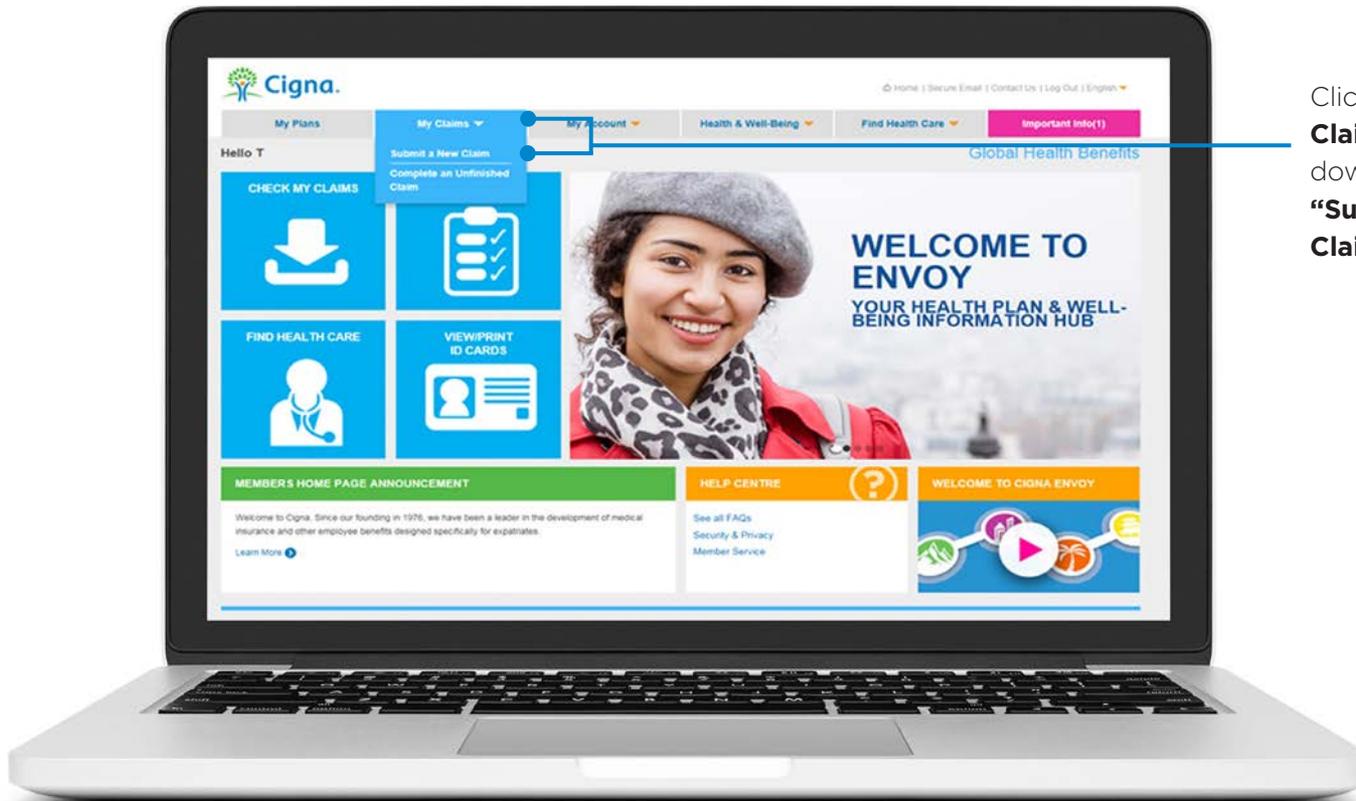


USER GUIDE

Submit a New Claim

How to submit a **new claim** through the Cigna Envoy site.



Click on the **“My Claims”** drop-down box, then **“Submit a New Claim”** to proceed

Submit a New Claim

This screen will show active members under your policy together with your contact information. You can edit any of this if necessary. You can also request that a new family member is added to your policy.

You can **edit** your Mailing Address, Work Phone Number, Mobile Phone Number or Email Address by clicking on the “Edit” function next to the appropriate field

Click **“Continue”** to proceed

CONTACT INFO CLAIM DETAILS PAYMENT DETAILS ACCEPT TERMS REVIEW & SUBMIT

STEP 1 | CONTACT INFORMATION

*Required fields:

Name: T TEST [Edit](#) Work Phone Number: [Edit](#)

Cigna ID#: 556010095 [Edit](#) Mobile Phone Number: [Edit](#)

Mailing Address: * TEST [Edit](#) Email Address: * t.test@cigna.com [Edit](#)

Current Eligible Members

NAME	RELATIONSHIP	DATE OF BIRTH
T TEST	MEMBER	12 May 1990

[ADD A NEW FAMILY MEMBER](#)

[Continue](#)

Submit Claims: Your Checklist

- Cleared copies of all invoices
- Diagnosis or symptoms
- Member name, address and phone number for any other insurance plan that may provide coverage
- Bank information or banking address for payment processing
- Bank Name
- Bank Branch Address
- Account Number
- Name of Account Holder
- Account Number and Routing/ transit code or IBAN number

CUSTOMER SUPPORT

Track claims with the Cigna app. Download from Apple, Google or Amazon.

Need help? Call +44 1475 492197 or speak with a Customer Service Representative.

We're on your side. Check out FAQs.

To request that a **new family member** is added to your plan, click on “Add a New Family Member” and complete the appropriate fields

Submit a New Claim

For each new claim, please tell us which family member it relates to.

From the list, select the family member that the claim relates to. You will now be asked for additional information relating to this claim

The screenshot shows a web form for submitting a new claim. At the top, there is a progress bar with five steps: 1. CONTACT INFO, 2. CLAIM DETAILS, 3. PAYMENT DETAILS, 4. ACCEPT TERMS, and 5. REVIEW & SUBMIT. Step 2 is currently active. Below the progress bar, the heading reads "STEP 2 | TELL US ABOUT YOUR CLAIM". Underneath, there is a section for "Select claimant(s):" with a dropdown menu showing "T. TEST". To the right of the form, there is a "HELPFUL TIPS" section with three bullet points: "You must submit separate items if there is payment due to you and payment due to your doctor or health care professional.", "You can submit multiple claims per online form, but only one claim per person.", and "Complete all required fields, accurately in order to avoid processing delays." Below the tips is a "CUSTOMER SUPPORT" section with three items: "Track claims with the Evony app" (Downloaded from Apple, Google or Amazon), "Need help? Call +44 1475 492197 to speak with a Customer Service Representative", and "We've got answers Check out FAQs". At the bottom of the form, there are two buttons: "Back" and "Continue".

Click **“Continue”** to proceed

Submit a New Claim

Please complete each section fully and accurately.

Enter the medical diagnosis or reason for treatment here

Do you have insurance with another provider? Click "Yes" or "No" here

Browse your device and upload your claim invoices and documentation here

Who would you like us to pay? You, or directly to the service provider

Click **"Continue"** to proceed

The screenshot shows a web form titled "Complete Your Claim" on a laptop. The form is divided into five steps: 1. CONTACT INFO, 2. CLAIM DETAILS, 3. PAYMENT DETAILS, 4. ACCEPT TERMS, and 5. REVIEW & SUBMIT. Step 2 is the current step, titled "STEP 2 | TELL US ABOUT YOUR CLAIM". The form includes several sections: "Select claimant(s):" with a dropdown menu, "Diagnosis/Symptoms:" with a text input field, "Are you eligible for full or partial reimbursement for these expenses from another insurer?" with radio buttons for "Yes" and "No", "Payment To:" with radio buttons for "Provider" and "Member", and "Attach Files:" with a "Browse" button and an "Upload" button. A "Continue" button is at the bottom right. A "HELPFUL TIPS" sidebar is on the right, and a "CUSTOMER SUPPORT" section is at the bottom right. A note at the bottom of the form states: "You can upload following file types: pdf, jpg, png, gif. Total size of uploaded files cannot exceed 6 MB."

Submit a New Claim

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

Click drop-down box to choose you **preferred payment method** (cheque, bank transfer or e-Payment Plus)

Click drop-down box to choose you **preferred payment currency**

Complete Your Claim

1 CONTACT INFO 2 CLAIM DETAILS 3 PAYMENT DETAILS 4 ACCEPT TERMS 5 REVIEW & SUBMIT

STEP 3 | CONFIRM PAYMENT DETAILS

(Required field(s))
To be completed by the insured person or his/her legal representative

Payment Method: * Cheque

Currency: * Choose Currency

Cheque Edit

Name of Account Holder: T TEST
Mailing Address: TEST

Back Continue

GET YOUR PAYMENT FASTER

- Sign up for ePayment Plus and have your payments deposited directly into your account.
- It takes only a few minutes to sign-up.
- You can update your payment information at any time.

CUSTOMER SUPPORT

- Track claims with the Easy app. Download from Apple, Google or Amazon.
- Need help? Call +44 1875 492197 to speak with a Customer Service Representative.
- Want to get answers? Check out FAQs.

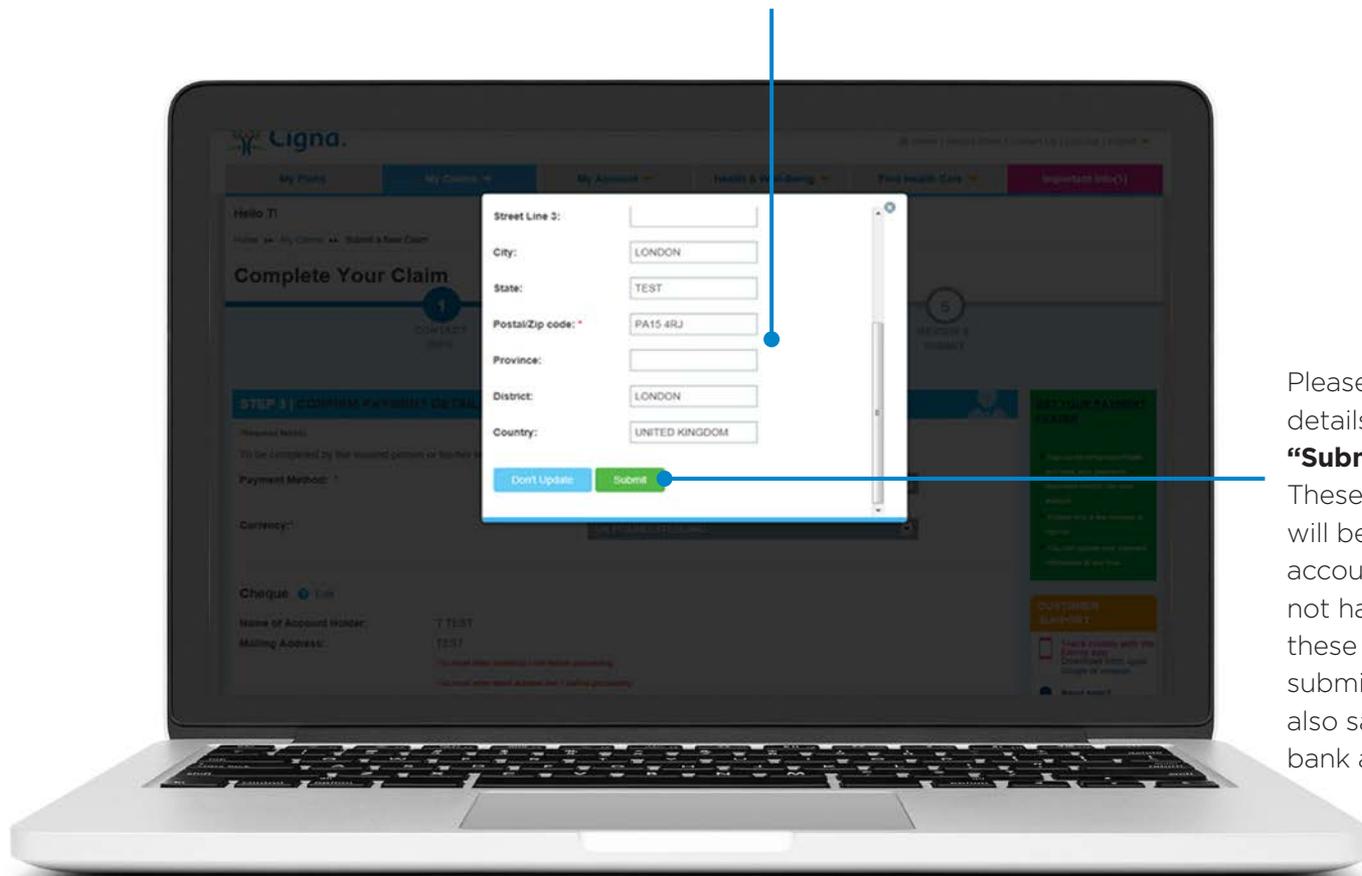
If you wish to be paid by cheque and have not already updated your address, click “Edit” here to make these changes

Click **“Continue”** to proceed

Submit a New Claim

Input your Bank Details.

If you select **bank transfer** or **ePayment Plus** as your payment option, you will be asked for your bank details here



Please check all details and click **“Submit”**. These bank details will be stored in your account. You will not have to re-enter these with each claim submission. You can also save multiple bank accounts

Submit a New Claim

Check and confirm your payment instructions.

Complete Your Claim

1 CONTACT INFO 2 CLAIM DETAILS 3 PAYMENT DETAILS 4 ACCEPT TERMS 5 REVIEW & SUBMIT

STEP 3 | CONFIRM PAYMENT DETAILS

*Required fields

To be completed by the insured person or his/her legal representative.

Payment Method: *

Currency: *

Cheque [Edit](#)

Name of Account Holder: T TEST

Mailing Address: 1 MAIN STREET
LONDON
TEST
PA15 4RJ
LONDON
UNITED KINGDOM

[Back](#) [Continue](#)

GET YOUR PAYMENT FASTER

- Sign-up for ePayment Plus and have your payments deposited directly into your account.
- It takes only a few minutes to sign-up.
- You can update your payment information at any time.

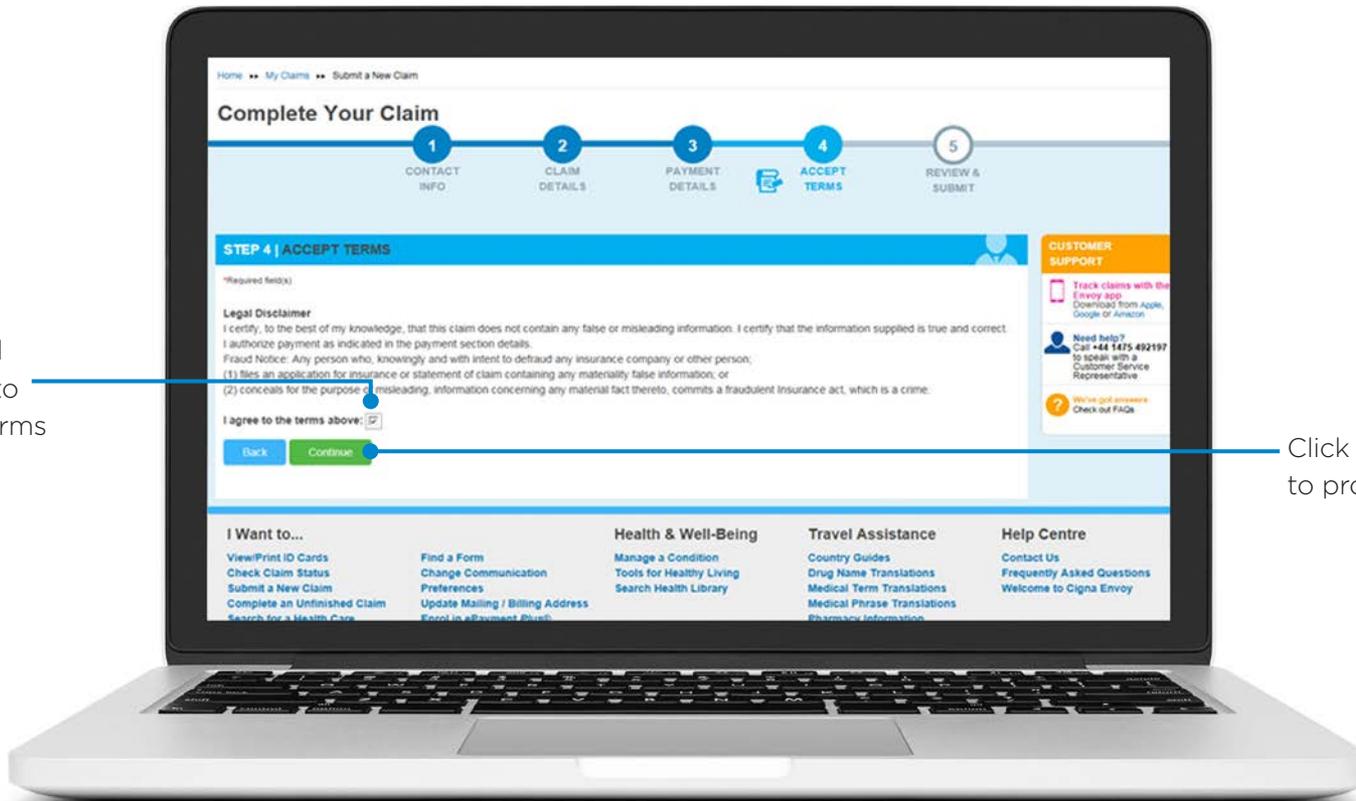
CUSTOMER SUPPORT

- Track claims with the eClaimy app. Download from Apple, Google or Amazon.
- Need help? Call +44 1475 492197 to speak with a Customer Service Representative.
- We've got answers. Check out FAQs.

Please check all payment details and click **“Continue”**

Submit a New Claim

Read and agree to the terms and click “Continue” to confirm the legal disclaimer.



Please read and agree to the legal terms

Click “Continue” to proceed

Submit a New Claim

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

STEP 5 | REVIEW & SUBMIT

Contact information [Edit](#)

Name: T TEST
Cigna ID#: 850010896
Email Address: t.test@test.com
Mailing Address: TEST

Claim Details [Edit](#)

#	FAMILY MEMBER	DIAGNOSIS / SYMPTOMS	INCURRED COUNTRY	OTHER INSURER	OCCUPATIONAL ACCIDENT	PAYMENT TO
1	T TEST	diabetes		No	No	Member

Payment Details [Edit](#)

Payment Method: Cheque
Currency: UK POUND STERLING
Name of Account Holder: T TEST
Mailing Address: 1 Main Street
London
test
pa145j
london
london
United Kingdom

[Back](#) [Submit](#)

WHAT TO EXPECT

- Your claim will be reviewed upon receipt
- You can check the status of your claim on the My Claims page within 8-7 days
- If we need additional information from you, we will contact you directly

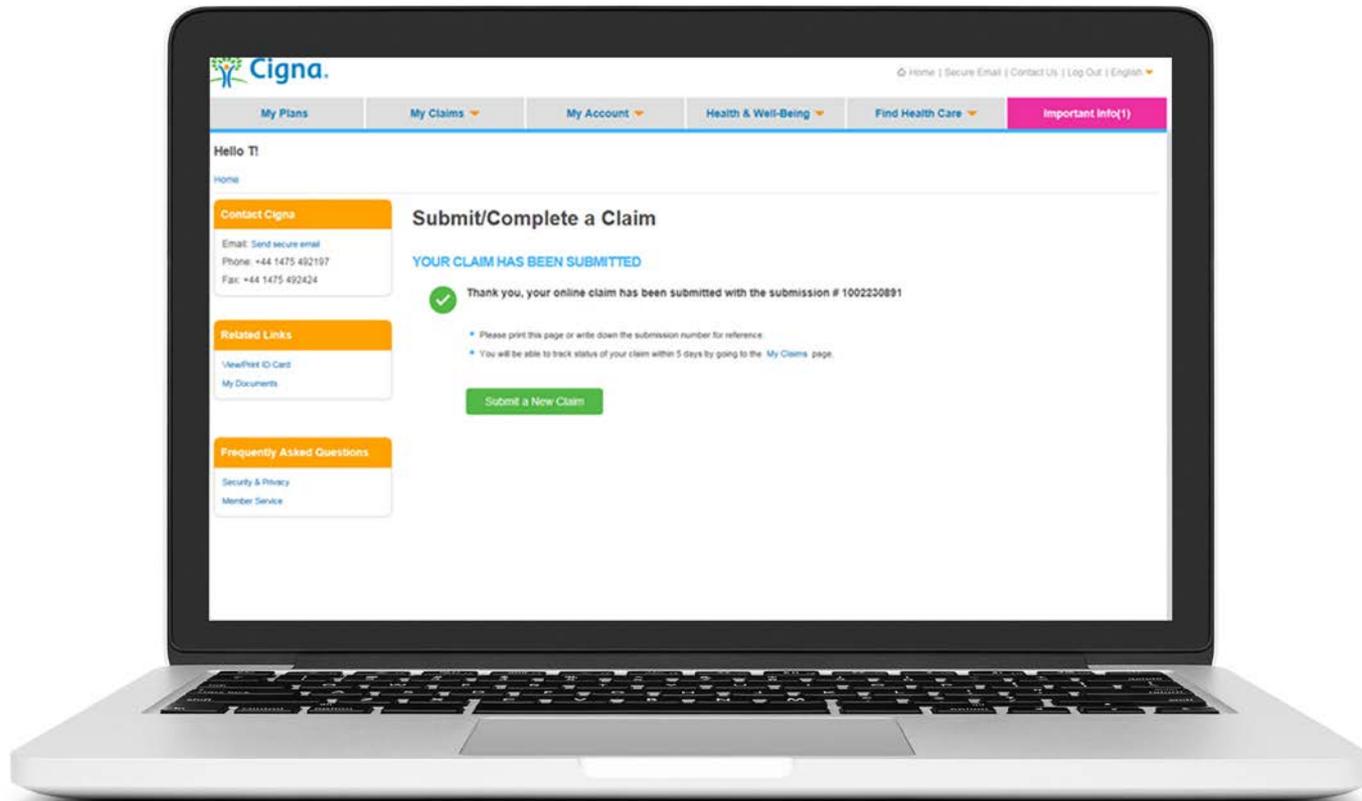
CUSTOMER SUPPORT

- Track claims with the Easy app. Download from Apple, Google or Amazon
- Need help? Call +44 1472 492197 to speak with a Customer Service Representative
- We've got answers. Check out FAQs

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

Submit a New Claim

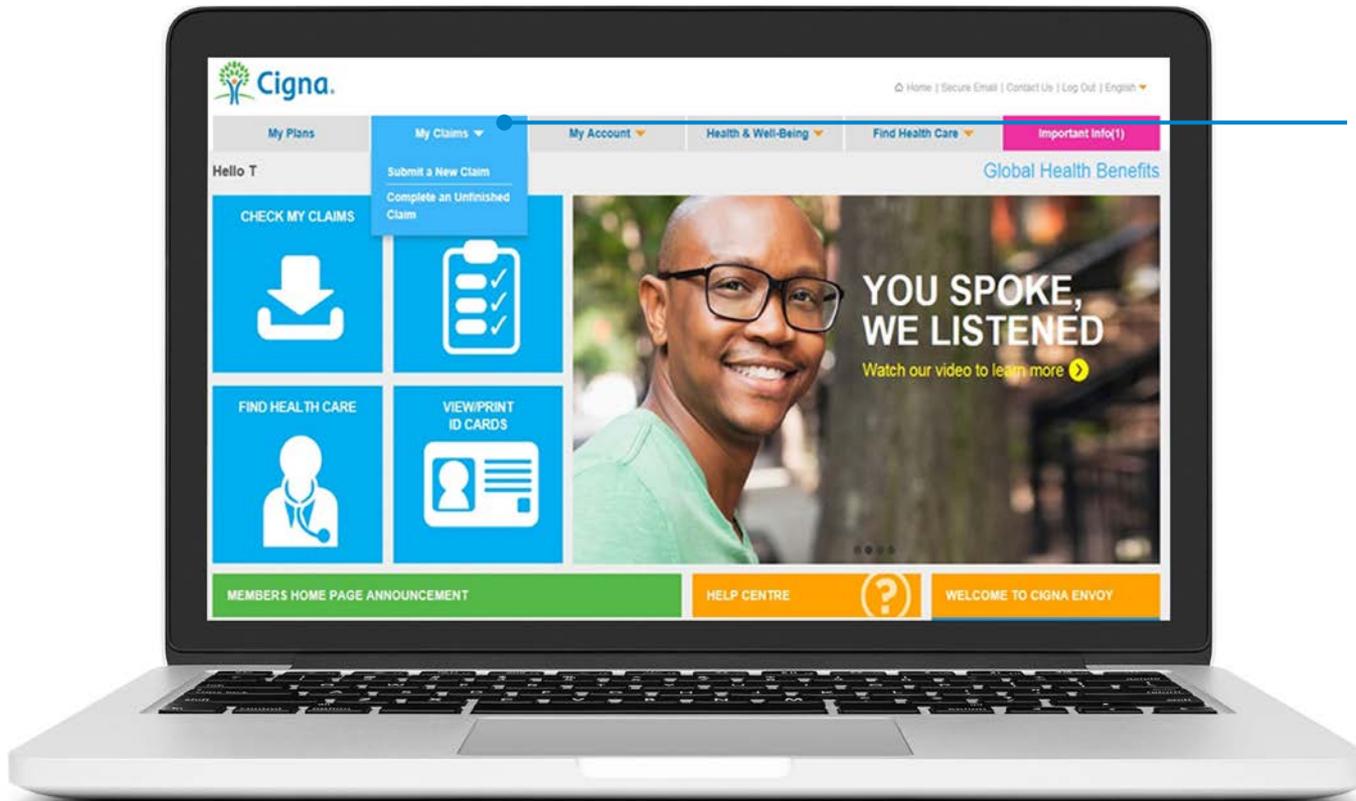
Congratulations! Your claim has now been submitted.



USER GUIDE

Check your Claim Status

How to check status of existing claims.



Click on “My Claims”

Check your Claim Status

“My 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”

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

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

To review by a specific date range, select the dates in the “From” and “To” fields

Click “Search” to proceed

