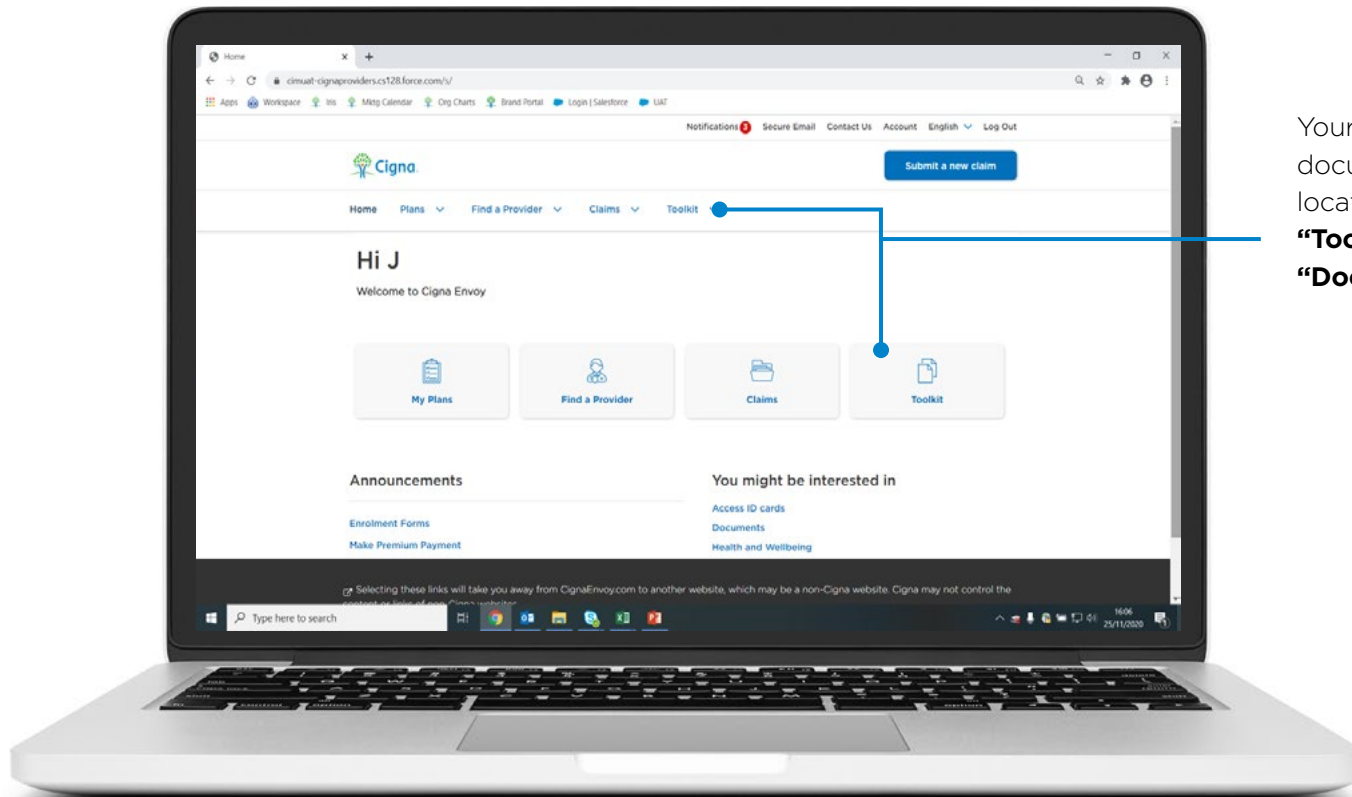
Click “**Search**” to proceed



# USER GUIDE

## Find your Policy Documents

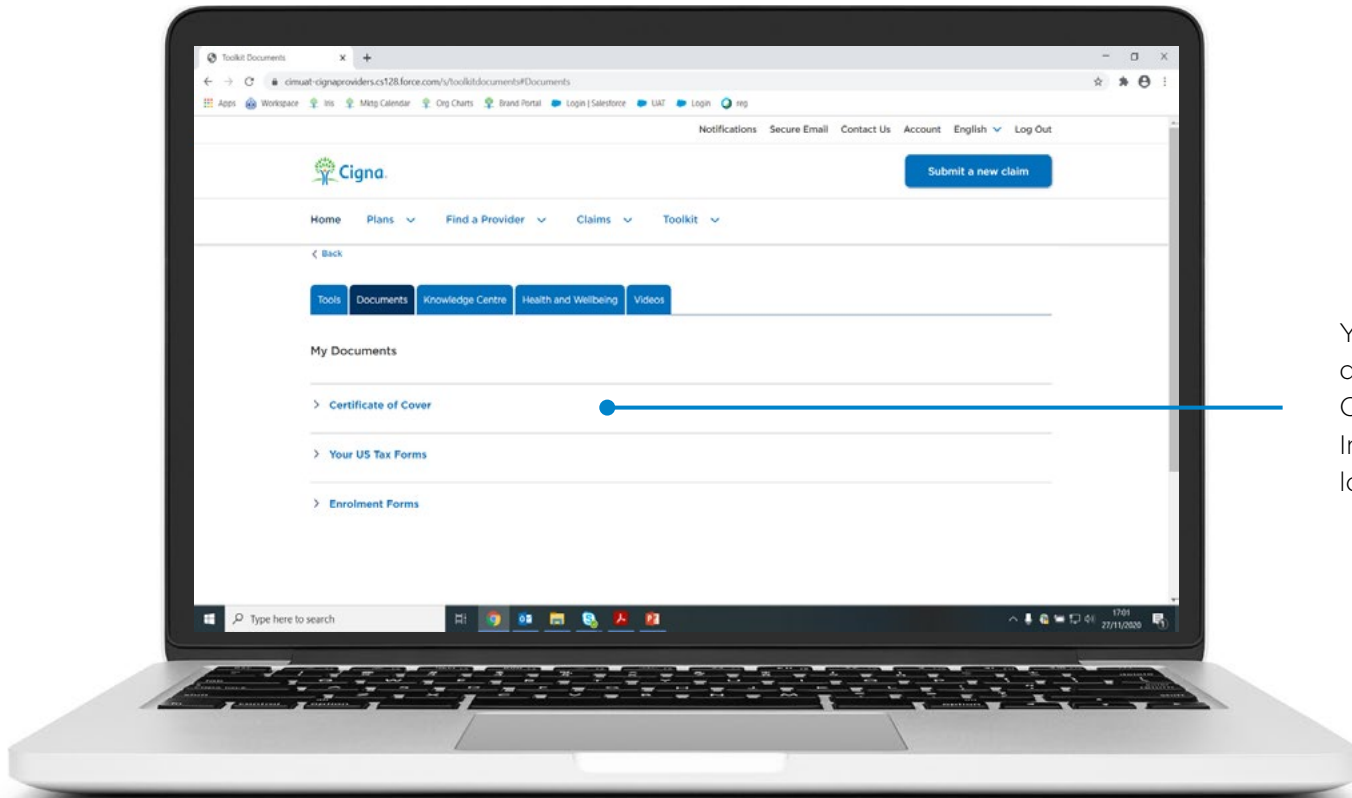
Your policy documents can be located in your **“Documents”** section under **“Toolkit”**.



Your policy documents can be located by selecting **“Toolkit”** and then **“Documents”**

# Find your Policy Documents

You can access your policy booklet and other useful information.

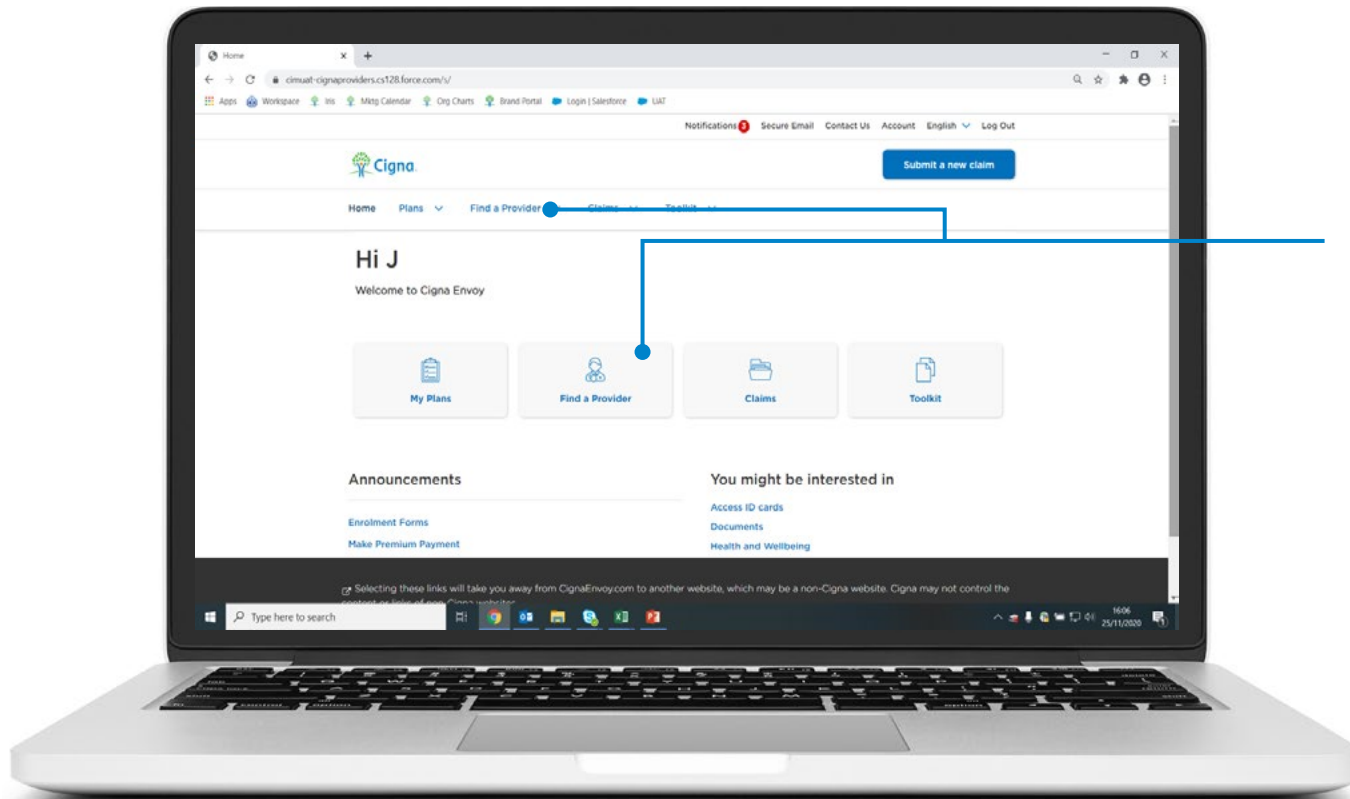


Your policy documents and Certificate of Insurance are located here

# USER GUIDE

## Find a Health Care Facility

To find health care locate providers within the Cigna network.

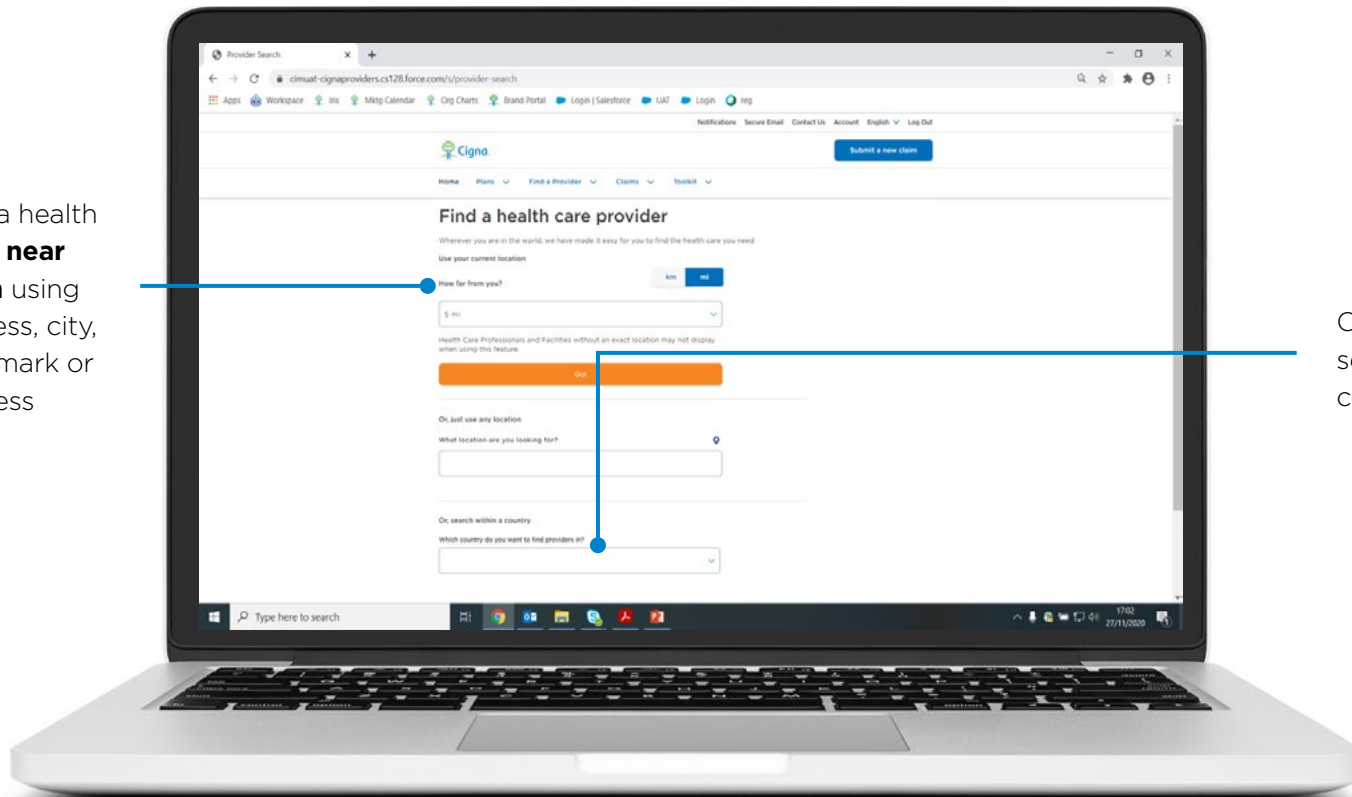


You can locate a health care provider near your location by selecting either **“Find a Provider”** here

# Find a Health Care Facility

Enter location and/or country.

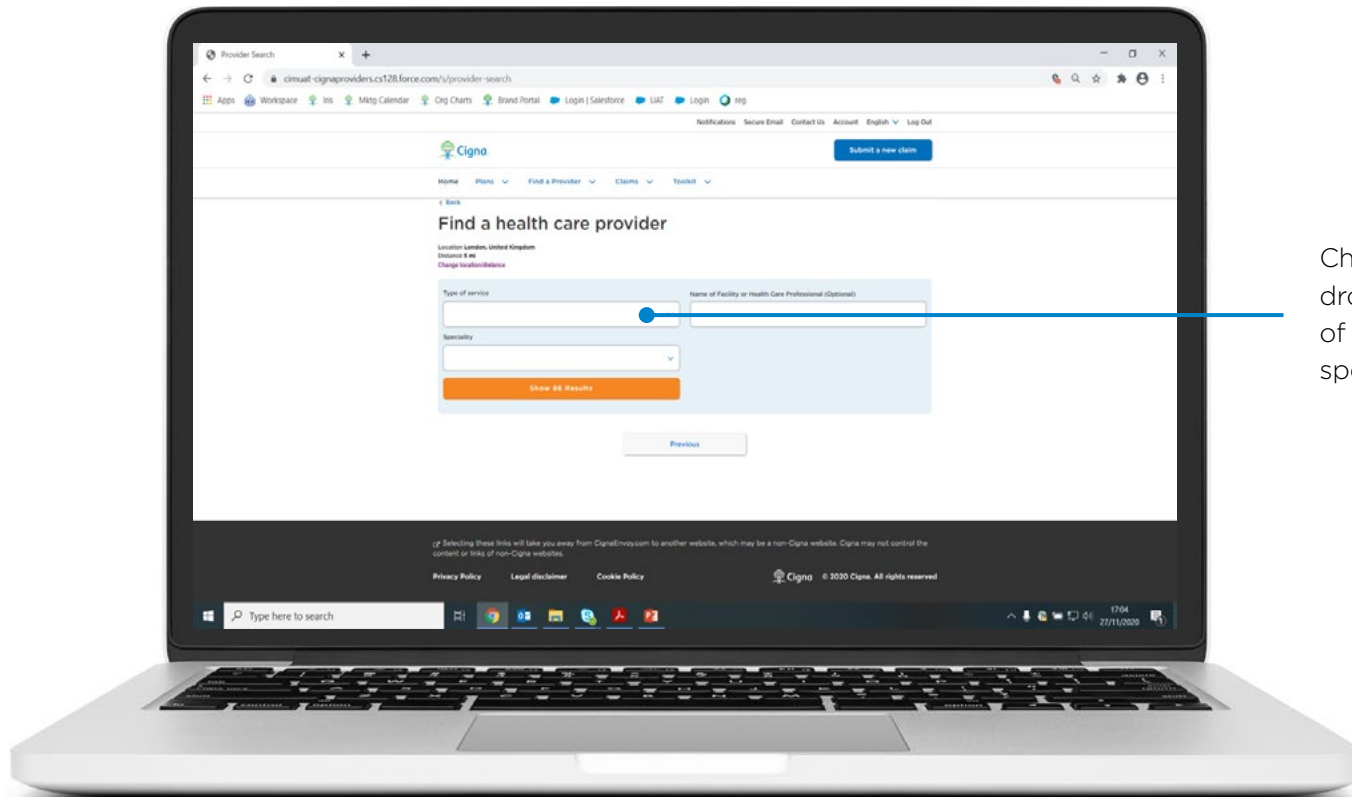
You can find a health care provider **near your location** using a street address, city, country, landmark or nearby business



Or by selecting a country here

# Find a Health Care Facility

Choose type of facility, speciality or doctor's name.

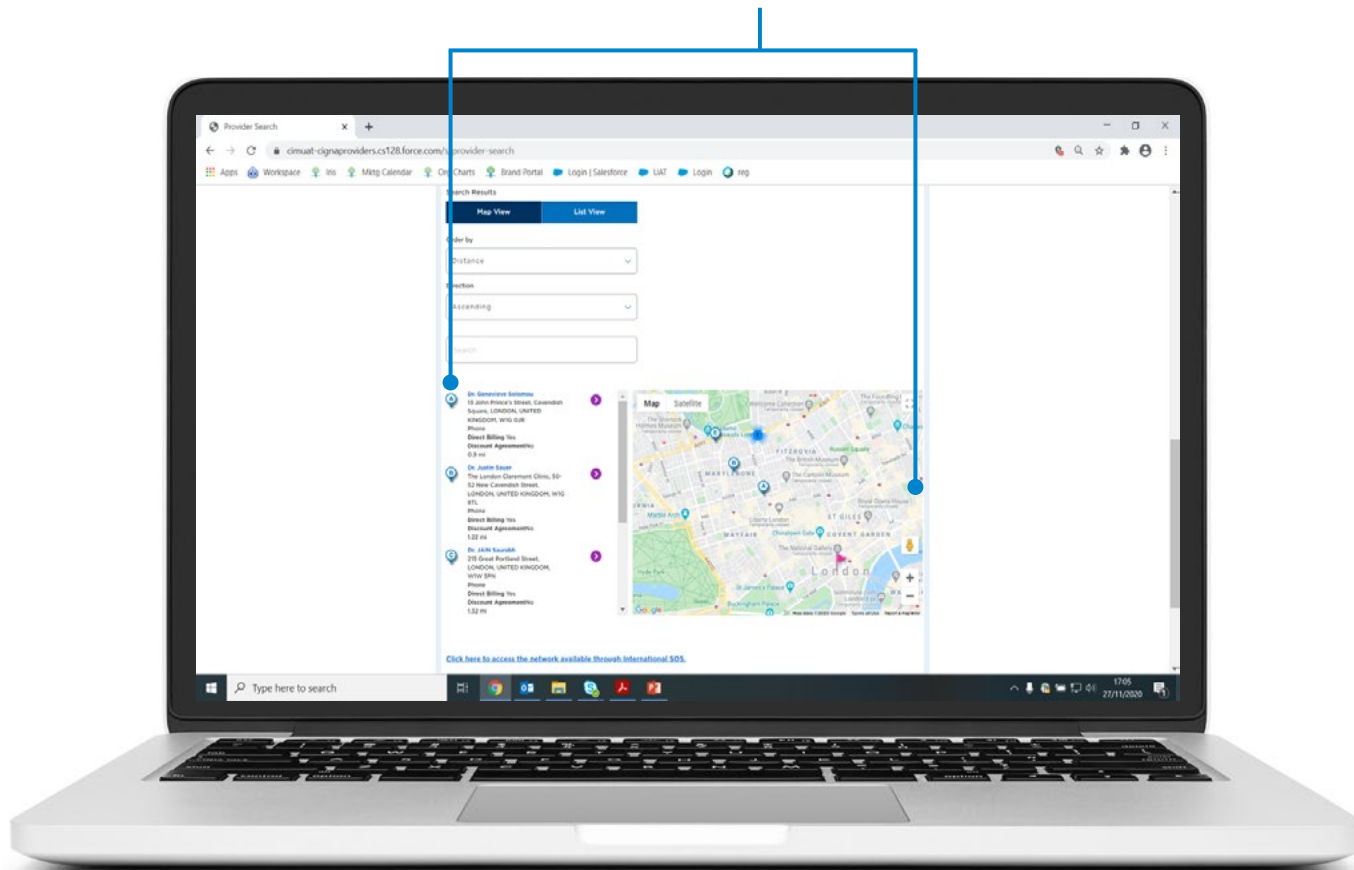


Choose from the drop down list of facilities or speciality

# Find a Health Care Facility

The results of your search will be displayed.

The corresponding letter for each search result is shown on the map





# **CIGNA**

## **Assistance**

If you require any assistance regarding using Cigna Envoy please contact us.

### **INTERNATIONAL HELPLINE**

**+44 1475 492197**

### **ASIA POLICY HELPLINE**

**+44 1475 551441**

### **MIDDLE EAST POLICY HELPLINE**

**+44 1475 788618**

Claims can be submitted via [CignaEnvoy.com](https://CignaEnvoy.com), which also provides your link to easy access to quality healthcare around the world. Mailing address for claims is Cigna Global Health Benefits, 1 Knowe Road Greenock, Scotland PA15 4RJ. The Cigna name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. "Cigna" refers to Cigna Corporation and/or its subsidiaries and affiliates. Products and services are provided by, or through, such operating subsidiaries including (without limitation), Cigna Life Insurance Company of Europe S.A.-N.V, Cigna Europe Insurance Company S.A.-N.V, both companies registered in Belgium at Plantin en Moretuslei 309, 2140 Antwerp, Belgium or Cigna Global Insurance Company Limited, with registered address in Guernsey at PO Box 155, Mill Court, La Charroterie, St Peter Port, Guernsey, GY1 4ET. Please refer to your literature for details of the insurance entity providing cover. Cigna Life Insurance Company of Europe S.A.-N.V and Cigna Europe Insurance Company S.A.-N.V, are subject to the prudential supervision of the National Bank of Belgium and to the supervision of the Financial Services and Markets Authority in the field of consumer protection. Cigna Global Insurance Company Limited is authorised and regulated by the Guernsey Financial Services Commission for the conduct of insurance business in Guernsey. Certain products and services which are non-risk related may be provided by non-insurance entities such as Cigna International Health Services BV, registered with the Financial Services and Markets Authority as an insurance and reinsurance broker and with registered office at Plantin en Moretuslei 299, 2140 Antwerp, Belgium; Cigna European Services (UK) Limited, having its registered office at 13th Floor, 5 Aldermanbury Square, London EC2V 7HR; and Cigna Global Wellbeing Solutions Limited with registered office at 13th Floor, 5 Aldermanbury Square, London EC2V 7HR.

Please refer to your member materials for further information, including details of the insurance entity providing cover, the list of benefits, exclusions and limitations. Cigna Global Health Benefits' web-based tools, such as Cigna Envoy, are available for informational purposes only. These tools are not intended to be a substitute for proper medical care provided by a physician.  
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