

MEDICAL BENEFITS ABROAD

Online Claims Submission Tool

Helping you rest easier when traveling on international assignments.

Through our **Medical Benefits Abroad®** (MBA) plan, we provide customers traveling internationally easy access to quality health care when needed. As an added convenience, Cigna offers the ability to submit MBA claims directly through **Cigna Envoy®**. All registered users can file an online claim simply by following these steps:

1. Go to <https://customer.cignaenvoy.com/traveler>
2. Log in by entering the **username** and **password**. If you need the username and password, check with your group's Human Resources or Benefits Manager.

Username: 09613AMBA001

Password: Cigna1
3. Select the 'Claims' tile.
4. On this website, you will need to provide:
 - ✓ Details about your claim
 - ✓ Travel dates
 - ✓ Preferred payment method
 - ✓ Banking information (per payment method)
 - ✓ Other coverage information (if applicable)
 - ✓ Scanned receipt information (attach file)
 - ✓ Review the legal disclaimers
5. Make note of your reference number. Use this reference number when calling customer service using the number on the back of your MBA ID card when checking on your claim status. Most claims with all the information provided are processed within 10 business days!¹

...and that's not all!!

With this functionality, you can easily access our **ePayment Plus®**, a payment method that services our existing electronic payment options, such as wire transfers and Electronic Funds Transfer (EFT), available in the U.S.

Together, all the way.®



1. Based on Cigna Global Health Benefits internal claims operations data as of October 2019. Subject to change.

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