

# CIGNA ENVOY: HOW TO CONNECT



Easier to access. Easier to use.

Cigna Envoy® is your personalized online health resource. The tools and information are developed specifically for globally mobile individuals so you can easily find the information you need. Register for Cigna Envoy as soon as you receive your Cigna ID card. If you don't have an ID card, please call us toll-free at **1.800.441.2668** or direct at **001.302.797.3100** (collect calls accepted). With your ID card handy, enter the site (**CignaEnvoy.com**) and follow these simple steps to get started.

## Registering is easy

- 1 Download the mobile app OR go to **CignaEnvoy.com** and, within the 'Customers' section, select '**Register**'.
- 2 Enter your Cigna ID and click '**Register**'.
- 3 Enter the identifying information, including account number, then click '**Register**'. Receive your registration confirmation to your email. Click the link in the email to continue registration.
- 4 Click '**Activate Cigna Account**'. Now you can set up your password with the requirements provided on screen.
- 5 Click '**Confirm Password**'. You'll also be prompted to set up two-factor authentication or you may skip this step. Two-factor authentication is used to provide added security for your account.
- 6 Choose '**Email or SMS & submit**' or '**Skip authentication**'.
- 7 Access your account, and read and accept the terms and conditions and any other informational message.
- 8 Click '**Continue**'.

## Why use the website?

**With the Cigna Envoy website, you can manage your health plan all in one place.**

- View benefits and exclusions, including coverage details for you and your family members, as well as your claim history.
- Use our provider directory to get help finding an in-network health care provider in your location.
- Country guides provide access to practical travel information, health, safety and travel tips, visitor and currency information for over 190 countries, and so much more.

**On Cigna Envoy, you can also:**

- Send questions to us through our messaging tool.
- Access pre-assignment tools.
- View your ID card information.
- Watch our global assignment video series to help you navigate your health care while on assignment.
- Look up translations for medical terms.
- Learn more about the country you are working in.
- Find tips on how to stay in better shape while you are working outside of your home country.
- Sign up for Electronic Funds Transfer (EFT) to receive claim reimbursements.
- Download claim forms, submit and track claims with our online claims tool on the website or the app.
- Access the Express Scripts pharmacy link to help manage any prescriptions you or your covered family members fill in the U.S.
- Link to the Cigna Wellbeing app to download and connect with a physician by video or over the phone.



## Cigna Envoy on the go.

Instant, real-time access to your health information on the go. The Envoy App can be downloaded for free from the App Store®, Google Play™ or Amazon.com.



- › Easy and simple navigation.
- › Find health care through our GPS-enabled app location services.



- › Submit and check the status of claims through our photo claim submission tool.



- › View your ID cards information.



### STILL HAVE QUESTIONS?

Want to know more? Get in touch with our global service center by phone or email.

**Together, all the way.®**



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