

A photograph of two women in business attire sitting outdoors. The woman on the left is wearing glasses and a light-colored jacket, looking at a smartphone held by the woman on the right. The woman on the right is wearing a dark blazer and is smiling while holding the phone. The background shows a modern glass building and a bright sky with a lens flare effect.

ENVOY MOBILE

Registration and User Guide

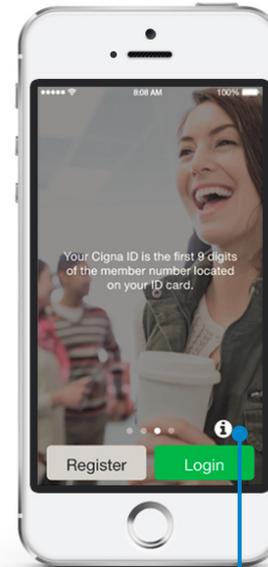
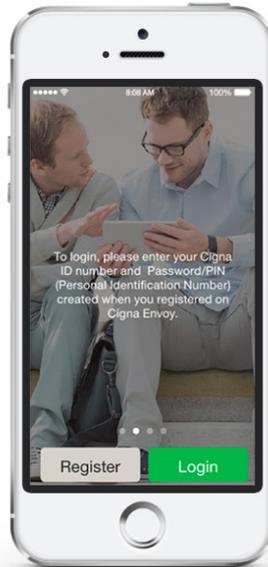
WELCOME TO CIGNA ENVOY®

Welcome Screen

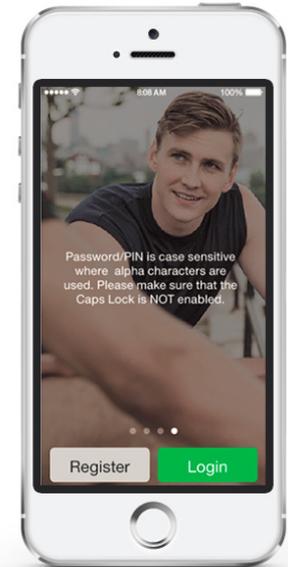
Swipe left to read about how to register or login.



Touching the **“i” button** from 1st screen will lead you to the Contact Screens.

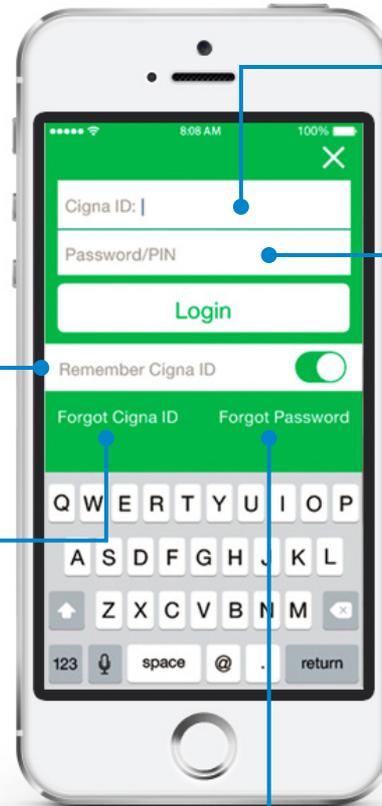


Touching the **“i” button** from 3rd screen will lead you to Card Samples.



USER GUIDE

Log in



Remember Cigna ID: switch toggles on/off to store Cigna ID.

Forgot Cigna ID: this will bring up the Contact Screen with phone numbers for you to contact our Customer Service Centre.

Cigna ID: you will find this on your member ID card.

PIN: only used in password reset flow.
Password: this is the password previously created by yourself.

PASSWORD RULES:

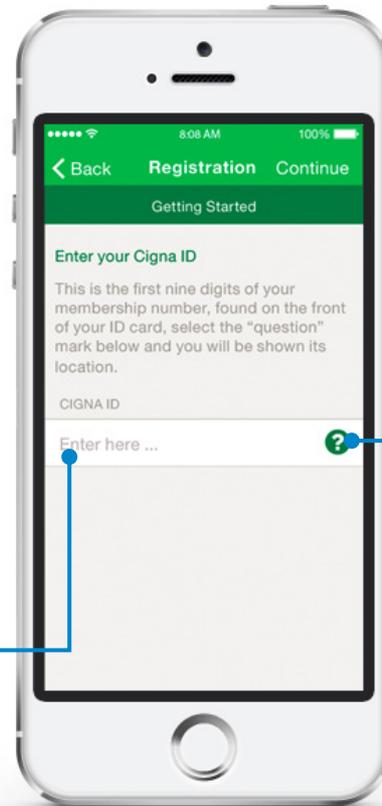
- Password must only consist of alphanumeric characters (i.e. `^[a-zA-Z0-9]*$`).
- Password must contain at least 8 characters.
- Password and Password Confirmation are required (i.e. they cannot be blank).
- New Password must match the password confirmation.

Forgot Password: By selecting this you will be taken to the password reset flow.

USER GUIDE

Registration - Getting started

This is the start of the registration process.



Enter your Cigna ID and select Continue to move to **Step 1**.

“?” button will take you to the Card Sample screen where you will see your Cigna member ID card.

USER GUIDE

Registration - Step 1

Getting Started. After you have entered all your information, select Continue and move to Step 2.

“?” button will take you to the Card Sample screen with corresponding field highlighted with a red rectangle.

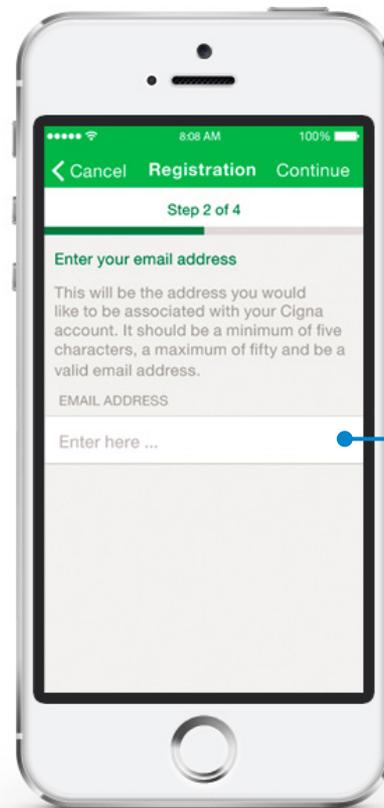
For example: if you don't know your Account No. you will be brought to the Card Samples with the Account No. field highlighted

The image shows a smartphone screen with a registration form. The form has a green header with 'Back', 'Registration', and 'Continue' buttons. Below the header, it says 'Step 1 of 4' and 'Enter your identifying information'. The form contains several input fields: 'CIGNA ID' with the value '860000000', 'FIRST NAME' with a question mark icon, 'LAST NAME' with a question mark icon, and 'DATE OF BIRTH' with a question mark icon. A blue line points from the text on the left to the question mark icon next to the FIRST NAME field. Another blue line points from the text on the right to the question mark icon next to the LAST NAME field.

Additional fields are available when you scroll – they are not visible on the actual app.

USER GUIDE

Registration - Step 2



Once you have completed Getting Started and Step 1 of the Registration Process, **enter your email address** and select Continue to move to **Step 3**.

USER GUIDE

Registration - Step 3

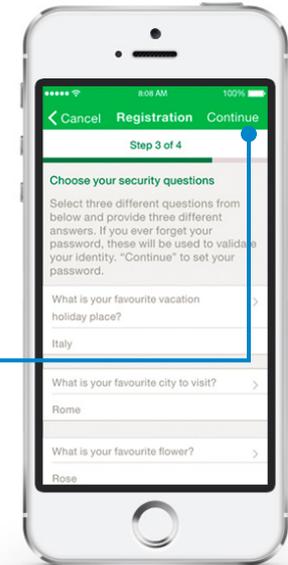
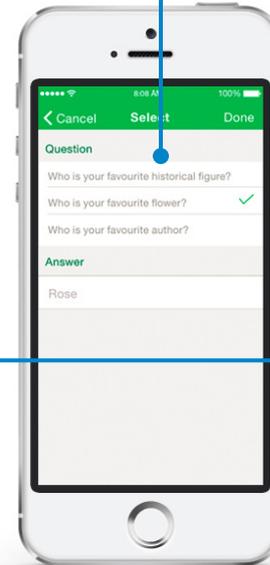
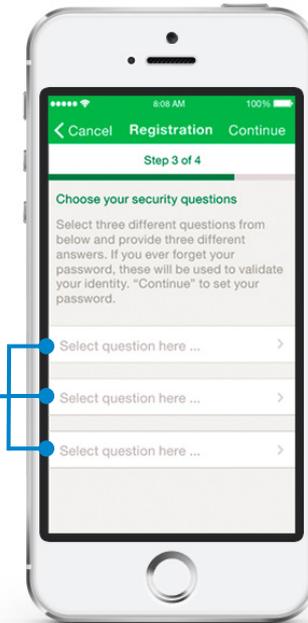
Once you have reached **Step 3**, the screen will look like the top image showing three fields that say 'Select question here'.

When one of these fields are selected, you will be brought to the screen on the bottom left. You must **select a question and then provide your answer**.

Once a question has been used it can't be used again (all three questions must be unique).

Once an answer has been used it can't be used again (all three answers must also be unique).

After selecting your three security questions and providing three answers, select **Continue** and moves to **Step 4**.



USER GUIDE

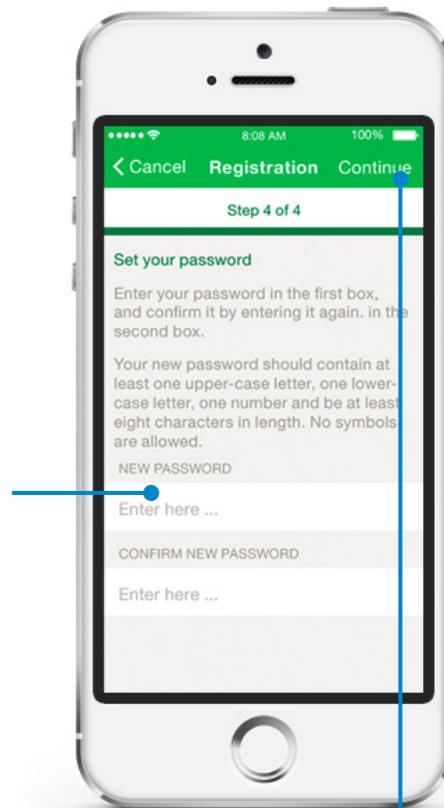
Registration - Step 4

You now need to set your password.

Set your password:

PASSWORD RULES:

- Password must only consist of alphanumeric characters (i.e. `^[a-zA-Z0-9]*$`).
- Password must contain at least 8 characters.
- Password and Password Confirmation are required (i.e. they cannot be blank).
- New Password must match the password confirmation.



Select **Continue**, you are now successfully registered.

LOGIN IN

Dashboard

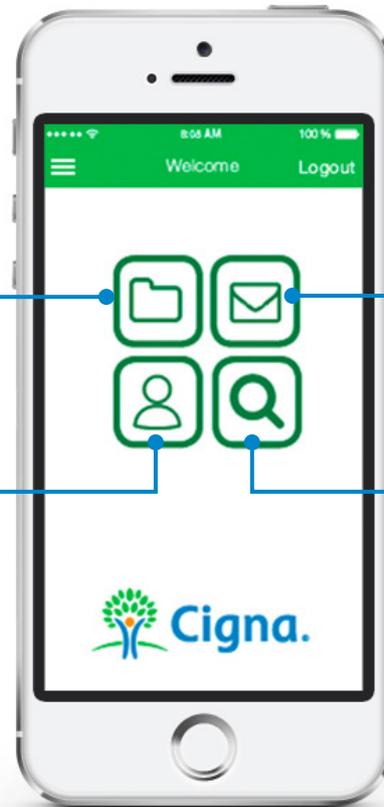
Each icon on the dashboard will take you to the specific page:

File icon - Claims
(landing page)

Mail icon
Secure Inbox

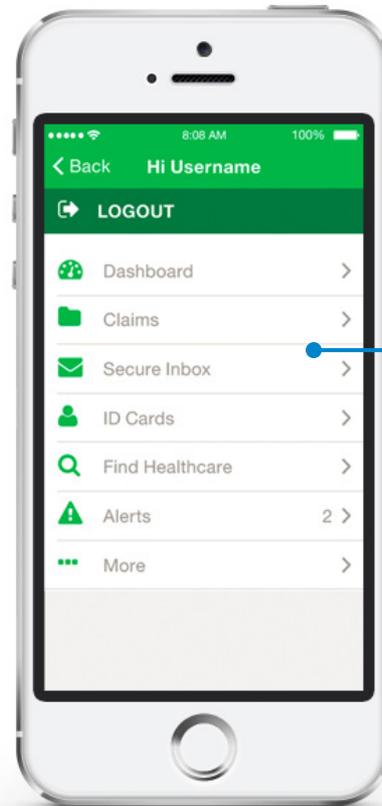
Person icon
ID Cards

Magnifier - Directory
(Find Healthcare)



MAIN MENU

This is the main navigation page throughout the app. Name comes from the icon used in the upper left corner when it is collapsed. The main menu will appear in the upper left hand corner so long as you are not involved in another function (i.e. Registration).



Each click leads to a main feature of the app:

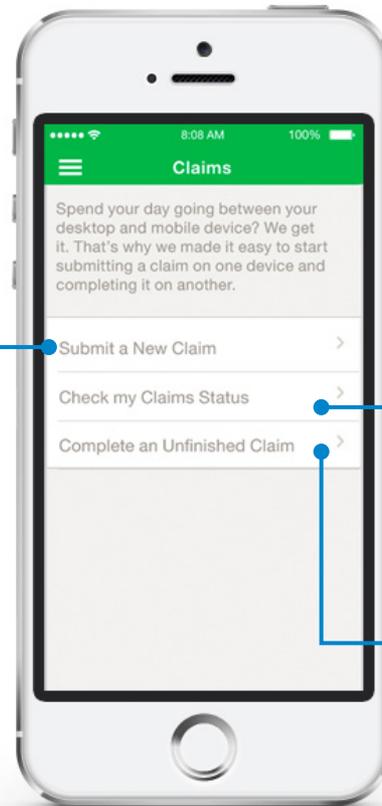
- Claims
- Secure Inbox
- ID Cards
- Find Healthcare
- Alerts
- More

CLAIMS LANDING PAGE

User has selected Claims from the main menu or quick links screen.

Submit a New Claim*:, you can submit new claims and use your device's camera to upload claim documents

*If a customer is a CNY member and the Incurred Country is China, a claim cannot be submitted online per government regulations. If the user tries, an alert message will be displayed.



Check my Claims Status:

this takes you to the Claims Carousel where you can review past and recently filed claims

Complete an Unfinished Claim:

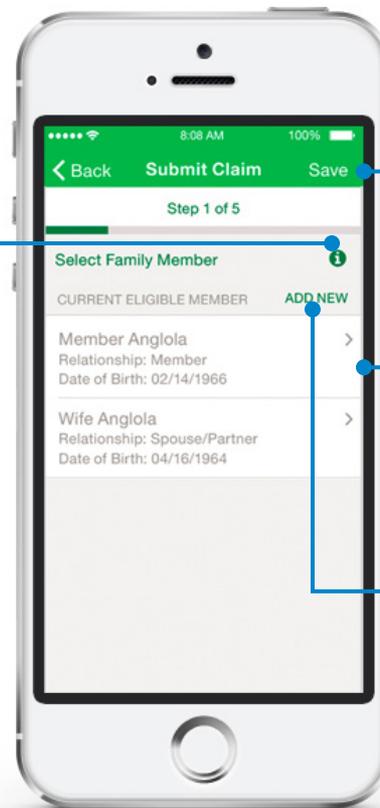
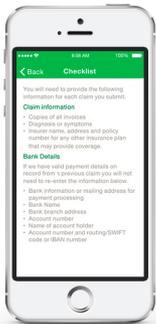
from here you can revisit claims you have previously started either on the app or the portal.

SUBMITTING A NEW CLAIM

Step 1

You have selected **“Submit a New Claim”** from the Claims Landing Page.

“i” button: invokes the modal checklist seen below.



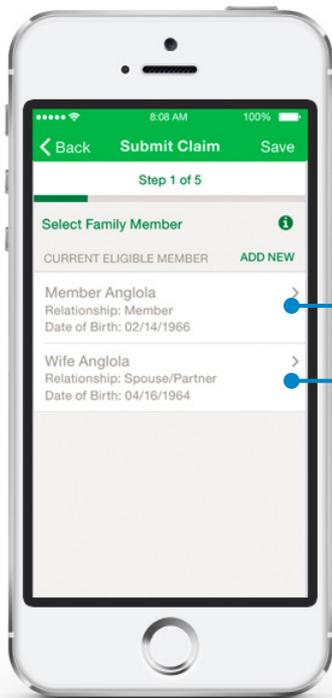
Continue to **Step 2** by selecting **Save** or by tapping on one of the **current eligible members**.

Select **ADD NEW***: this will take you to the Add New Family Member Screen.

*The ADD NEW button may be suppressed or function differently dependent on region and/or client.

SUBMITTING A NEW CLAIM

Step 2



All current eligible members are displayed, but collapsed.

Tapping on a member expands to reveal **Claim Details**

*If a customer is a CNY member and the Incurred Country is China, a claim cannot be submitted online per government regulations. If the user tries, an alert message will be displayed.

DIAGNOSIS/SYMPTOMS: maximum of 1000 characters (if this is exceeded, an alert message is invoked).

INCURRED COUNTRY: invokes a picker/spinner.

“i” button invokes the modal checklist

All fields marked with a **red *** are mandatory.

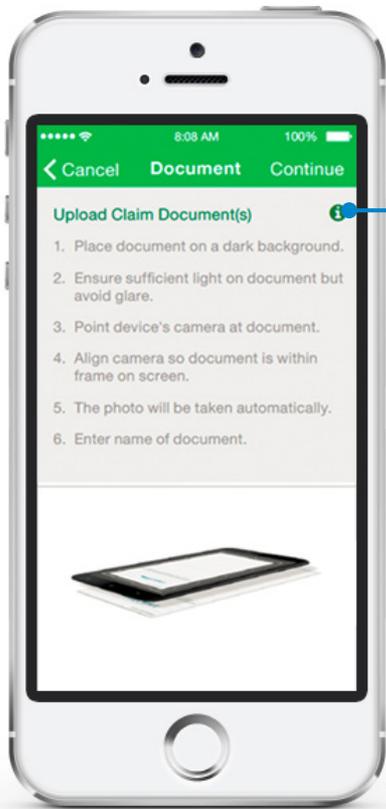
PAYMENT TO: if the you select 'Provider', additional fields will be revealed to capture the provider's name and address.

TAKE A PICTURE: invokes the device's camera.

FROM DEVICE: invokes the Camera Roll (iOS) or Photo Library (Android)

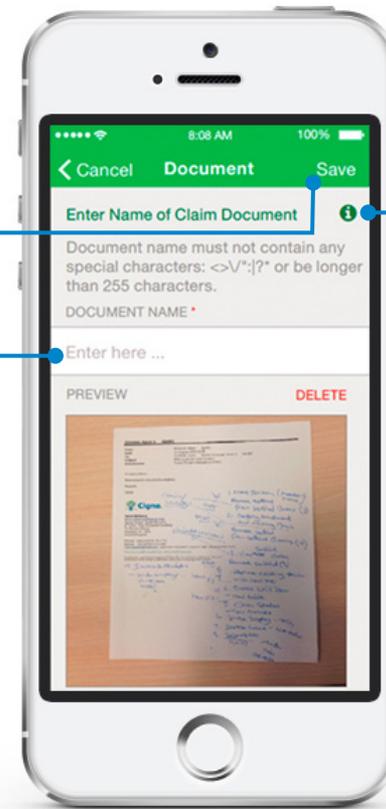
SUBMITTING A NEW CLAIM

Step 2 - How to take picture



“i” button
invokes the
modal checklist

Take a photo of your
claim document, name
it, and select **‘Save’** to
be returned to **Step 2**.



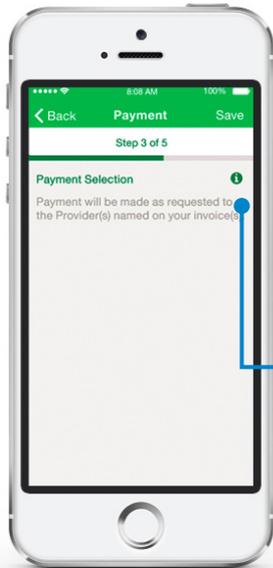
“i” button
invokes the
modal checklist

SUBMITTING A NEW CLAIM

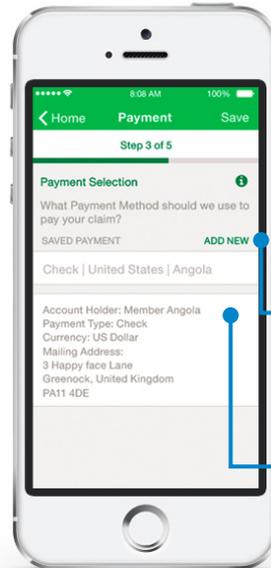
Step 2 - Selecting Picture From Device

Go to your device's Camera Roll (iOS) or Photo Library (Android). Selects a photo, names it, and selects Save to be returned to Step 2. "i" button invokes the modal checklist

Step 1 & 2 have been completed



"i" button
invokes the
modal checklist



If you have selected **"Member"** in the PAYMENT TO field at Step 2, when you arrive at Step 3 it will look like the screen on the right.

If you have selected **"Provider"** in the PAYMENT TO field at Step 2, when you arrive at Step 3 it will look like the screen on the left.

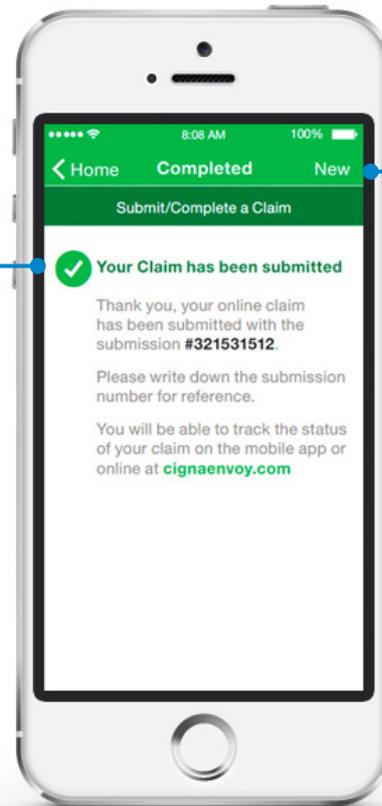
You can select **ADD NEW** to add a new payment method.

You can also select the Saved Payment Method to display a picker/spinner of all your previously stored payment methods and can select one from these.

SUBMITTING A NEW CLAIM

User has completed all steps

Completed Claim Screen



You can select **New** to file another new claim.

You are then provided with a submission #.

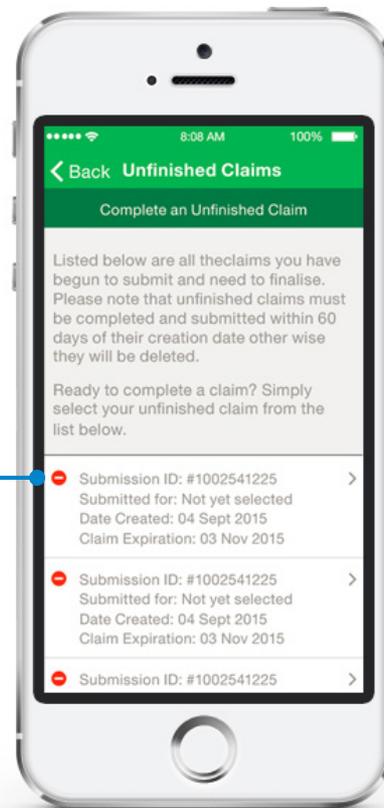
SUBMITTING A NEW CLAIM

Unfinished claims

You can **edit** or **delete claims** with the red icon next to them.

Continuing an unfinished claim will bring you back into the claim submission process at the point in which you previously had left off.

This feature is necessary due to the fact that you cannot 'back up' during the submit new claim process, the only option is to quit completely. This allows you to go back in and continue submitting a claim.

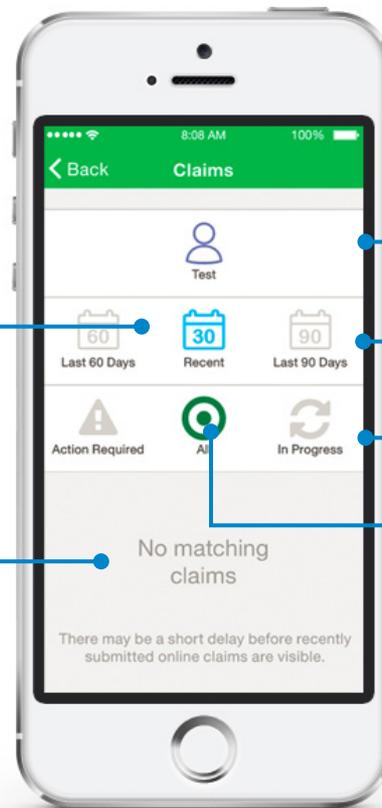


CLAIMS CAROUSEL

Check on past and recently filed claims

In focus icons appear in color while the rest are grayed out.

Text on the bottom of the screen that currently says "No matching claims" changes dynamically based on the search/results.



Three rows that spin for you to select the search criteria.

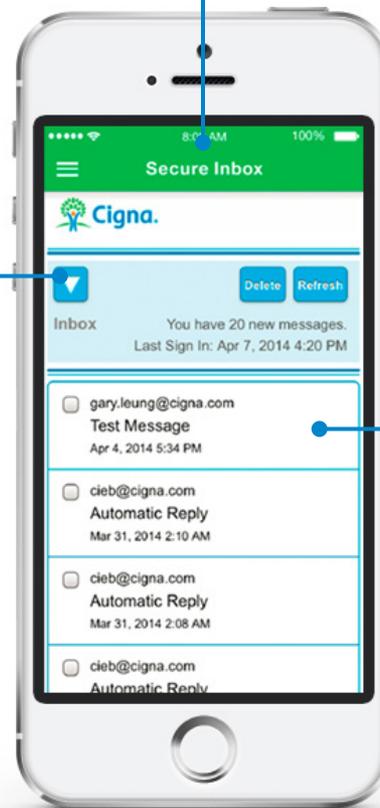
Claims can be viewed as far back as 2 years.

This will display submitted claims only (unfinished claims are not included in results).

SECURE INBOX

Upon initial arrival, the screen looks like the image.

Selecting the **arrow icon** allows you to use the various features of secure messaging, as shown in the image.

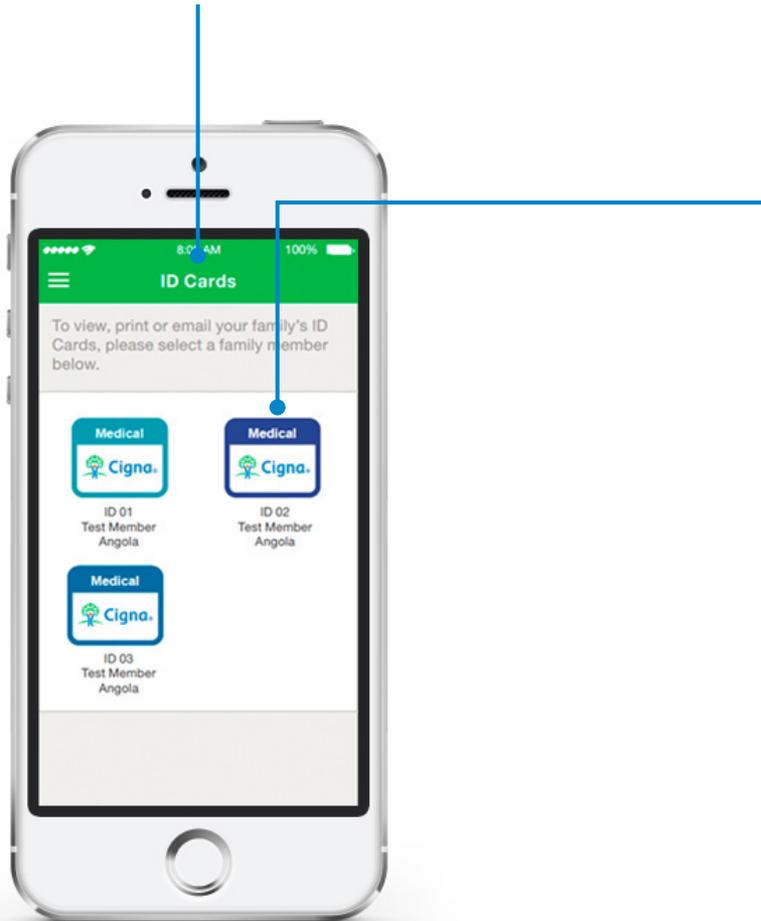


Tapping on a message will allow you to read it, as shown in the image.



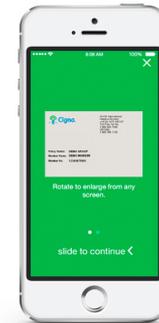
ID CARDS

ID cards can be viewed for all current members.



Tap on **your ID Card** to view the front. When viewing the front, you can **swipe to view the back** of your ID Card.

Tapping on the ID Card front or back will give you the option to email/print your ID Card.



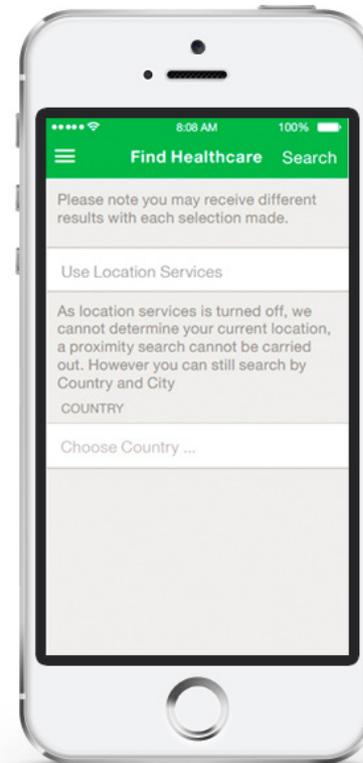
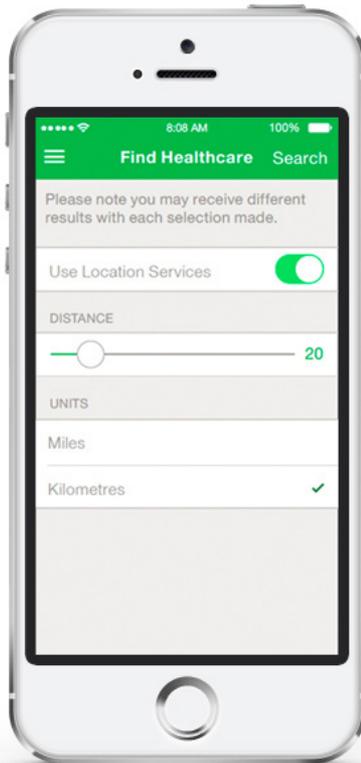
You can rotate your device while viewing the front or back of your ID Card to view it in landscape mode for a larger view.



FIND HEALTHCARE

Location services ON vs. OFF

By default on the Find Healthcare screen, the location services are set to on (image on the left). If you slide them to off, you can search by Country (image on the right).



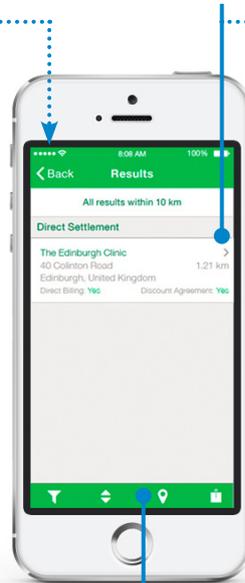
FIND HEALTHCARE

Location services on (Example)

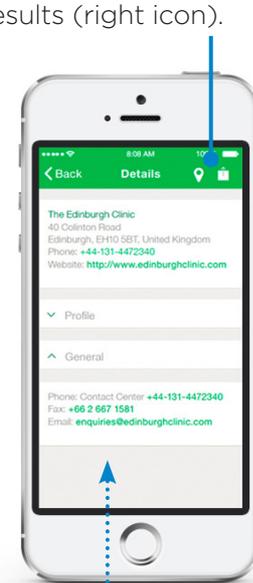
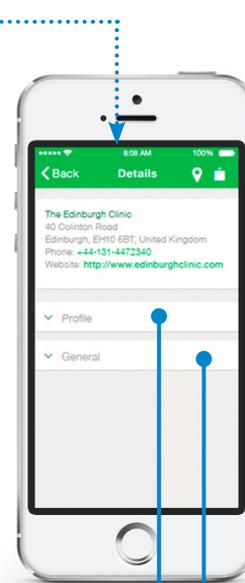
Enter your search criteria and select View.
This brings you to the Results Screen.



If you tap on a search result, you
are brought to the Details Screen.



The icons in the upper right hand corner
of the Details Screen bring you to the Map
Screen (left icon) or to allow you to email/
print* the results (right icon).



On the Results Screen, the four icons along the
bottom correspond to the following functions
from left to right: sort results, filter results, view
results on the map, and email/print results.

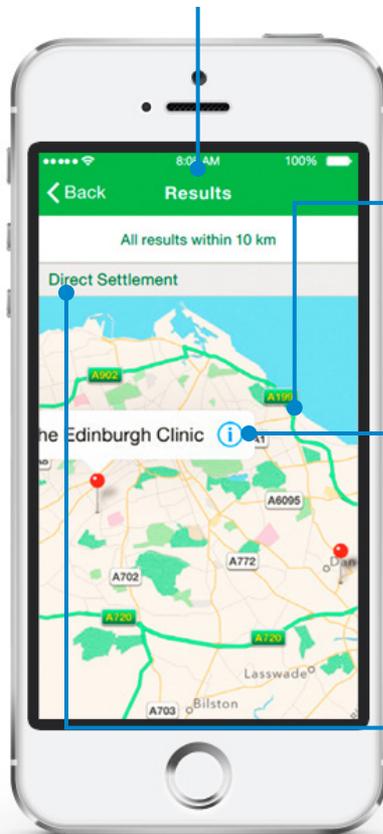
Accordions here can be expanded to
view the provider's profile (specialties,
languages spoken, etc.) and general
information (address, phone number, etc.)

The accordion for General
is expanded in the right
image.

FIND HEALTHCARE

Location services on (Example)

 WHEN THE MAP ICON HAS BEEN SELECTED FROM THE RESULTS SCREEN



Your search result can be seen on the Map Screen.

The **“i” button** next to the Provider name will take you to the Details Screen*.

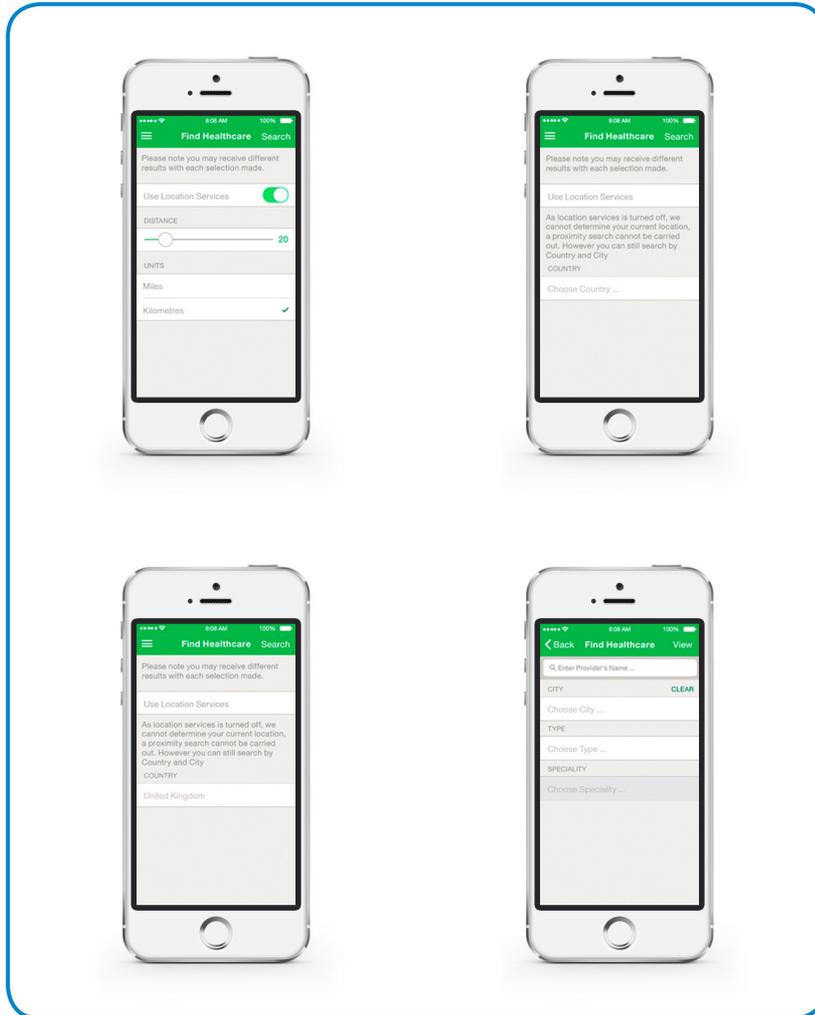
*For Android there is no “i” button, however, tapping the provider name performs the same functionality.

The grey bar at the top of the screen which says **“Direct Settlement”** refers to the way that search results are displayed for certain groups.

Certain groups have preferred providers, so the directory is set up to display those providers first when a search is done.

FIND HEALTHCARE

Location services have been turned off



Sliding location services to off presents the screen in the top right image.

You must **select a country** to do the search (bottom left image).

After selecting a country and selecting **Search** in the top right corner, you will be brought to the screen depicted in the bottom right image.

You can now **type in a provider name** in the search bar or **select search criteria for city, type and specialty**.

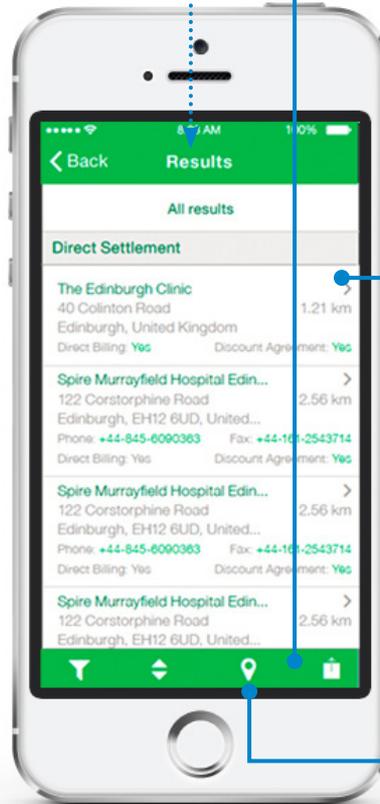
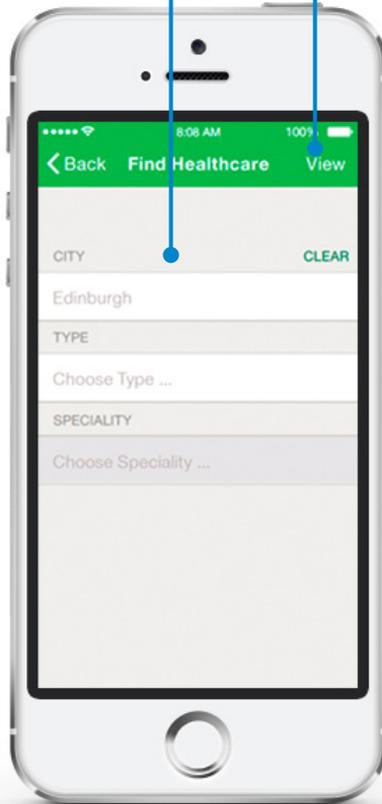
FIND HEALTHCARE

Location services off (search example)

Enter your city, type and specialty

Then click **'View'** where you are brought to the **Results screen**

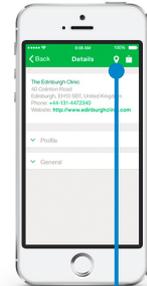
The four icons along the bottom correspond to the following functions from left to right: sort results, filter results, view results on the map, and email/print results



Tapping on a result brings you to the **Details Screen**.

On initial arrival, the accordions for Profile and General are collapsed, but can be expanded just as in the Location Services On search.

Selecting the map icon from the bottom of the Results Screen or top of the Details Screen shows the selection on the **map**.



CIGNA

Assistance

If you require any assistance regarding using Cigna Envoy Mobile Application please contact us.

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