

ONLINE CERTIFICATE OF COVERAGE

Available on Cigna Envoy

Accessing your Certificate of Coverage

We are excited to announce that as a member covered by **Cigna's Medical Benefits Abroad® (MBA)** program, you have access to obtain a **Certificate of Coverage¹** online. This is often needed when trying to obtain a visa for travel outside of your country of permanent residence, via **Cigna Envoy®**. All you need to do is follow these simple steps:

1. Go to <https://customer.cignaenvoy.com/traveler>
 2. Log on by entering the **username** and **password** provided by your group's Human Resources or Benefits Manager located below.
- Username:** 09613AMBA001
- Password:** Cigna1
3. Select '**Certificate of Coverage**'.
 4. Enter your demographic and travel information then select '**Download**'.

A **Certificate of Coverage** will generate in PDF format for you to save and print.



We're here for you. Anytime you need us.

Our Global Service Center is open 24 hours a day, seven days a week. To reach us, dial **800.243.1348** or **001.302.797.3535**, and you can always reverse the charges. You can also fax us directly at **001.302.797.3150** or toll-free at **1.800.243.6998**.

Together, all the way.®



1. Online Certification of Coverage will not be available for customers traveling to Cuba, Iran, North Korea, Syrian Arab Republic, Ukraine including Crimea Region of Ukraine and Russia. Certificates of Coverage for these locations can be requested through our Customer Service Team and are available under limited circumstances where allowed by law.

Health Benefits' web based tools, such as Cigna Envoy®, are available for informational purposes only. Cigna Global Health Benefits' web based tools are not intended to be a substitute for proper medical care provided by a physician.

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