

CIGNA Envoy®

CIGNA Envoy is CIGNA International Expatriate Benefits' (CIEB) secure web portal that answers many of your questions regarding benefits, coverage, and claim information. You can use CIGNA Envoy to find a family doctor abroad, translate prescription medications, and print ID cards from anywhere in the world.

CIEB customers have access to CIGNA Envoy and its services at any time. The web portal simplifies the process of administering your health care benefits by offering a secure, single log in point that provides access to an array of web services, information, and health tools. CIGNA Envoy is a key resource for a successful assignment.

A Range of Options

Through CIGNAenvoy.com, you can:

- Find a doctor or hospital in your country of assignment
- Submit and track claims online through secure email
- Review your submitted claim details
- Download claim forms in 16 languages
- Communicate with the International Service Center through secure email
- Access the eCleveland Clinic for online expert medical second opinions
- Enroll in ePayment *Plus*SM to receive reimbursements that are deposited directly to an international bank account
- Print an ID card if you need a replacement
- Find pharmacies through CIEB's Pharmacy Management Network
- Listen to podcasts from CIEB's Podcast Library and download them to your mp3 player
 - Access medical and pharmacy translation tools for local language and terminology
 - Access Country Guides that provide custom information about local health care systems, culture and safety
 - Access health and wellness information and online newsletters
 - Find discount offers for a variety of health and wellness programs

While CIEB's International Service Centers are always available to provide you assistance, CIGNA Envoy automates routine transactions and offers immediate access to many tools and services online.

How to Register

Once your coverage is effective, it's easy to register online for access to CIGNA Envoy. Ensure that your ID is accessible and complete the following steps:

1. Go to www.CIGNAenvoy.com.
2. Select "Members" from the dropdown box.
3. Click the "Go" button.
4. Click the "Register Now" link.
5. Input your information using your ID card to fill in the Member ID and Policy Number.
6. Click the "Register" button to generate a password.

Note: Only the primary account holder can register for a CIGNA Envoy account; dependents cannot create additional accounts.



Quick Reference Guide

I Want To:	Where to Find It:
Find a local doctor or hospital	"Find Provider" tab
Submit claim forms	"Customer Service" tab, under "Secure Email Form"
Track my claims	"My Claims" tab
Download claim forms	"Customer Service" tab, under "Download Forms"
Check my eligibility	"My Plans" tab
Print my ID Card	"Customer Service" tab, under "ID Card – Print Electronic" or Member Quick Links, under "Print and Request ID Cards"
Use secure email	"Customer Service" tab, under "Secure Email Form"
Access the Pharmacy Management Network	"Find Provider" tab
Enroll in ePayment <i>Plus</i>	"Customer Service" tab
Access the eCleveland Clinic	"Health and Wellness" tab
Access drug translation tools	"Health and Wellness" tab, under "Drug Translations"
Access Country Guides	"Health and Wellness" tab, under "Country Guides"
Access health and wellness information and newsletters	"Health and Wellness" tab
Find discount offers	"Health and Wellness" tab

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