

CIGNA ENVOY: HOW TO CONNECT



Easy to access. Easier to use.

As mentioned in your welcome email sent by Cigna after your enrollment, the Cigna Envoy® website is your personalized online health resource.

The tools and information on our Cigna Envoy website have been developed specifically for globally mobile colleagues, so you can easily find the health and wellness information you need.

Register for Cigna Envoy as soon as you receive your welcome email or Cigna ID card. If you missed your welcome email, or don't receive an ID card soon, please call us toll-free in the United States at **1.800.441.2668** or direct at **001.302.797.3100** (collect calls accepted).



If you are dialing from an international number, it's important to use the International Access Code. Go to [CignaEnvoy.com](https://www.cignaenvoy.com) and select Contact Us for a list of country codes and [helpful calling instructions](#).

Why use [CignaEnvoy.com](https://www.cignaenvoy.com)?

Cigna Envoy is your go-to site when you're looking for valuable plan information, want to submit or track claims, need help managing a health condition, or you want to find healthy living tips while away from home.

Register for Cigna Envoy today!

Registering is easy

1. Download* the mobile app OR go to [CignaEnvoy.com](https://www.cignaenvoy.com) and under "I am a Customer" select "I have not registered yet."
2. 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](https://www.cignaenvoy.com).
4. Answer the security questions.
5. Change to a password/PIN of your choosing and click "Continue" to register.



Together, all the way.®



Help with your plan

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.
- 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.
- 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.

Lifestyle tips

Navigating your host country is easier with Cigna Envoy.

- Country guides provide access to practical travel information, health, safety and travel tips, visitor and currency information for more than 190 countries, and so much more.
- 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.

Cigna Envoy on the go

Get instant, real-time access to your health information on the go with the Cigna Envoy App.



- 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 card information.
- Submit questions through our messaging tool.

The Envoy App can be downloaded for free from the App Store®, Google Play™ or Amazon.com.*



STILL HAVE QUESTIONS?

Get in touch with our global service center by phone.



PHONE: 1.800.441.2668 (U.S.)
or direct at **001.302.797.3100**

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