# SUBMIT THE MEDICAL CLAIMS



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#### **Claims Procedures**

You can submit the medical claims

1. Mobile App – MyCigna



2. Website – <u>www.mycigna.com.hk</u>



3. Paper submission

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# **Online Portal - 1<sup>st</sup> time registration**

• Go to https://www.mycigna.com.hk/





#### **Online Portal - 1st time registration**



Click "Register" - to follow registration page

- HKID
- DOB (DDMMYYYY)
- "Confirm"



#### **Online Portal - 1st time registration**



#### Key in

- phone no.
- email address
- passwords



#### **Online Portal - Overview**





#### **Online Portal – Make a Claim** 1 🖗 Cigna. GET PROTECTED DOCTOR LIST ■ MY POLICY MANAGE MY POLICY CLAIM 2 CHAT MY CLAIM 2 Make a Claim COMPLETED IN PROGRESS Claim No. Claim Type Policy No. **Receive Date** Status A22224-1 3018 Other Paid 2017/03/27 A22225-1 3018 Other 2017/03/27 Reject Temperory or Permanent Disability Pending Information 20170000600 HL00154632 2017/02/06



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No need to submit the original claim documents



#### **Online Portal - Check panel doctors / specialist**





### **Online Portal - Live Chat**

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Total Remaining Visit Balance	3	6				



# **Mobile App**







Search for "My Cigna" in Google Play or the App Store

#### **Functions**

- View your policy
- Submit claims and check the status of pending claims
- Find health care professionals and facilities
- Message Cigna through Live Chat



Cigna

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### Claims Procedures In-patient benefit

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# Claims Procedures Out-patient / Dental benefit

- **1** Completed Out-patient Claim Form + original receipts
- 2 Please make sure the following information on the receipt :
  - Date of visit
  - Name of Patient in Full
  - Fees
  - Diagnosis
  - Attending doctor's signature
  - Attach doctor's referral letter if required
- 3 All hospitalization claims must be filed to the Claims Department of Cigna.

Group Medical Insurance Outpatient Claim Form	15/F, 28 Hennessy Road, Was Chal, Hong Kong, Tel: 2509 9222 Fax: 2898 3722 www.claas.com.htt
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#### **Contact Us**

#### **Group Operations Department**

- Tel : 2539 9215
- Email: <u>HKDGRPOP@Cigna.com</u>
- Office hour: Monday Friday: 9:00 am to 5:30 pm (Except public holiday)
- Address: 15/F, 28 Hennessy Road, Wan Chai, Hong Kong

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