

# How to submit a claim on myCigna®

**Submit a claim. Get paid.  
It's that easy.**

Answer a few questions online,  
and we'll take care of the rest.

**Customer Login**

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Offered by Cigna Health and Life Insurance Company or its affiliates

## Let's make this quick.

Cigna Healthcare<sup>SM</sup> Supplemental Health insurance benefits can help make life easier by providing a cash payout that you can use however you choose.

We've made the process quick and easy with the myCigna app<sup>®\*</sup> and myCigna.com<sup>®</sup>.

Just follow these basic steps to have the payment sent to you promptly.

**Get ready**



**Submit your claim**



**Set up direct deposit**



**View claim status**



\* Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. App/online store terms and mobile phone carrier/data charges apply. Actual myCigna features may vary depending on your plan and customer profile.



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## Get ready.

See what you'll need before you begin.

### Use a pre-claim checklist to make the process go smoothly.

We're here to help even before you submit your claim. While most claims require similar information, our pre-claim checklists walk you through what you'll need to complete your claim and which required documents are needed for fast processing, like a physician statement form completed by your provider.

Click on the left to view and download a claim filing checklist. You can also download the claim filing checklists by logging on to myCigna.com®, then click on Claims/Forms Center.

### Physician Statement Form

For the fastest claim processing, please include a completed Physician Statement Form for an Accidental Injury and Critical Illness claim, or a UB-04 Form for a Hospital Care claim.

The good news is, you don't need to be a medical expert. Your doctor or hospital will know what to do.

When you're done, a Cigna Healthcare Claims Advocate will review your claim and contact you if anything more is needed.



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← Click on the left to view and download a Physician Statement Form

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**Cigna Healthcare Supplemental Health Solutions Physician Statement Form**

This document is confidential and proprietary to Cigna Healthcare

**Note:** Have your form completed alongside your claim and upload into your myCigna.com account.

**Download a Physician Statement Form for:**

- Accidental Injury
- Accidental Injury Follow-up
- Critical Illness
- Hospital Care

Where was the patient first seen?\*

Your doctor's office     Emergency room     Other: \_\_\_\_\_

What was the date of service?\*

What date was the patient first seen by you if the patient was first seen at a facility outside of your office?

Did the patient receive imaging?\*

Yes     No    If yes, list each imaging type with date(s) performed below:\*

Did the patient receive durable medical equipment?\*

Yes     No    If yes, list each DME type with date(s) received below:\*

Was the patient hospitalized?\*

Yes     No    If yes, provide dates\*

Did the patient undergo surgery? \*

Yes     No    Procedure Performed (include operative report)\*

Did patient undergo general anesthesia?\*

Yes     No

Date of Surgery\*

Additional Comments:\*

Click on the left to view and download a Physician Statement Form

## Log onto myCigna.com

- If you haven't used myCigna.com before, you will need to register.
- You can also download the myCigna app to log in with your mobile phone.
- Once you register, you can use myCigna to access and manage information about your Cigna Healthcare Supplemental Health benefits coverage.

by logging on to myCigna.com, then click on Claims/Forms Center.



### Customer Login

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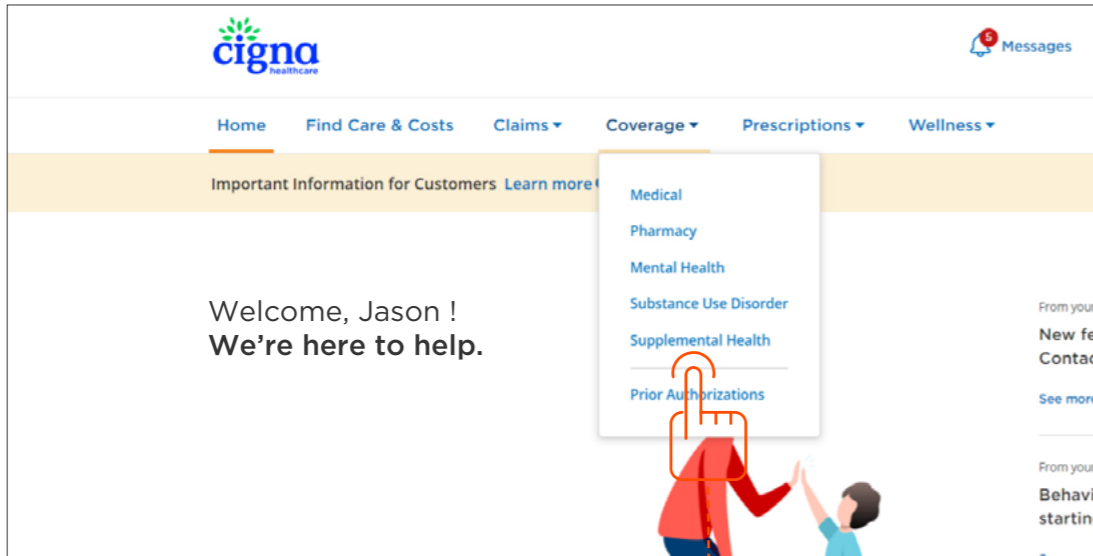


## 2 Submit your claim.

Go to your Supplemental Health benefits home page.

From the myCigna.com home page:

- Select the Coverage tab on the top navigation bar.
- Choose Supplemental Health from the drop-down menu.



### Claim Central

You'll see the large buttons in the Claims Central section of the Supplemental Health home page.

Click on "Submit a claim" and you're on your way!

- Easy-to-read instructions will guide you through the process, starting with what type of claim you're submitting:
  - Accidental Injury
  - Critical Illness
  - Hospital Care
  - Wellness Incentive

You'll also be able to upload your physician statement form or any other relevant medical information.

#### Claim Central

##### Submit a Claim

Start a new supplemental health claim online.

Submit a claim

##### Claim status

Check status of your claim(s).

View claim status

##### Direct deposit

Have your claim payment directly deposited into a bank account.

Manage direct deposit



### 3 Set up direct deposit.

You can receive your payment quickly.

Once you've completed your claim, go back to Claim Central and click on the "Manage direct deposit" button.

- Complete the simple form, where you can choose between checking and savings.
- Include your account and routing numbers, which are at the bottom of your check.
- Check the "E-Consent" box, then click "Submit."

#### Set Up Direct Deposit

Have your supplemental health claim payment(s) directly deposited into a bank account.

**Enter bank account details**

Account Type <input type="text" value="Select"/>	Routing Number <input type="text"/>
Account Number <input type="text"/>	Account Nickname (Optional) <input type="text"/>
First Name <input type="text"/>	Last Name <input type="text"/>



<b>Submit a Claim</b> Start a new supplemental health claim online. <input type="button" value="Submit a claim"/>	<b>Direct deposit</b> Have your claim payment directly deposited into a bank account. <input type="button" value="Manage direct deposit"/>
<b>Claim status</b> Check status of your claim(s). <input type="button" value="View claim status"/>	

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## View claim status.

After you submit your claim, you can monitor the status at any time by going to Claim Central and clicking on the “View claim status” button.

**Claim Central**

**Submit a Claim**  
Start a new supplemental health claim online.  
[Submit a claim](#)

**Claim status**  
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**Direct deposit**  
Have your claim payment directly deposited into a bank account.  
[Manage direct deposit](#)

### Payment confirmation

You'll receive and Explanation of Benefits (EOB) in the mail, confirming your payment. You'll also be able to view the EOB on myCigna.

You should then see the deposit in your bank account within one or two business days.





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## It's that simple.

Simplifying the claim process is just one way we aim to make life easy.

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