

Preparing for a claim

These are the details you will need to submit a claim.

Photos can be taken with your mobile phone

Be sure to submit your banking information with the claim to avoid delays

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Cigna Submit a new claim

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Preparing for a new claim

Before you start, these are the items of information that you'll need to make a claim:

- Photos or scanned copies of all invoices
- Diagnosis or Symptoms
- Insurer name, address and policy number for any other insurance plan that may provide coverage
- Bank information or Mailing address for payment processing
- Bank Name, Branch Address, Account Number, Name of the Account Holder
- Account Number and Routing/SWIFT code or IBAN number

Contact information

Work Phone Number: [Edit](#)
Home Phone Number: [Edit](#)

Current Eligible Members

Name	Relationship	Date Of Birth
JACK NIXON	Employee	01 Oct 1980
BEN NIXON	Member	25 Mar 1990
JUNE NIXON	Member	26 Mar 2009

[Add new family member](#)

[Continue](#) [Cancel](#)

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Preparing for a new claim

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Submitting a claim

Click Claims and/or Submit a New Claim.

The screenshot displays the Cigna Envoy web portal interface. At the top right, there are links for Notifications, Secure Email, Contact Us, Account, English (with a dropdown arrow), and Log Out. The Cigna logo is on the left. A blue button labeled "Submit a new claim" is highlighted with a red box. Below the logo, a navigation bar includes Home, Plans (with a dropdown arrow), Find a Provider (with a dropdown arrow), Claims (with a dropdown arrow and highlighted by a red box), Toolkit (with a dropdown arrow), and Prescriptions (with a dropdown arrow). The main content area starts with "Hi JACK" and "Welcome to Cigna Envoy". Below this are four large buttons: "My Plans" (with a clipboard icon), "Find a Provider" (with a person icon), "Claims" (with a folder icon and highlighted by a red box), and "Toolkit" (with a document icon). Under "Announcements", there is a welcome message. Under "You might be interested in", there are links for "View / Print ID Cards", "Documents", "Health and Wellbeing", and "Talk to a doctor 24/7". The footer contains a disclaimer, links for "Privacy Policy", "Legal disclaimer", and "Cookie Policy", the Cigna logo, and the copyright notice "© 2022 Cigna. All rights reserved".

Step 1: Claim details

Provide your claim details such as who the claim is for and the diagnosis and upload your claim documents such as the paid invoice from the provider.

The screenshot shows the 'New claim' form on the Cigna website. The page title is 'New claim' and the subtitle is 'Enter the details for one or more claims here. You can save your progress at any time.' The form is divided into several sections:

- Who is the claim for? ***: A dropdown menu with 'JACK NIXON' selected.
- What were the symptoms and diagnosis? ***: A text input field with the example text 'Example: headache, chest pain, breathing difficulty etc.'
- Which country was care received? ***: A dropdown menu with 'Choose Injured Country...' selected.
- Does your claim relate to Inpatient or Outpatient? ***: Two radio buttons, 'Inpatient' and 'Outpatient', both unselected.
- Could another insurer be liable for all or part of this claim? ***: A text input field with the example text 'ie. Is there healthcare insurance with another insurance provider or does your claim relate to an accident in which another party may be considered liable? (i.e. a car accident)'. Two radio buttons, 'Yes' and 'No', both unselected.
- Is this claim as a result of a work related accident/injury? ***: Two radio buttons, 'Yes' and 'No', both unselected.
- Who should be reimbursed? ***: Two radio buttons, 'Provider' and 'Member', both unselected.
- Please upload all documents related to this claim ***: An 'Upload Documents' button.
- Continue**: A blue button at the bottom.

At the bottom of the page, there is a disclaimer: 'Selecting these links will take you away from CignaEnvoy.com to another website, which may be a non-Cigna website. Cigna may not control the content or links of non-Cigna websites.' Below this are links for 'Privacy Policy', 'Legal disclaimer', and 'Cookie Policy', and the Cigna logo with the text '© 2022 Cigna. All rights reserved'.

The screenshot shows the 'New claim' form on the Cigna website, now at the 'Next' step. The page title is 'New claim' and the subtitle is 'Enter the details for one or more claims here. You can save your progress at any time.' The form is divided into several sections:

- Claim 1**: A section with 'Edit' and 'Remove' links.
- Who is the claim for?**: 'JACK NIXON'
- Symptoms & diagnosis:** 'headache'
- Next**: An orange button.
- Cancel**: A grey button.

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Step 2: Payment details

Confirm your payment details. Be sure to submit your banking information with the claim to avoid delays.

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Confirm payment details

Only the insured person or their legal representative can complete the payment details.

Selected Bank Account for Electronic Payments

Beneficiary name [Delete](#)

Bank Name

Bank Address

Account Currency

[+ Add new bank details](#)

Or you can receive payment by post

[Pay by cheque](#)

Claims payment restriction

No claims will be paid directly or indirectly, in contravention of any restrictions imposed for example by the United Nations, the Office of Foreign Control(OPAC) of the US Treasury Department of the European Union in respect of countries subject to sanctions

[Next](#)

[Cancel](#)

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[Next](#)

[Cancel](#)

Payment Details

Next: Review & Submit

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- Claim Details
- Payment Details

[Review & Submit](#)

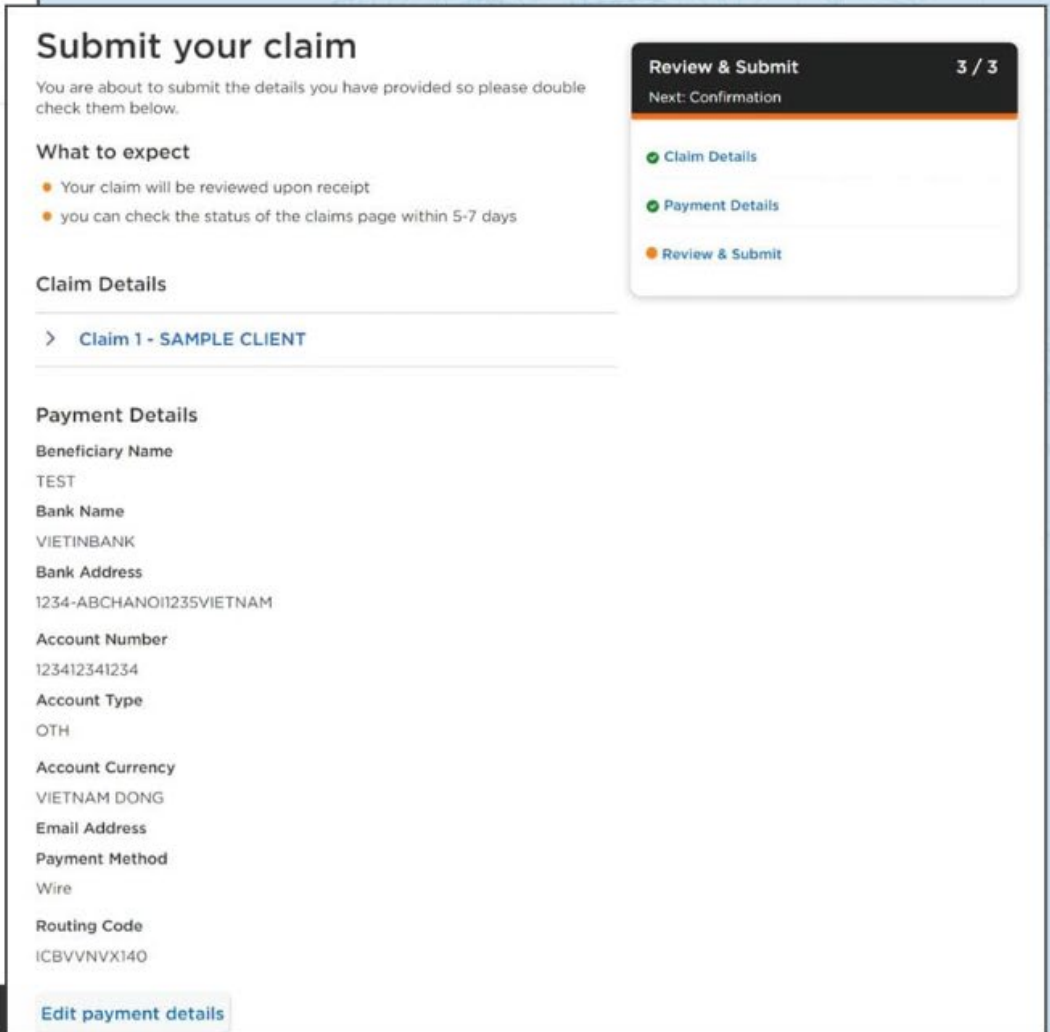
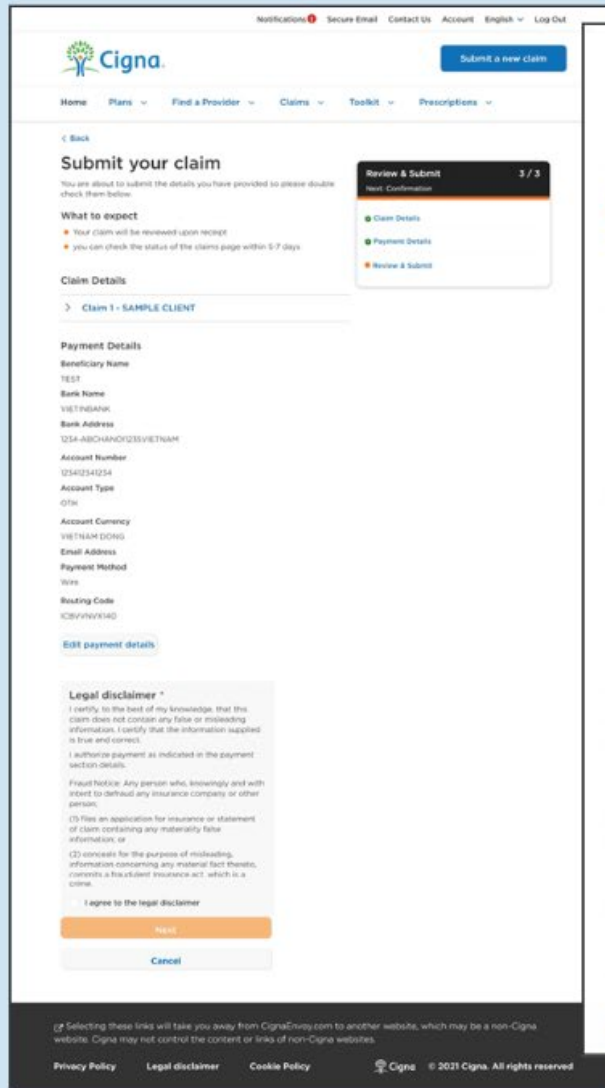
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Step 3: Review and submit

Review your claim details, accept the legal disclaimer, and submit.



Your claim has been submitted

Notifications **1** Secure Email Contact Us Account English **▼** Log Out




[Submit a new claim](#)



[Home](#) [Plans **▼**](#) [Find a Provider **▼**](#) [Claims **▼**](#) [Toolkit **▼**](#) [Prescriptions **▼**](#)

Your claim has been submitted

Please print this page or write down the submission number for reference.


 Your claim submission number is: **00541279**


What happens next

-  Your claim will be reviewed upon receipt
-  you can check the status of the claims page within 5-7 days

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[Return to Cigna Envoy home...](#)

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Search for a claim

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

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My Claims

To view submission details simply select the submission # in the table below

Recently Submitted Online Claims

Submission #	Submitted For	Date Submitted
00541279	SAMPLE CLIENT	13 Apr 2021

Showing page 1 of 1 Previous 1 Next

We are aware that you have recently submitted 1 online claims, as detailed in the table above. These can take up to 5 business days to appear in your search results with full details and they may appear in both the table above and your search results for a few days.

Search for Claims

Within: From: To:

Filter By: Family Member:

[Search](#)

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