

Cigna

**ONLINE CLAIMING
TOOL**

Manual

ONLINE CLAIMING TOOL

CONTENTS

Introduction	3
The claims overview	3
Submitting a claim	4
1. Step 1: Claim information	4
2. Step 2: Add invoices	5
3. Step 3: Payment information	5
4. Step 4: Confirmation	6
Photoclaiming	7
FAQ	7
Tips for a smooth claim submission	7

INTRODUCTION

Submitting a claim is quick and easy with the pre-filled and intelligent wizard on your personal webpages. Simply follow the steps as it guides you through the process.

Here's an extensive guideline to help you make the most of the claiming tool.

The screenshot shows the Cigna Claims Overview page. At the top, there is a navigation bar with 'ENGLISH', 'MY PROFILE', and 'LOG OUT' buttons, along with a search bar. Below this is a 'WELCOME!' message for 'Newco - Jones Adam (998/59448)'. The main navigation includes 'Home', 'My plan', 'Claims', 'Provider search', 'My health', and 'Contact'. The 'Claims' section is active, showing a 'Submit a claim' button and a video player titled 'HOW TO SUBMIT A CLAIM'. Below the video is a table of claims with columns for Patient, Claim Date, Type, Amount, and Status. A green box highlights the 'AMOUNT' column and the 'blue icons' in the right-hand column of the table. A green arrow points from the 'blue icons' to the text on the right.

PATIENT	CLAIM DATE	TYPE	AMOUNT	STATUS
JONES ADAM 01/01/1961	31/01/2017	By post	6191.00 EUR	Awaiting paper claim
JONES ROSE 10/02/1989	31/01/2017	By post	111.00 EUR	Awaiting paper claim
JONES ADAM 01/01/1961	31/01/2017	Online	12188.00 EUR	Submitted
JONES ADAM 01/01/1961	31/01/2017	Additional information		This claim has been successfully submitted online.
JONES ROSE 10/02/1989	31/01/2017	Online	50.00 EUR	Submitted

The claims overview

1. **Claim type** values can be:
 - › **By post**: this means you chose to send the invoices related to this claim by post.
 - › **Online**: this means you chose to submit the invoices related to this claim online.
 - › **Additional information**: this means you uploaded missing documents or information for a claim.

2. The claims overview now also shows the **amount** claimed.

3. On the right, **blue icons** are shown, indicating the **possible actions** related to that claim:

- › **Edit**: allows you to edit and finalise a claim. This is only possible for draft claims.
- › **Download**: allows you to download a claim summary.
- › **Delete**: deletes a claim. This is only possible for postal claims or drafts.
- › **Settlement note**: links to the corresponding settlement note. This is only available for processed claims.
- › **Upload missing information**: allows you to upload missing information. This is only available for processed claims which require you to take action.

4. Claims can have the following **statuses**:

- › **Draft**: This claim hasn't been finalised yet. Maximum 5 drafts are allowed.
- › **Awaiting paper claim**: You successfully finalised a postal claim; we are waiting to receive it by post, together with all supporting documents.
- › **Submitted**: This claim has been successfully submitted online.
- › **Received**: We received the claim successfully.
- › **In progress**: Your claim has been assigned to a Claims Analyst. Once the claims review process is completed, you will receive a settlement note.
- › **Processed**: We have processed your claim for medical expenses. A settlement note is available.
- › **Closed**: The status 'Closed' means that the documents you submitted could not be treated as a claim. For example, if you submitted the same documents twice, the second set of documents will be assigned the status 'Closed'.
- › **Forwarded**: We have received your claim for medical expenses. The claim has been transferred to the proper payer/processor for processing.

Hovering over a status shows a description of that status.

PATIENT	CLAIM DATE	TYPE	AMOUNT	STATUS
JONES ADAM 01/01/1961	31/01/2017	By post	6191.00 EUR	Awaiting paper claim
JONES ROSE 10/02/1989	31/01/2017	By post	111.00 EUR	Awaiting paper claim
JONES ADAM 01/01/1961	31/01/2017	Online	12188.00 EUR	Submitted
JONES ADAM 01/01/1961	31/01/2017	Additional information		Submitted
JONES ROSE 10/02/1989	31/01/2017	Online	50.00 EUR	Submitted

This claim has been successfully submitted online.

JONES ADAM
01/01/1961

06/12/2016 Online 1245 EUR Processed

Some information is missing OK, GOT IT

Please see the settlement note to find out what you need to do. You can upload the required information or documents by clicking the 'Upload missing information' icon.

5. Processed claims (after 01/01/17) which require you to take action will be highlighted in yellow. For those claims, you can use the **'Upload missing information'** function to send this missing information to us. You can either add a remark or upload documents.

SUBMITTING A CLAIM

To submit a claim, the member is guided through a 4 steps flow:

Claim information -> Add invoices -> Payment information -> Confirmation

STEP 1: Claim information

- › Select how you wish to submit your claim: online or by post.
- › Select who the claim is for from the drop-down menu. If you wish to claim for a person who is not a plan member yet (new dependant, new-born, etc.), select 'Add a new plan member'.
- › Indicate if the claim is (partially) covered by another insurance plan or national security system.
- › Indicate if the claim is related to an accident. This choice will trigger additional questions about the accident in step 2.

SUBMIT A CLAIM

ONLINE CLAIM FOR JONES ADAM - 01/01/1961 NEED HELP?
* Mandatory field

Claim information **Add invoices** Payment information Confirmation

INVOICES

#	DATE	AMOUNT	TYPE OF CARE	DOCUMENTS
1	31/01/2017	100.00 EUR	Optical care	1

[Add another invoice](#)

[PREVIOUS STEP](#) [NEXT STEP](#) [SAVE AS DRAFT](#)

You can save this data and finalise the claim later.

STEP 2 : Add invoices

- › Fill in the details about the first invoice (date, amount, currency...). The currency and country of care preferences are saved for future invoices.
- › For online claims, you can drag and drop files in the dashed box.
- › Requirements to upload files:
 - › Supported file extensions: pdf, .jpg, .jpeg, .tif, .tiff, .gif or .png.
 - › Maximum file size is 10MB.
- › The blue box provides guidance based on the selected type of care.
- › After the first invoice has been saved, you can add other invoices for the same member. A claim can contain up to 25 invoices.
- › If you indicated the claim is accident-related, there will be additional questions. If you already provided us with the accident details, you can skip this step.

SUBMIT A CLAIM

ONLINE CLAIM FOR JONES ADAM - 01/01/1961 NEED HELP?
* Mandatory field

Claim information Add invoices **Payment information** Confirmation

HOW DO YOU WANT TO RECEIVE YOUR REIMBURSEMENT? *

CHEQUE - EUR
Plantyn en Moretuslei 299
2018 Antwerpen
BELGIUM

CHEQUE - GBP
Plantyn en Moretuslei 299
2018 Antwerpen
BELGIUM

Incorrect? Update your payment preferences.

[PREVIOUS STEP](#) [NEXT STEP](#)

STEP 3 : Payment information (If applicable)

- › This is only shown if you can manage your payment details in the 'My Profile' section.
- › If you only have one payment set available, this set will be preselected. If you have two payment sets available, you can select one.
- › If the payment details are incorrect or missing, you can update your payment details in the 'My Profile' section. A draft claim will be created and you can edit it via the claims overview.

STEP 4: Confirmation

- › This step allows you to review the claim before finalising it. By clicking the edit icons, you can navigate back to the previous steps and make any necessary changes.
- › Here you will also find the Terms and Conditions. These need to be accepted before the claim can be finalised (for postal claims) or submitted (for online claims).

After completing step 4, a popup is shown and the claims overview gets updated.

› For online claims

The message informs you we successfully received the claim. It also contains the retention period for original invoices. Your claims will be added to the claims overview and you can download the full claim details.

› For postal claims

The message includes a download link for your claim summary and further instructions. In the claims overview, you can download the claim summary. Once we receive your claim, the claim summary will be replaced by the full claim details.

PHOTOCLAIMING

Who can claim via the Cigna Health Benefits mobile app?

You can only claim via the Cigna Health Benefits mobile app if online claiming is activated for your plan.

Do I need to update my Cigna Health Benefits mobile app?

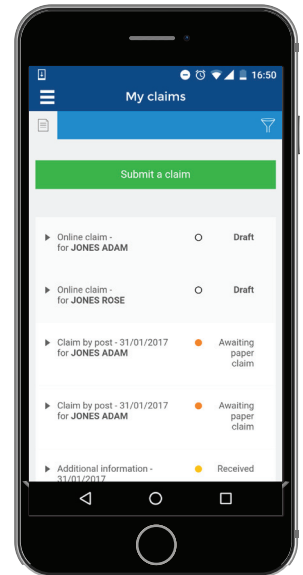
Yes, to enable photoclaiming, you need to update to the latest version (as from v2.0). If you have access to photoclaiming but didn't update your app, you'll see a message in the app.

More info on the app and download instructions on:

<https://www.cignahealthbenefits.com/en/cignahealthbenefitsapp>

How can I submit a claim on the mobile app?

The mobile app follows the same flow as your personal webpages. Click the 'My Claims' button on the homepage to see the claims overview and to start claiming.



FAQS

What happened to the old PDF claim forms on my personal webpages?

The new online claiming tool replaced the old PDF claim forms. You can use the new tool to claim by post.

What if I have issues using the new claiming tool?

A few examples:

- › You cannot edit a draft.
- › You cannot submit additional information.
- › You can't find a settlement note.
- › You can't find how to download a claim summary.

These issues might be caused by a browser issue or company restrictions if you are using your organisation's network. We advise you to try again with another browser (e.g. Google Chrome, Firefox,...) or on another computer (at work or at home).

If you are still experiencing problems after following these tips, please contact us.

TIPS FOR A SMOOTH CLAIM SUBMISSION

- › Make sure you have **all the information** you need readily available before you start.
- › For an online claim, **scan all the supporting documents** before starting your claim.
- › When typing the name of a new plan member, please use only **Latin characters**. Special characters are not accepted in this field.
- › You can **save a claim** and **pick up on it later**.