

# 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 Healthcare<sup>SM</sup> global ID card. If you don't have a global ID card, please call us toll-free at 1.800.441.2668 or direct at +1.302.797.3100 (collect calls accepted). With your global ID card handy, enter the site ([CignaEnvoy.com](https://CignaEnvoy.com)) and follow these simple steps to get started.

## Registering is easy

- 1 Download the mobile app OR go to [CignaEnvoy.com](https://CignaEnvoy.com) and, within the 'Customers' section, select 'Register'.
- 2 Enter your global 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. Two-factor authentication is used to provide added security for your account.
- 6 You can choose to set up two factor authentication via email, text/SMS message, Google Authenticator, Okta Verify, or Voice Call Authentication. Text/SMS messaging rates may apply.
- 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, and so much more.

## On Cigna Envoy, you can also:

- Send questions to us through our messaging tool.
- Access pre-assignment tools.
- View your global ID card information.
- 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 United States (U.S.).

## Cigna Envoy on the go.

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

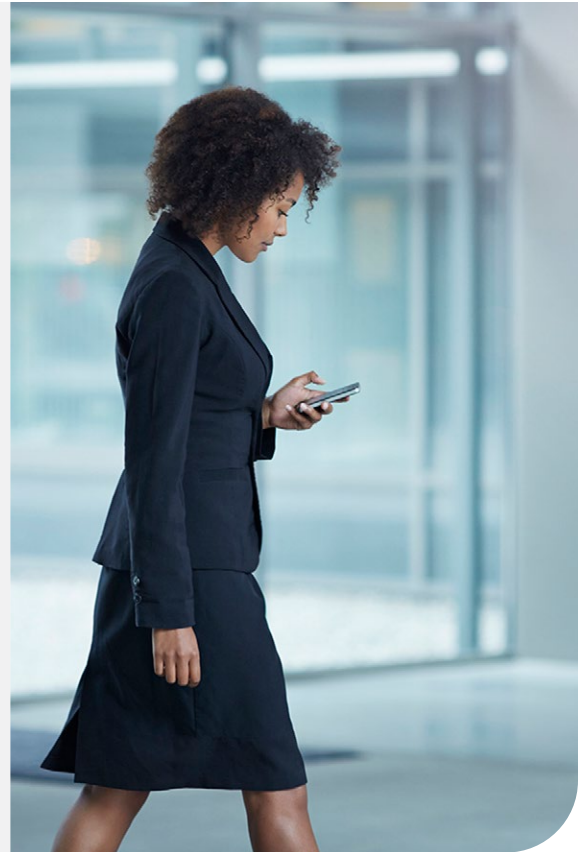
- › Easy and simple navigation.
- › Find health care through our GPS-enabled app location services.
- › Submit and check the status of claims through our photo claim submission tool.
- › View your global ID card information.



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



Click on the app button or scan the QR code to download.



**Still have questions?**

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

[CignaGlobalHealth.com](https://www.CignaGlobalHealth.com)



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