

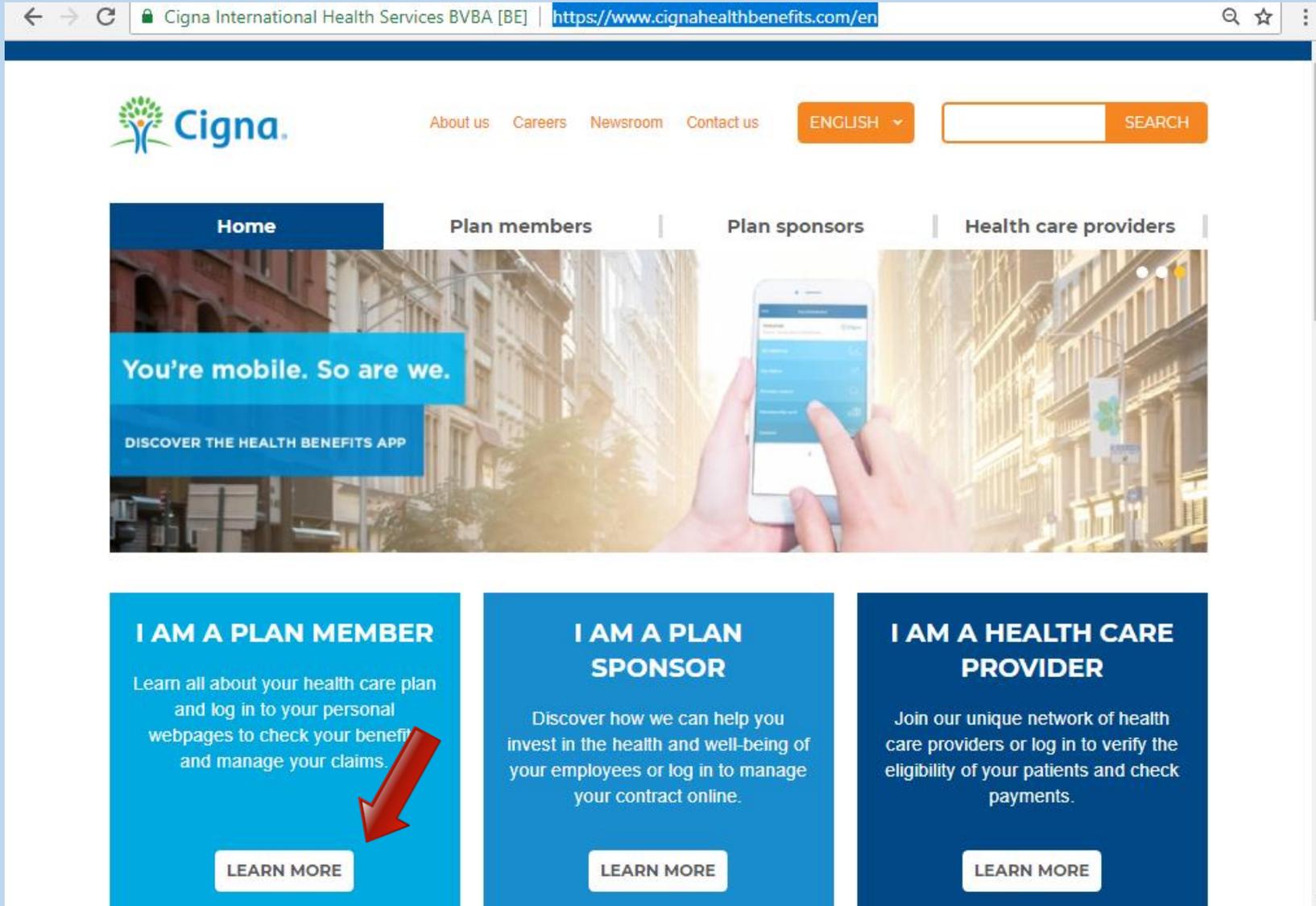


<https://www.cignahealthbenefits.com/en>

ONLINE SERVICES

- acesso aos benefícios
- pedido de reembolso
- status do pagamento online
- pesquisa da rede de atendimento
- download formulários personalizados
- consulta rede mundial de prestadores de serviços de saúde

CIGNA Online – Login / registro



▪ **ACESSAR** o site do CIGNA - <https://www.cignahealthbenefits.com/en>

▪ **CLICAR** em “**LEARN MORE**” no campo “**I AM A PLAN MEMBER**”

CIGNA Online – Login



← → ↻ Cigna International Health Services BVBA [BE] | <https://www.cignahealthbenefits.com/en/plan-members> 🔍 ☆ ⋮

About us Careers Newsroom Contact us ENGLISH ▾ SEARCH

Home **Plan members** Plan sponsors Health care providers

PLAN MEMBER LOGIN

Log in to your personal webpages to consult all information regarding your plan and access our online services. Enter the personal reference number indicated on your membership card.

PERSONAL REFERENCE NUMBER:

/

[Need help logging in?](#)

You are here: [Home](#) » [Plan members](#)

Our services

Our approach

Worldwide access to health care

Guidelines

FAQs

DISCOVER OUR VIDEO TUTORIALS

Sometimes it helps to see how things work. That's why we created some short videos so you can find out how to file a claim, what to do in case of hospitalisation and more.

WORLDWIDE ACCESS TO HEALTH CARE

Our network of 10,000 health care providers across the globe ensures easy access to quality health care wherever you are.

▶

- **INSERIR** número de referência pessoal
- **CLICAR** em “CONTINUE”
- **INSERIR** senha

CIGNA Online – Registro



PLAN MEMBER LOGIN

Log in to your personal webpages to consult all information regarding your plan and access our online services. Enter the personal reference number indicated on your membership card.

PERSONAL REFERENCE NUMBER: 270/399749

PASSWORD: **LOG IN**

[Password forgotten?](#)
[Need help logging in?](#)

[Back](#)

You are here: [Home](#) » [Plan members](#)

DISCOVER OUR VIDEO TUTORIALS

Sometimes it helps to see how things work. That's why we created some short videos so you can find out how to file a claim, what to do in case of hospitalisation and more.

WATCH THEM NOW

WORLDWIDE ACCESS TO HEALTH CARE

Our network of 10,000 health care providers across the globe ensures easy access to quality health care wherever you are.

[READ MORE](#)

- Clique em "Esqueceu a senha?"
- DIGITAR a data de nascimento do membro principal do plano
- CLICAR em "CONTINUE".
- OBSERVAR recebimento de e-mail com um link de senha em alguns minutos

NOTAS: Caso o membro principal do plano seja falecido, o seu / sua parceiro / a pode inscrever a sua própria data de nascimento, desde que ele / ela ainda esteja coberto.

Se o membro principal do plano e o seu / sua parceiro / a forem falecidos, os seus filhos podem inserir a data de nascimento do filho mais velho segurado.

CIGNA Online – Menu



Home

My plan

Claims

Provider search

My health

Contact

WELCOME!

Unicef MIP - Rota Arabela (270/399749)

Home

My plan

Claims

Provider search

My health

Contact

The screenshot displays a grid of service categories on the Cigna website. The categories include:

- I NEED MEDICAL CARE**: Where can I find a hospital, doctor or other health care provider?; What do I have to do in case of hospitalisation, emergency or a doctor's visit?; Can Cigna settle my medical bills directly with my provider?; I need proof of cover.
- MY CLAIMS**: I'd like to submit a new claim; Which documents do I add?; What's the status of my claim?; I want to view my settlements; I'd like to check my remaining balances **New!**
- LATEST CLAIMS**: View all; **Processed** Your claim dated 10/09/2018 for ROTA ARABELA.
- I HAVE A QUESTION**: Didn't find the answer you were looking for? We're happy to help. > Watch our video tutorials.
- MY PLAN**: My benefits; My membership card; My insurance certificate; Download forms.
- MY HEALTH**: Health Encyclopedia; I need personal medical advice; Tips for healthy living.
- MY PROFILE**: 80% COMPLETED; Please update your profile to make the most of our services.; I want to update my personal information; I want to update my settlement note preferences; I'd like to change my password.
- DID YOU KNOW?**: Read all; > The best ways to contact Cigna.

- **MY PLAN** – detalhes do plano
- **CLAIMS** – pedidos de reembolso online e informações sobre ele
- **PROVIDER SEARCH** – pesquisa rede credenciada
- **MY HEALTH** – consulta pessoal e outros
- **CONTACT** – contato com o Cigna

CIGNA Online – Pedido de reembolso



The screenshot shows the Cigna unicef website interface. At the top, there is a navigation bar with the Cigna unicef logo, a language dropdown set to 'ENGLISH', and buttons for 'MY PROFILE' and 'LOG OUT'. Below this is a search bar with a 'SEARCH' button. The main content area is titled 'WELCOME!' and includes a field for 'Órgão - nome - número'. A navigation menu contains 'Home', 'My plan', 'Claims' (highlighted), 'Provider search', 'My health', and 'Contact'. On the left, there are links for 'How to claim?', 'My reimbursements', 'My balances', 'What do I have to do in case of...', 'How do I obtain direct payment?', and 'Fraud prevention'. The central 'CLAIMS' section features a video titled 'HOW TO SUBMIT A CLAIM' with a play button and a 02:09 duration. Below the video is a 'Submit a claim' button. A yellow warning box states: 'Some information regarding one of your claims is missing. Please check the overview for more information.' At the bottom, there is a table with columns for 'PATIENT', 'CLAIM DATE', 'TYPE', 'AMOUNT', and 'STATUS', with dropdown menus for 'PATIENT' and 'STATUS'.

- **ANTES DE TUDO, DIGITALIZAR** faturas e outros documentos
- **DIGITALIZAR** cada documento como um arquivo separado
- **SEGUIR** os passos da ferramenta de pedido de reembolso

IMPORTANTE - guardar as faturas e os documentos originais por um período de 5 anos

CIGNA Online – Pedido de reembolso



ENGLISH MY PROFILE LOG OUT

SEARCH

WELCOME!
Unicef MIP - Rota Arabela (270/399749)

Home | My plan | **Claims** | Provider search | My health | Contact

How to claim?
My reimbursements
My balances
What do I have to do in case of...
How do I obtain direct payment?
Fraud prevention

SUBMIT A CLAIM

NEED HELP?
* Mandatory field

1 Claim information 2 Add invoices 3 Confirmation

HOW DO YOU WANT TO SUBMIT YOUR CLAIM?

ONLINE (RECOMMENDED)
How does it work?
✓ Complete this form online.
✓ Scan and upload the invoices as separate files.
✓ Submit the claim online.

BY POST
How does it work?
✓ Complete this form online.
✓ Print the claim summary.
✓ Send the claim via post.

WHO IS THIS CLAIM FOR? *
Is the information incorrect? Please contact us.
ROTA ARABELA - 19/12/1941

ARE THE EXPENSES (PARTIALLY) COVERED BY ANOTHER INSURANCE? *

No Yes

IS THIS CLAIM (PARTIALLY) RELATED TO AN ACCIDENT? *

No Yes

Previous step **NEXT STEP** SAVE AS DRAFT

▪ **PREENCHER** todas as informações solicitadas

▪ **ANEXAR** todos os documentos digitalizados.

▪ **ENVIAR** seu pedido de reembolso

CIGNA Online – Histórico de pedidos de reembolso



How to claim?
My reimbursements
My balances
What do I have to do in case of...
How do I obtain direct payment?
Fraud prevention

CLAIMS

We've made it easy and fast for you to submit an accurate claim with all necessary documentation. Simply use our claiming tool and submit your claim online or create a paper claim form you can send by post. Once you have submitted a claim, you will also be able to track its status and view the claim summary. [How does it work?](#)

[Submit a claim](#)

Some information regarding one of your claims is missing. Please check the overview for more information.

PATIENT	CLAIM DATE	TYPE	AMOUNT	STATUS
Select	10/09/2018	Online	463.00 BRL	Select
	02/09/2018	Online	1414.00 BRL	Processed
	02/09/2018	Additional information	1414.00 BRL	Processed
	02/09/2018	Additional information	450.00 BRL	Processed
	02/09/2018	Additional information	494.00 BRL	Processed
ROTA ARABELA 19/12/1941	25/10/2016	By post	3113.40 BRL	Processed

NOME E DATA NASC

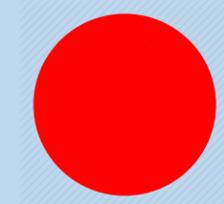
OK, GOT IT

- Nome do paciente
- Data do pedido
- Tipo - online, postal ou informação adicional
- Quantia – valor do pedido
- Status (processadas, fechadas, etc)

LEMBRE-SE de inserir nos documentos

- nome do paciente
- data do tratamento
- divisão dos custos por tipo de tratamento
- moeda
- país do tratamento

BOTÕES ESPECIAIS



"**DETALHES**" – acesso de informações de pagamento

"**MOEDA**" - taxa de câmbio

"**COMENTÁRIOS**" - informações adicionais sobre o pedido de reembolso

IMPORTANTE – Sempre verificar os botões vermelhos para descobrir se há algo pendente, como solicitação de receita médica, informação de limites de reembolso atingidos, falta de cobertura de determinado item, etc...

CIGNA Online – Opções Cigna



1

ONLINE (RECOMMENDED)
How does it work?

- Complete this form online.
- Scan and upload the invoices as separate files.
- Submit the claim online.

2

BY POST
How does it work?

- Complete this form online.
- Print the claim summary.
- Send the claim via post.



1 Online

2 Postal

3 APP no celular



35% 12:23

English

LOG IN TO CIGNA

To log in, please enter the personal reference number mentioned on your membership card.

Personal reference number:

 /

Password:

Remember me

Log in

Switch to desktop version

15% 17:21

Submit new claim

Claim information

Who is this claim for? *
Is the information incorrect? [Please contact us.](#)

ROTA ARABELA - 19/12/1941

Are the expenses (partially) covered by another insurance? * ⓘ

No **Yes**

Is this claim (partially) related to an accident? *

No **Yes**

15% 17:21

Submit new claim

Claim information

Are the expenses (partially) covered by another insurance? * ⓘ

No **Yes**

Is this claim (partially) related to an accident? *

No **Yes**

Next step

Save as draft

You can save this data and finalise the claim later.

15% 17:21

My claims

Submit a claim

Some information regarding one of your claims is missing. Please check the overview for more information.

- Online claim - 10/09/2018 for **ROTA ARABELA** **Processed**
- Online claim - 02/09/2018 for **ROTA ARABELA** **Processed**
- Additional information - 02/09/2018 for **ROTA ARABELA** **Processed**
- Additional information - 02/09/2018 for **ROTA ARABELA** **Processed**



4G 16% 17:14

My dashboard

Welcome!
Unicef MIP - Rota Arabela
(270/399749)



My plan

My balances

My claims

Provider search

Membership card

4G 16% 17:18

My balances

Find your remaining balances on this page including deductible(s) and benefit limits.

Family balance(s)

Individual balance(s)

ROTA ARABELA

Didn't find what you were looking for?

If a specific ceiling or deductible is not shown, this means no claim has been

4G 16% 17:18

My balances

Family balance(s)

Medical out-of-pocket expenses

Reference period **01/01/2018 - 31/12/2018**

Amount **1,696.57 USD**

Your expenses **784.50 USD**

Remaining **912.07 USD**

46% paid

Reference period **01/01/2017 - 31/12/2017**

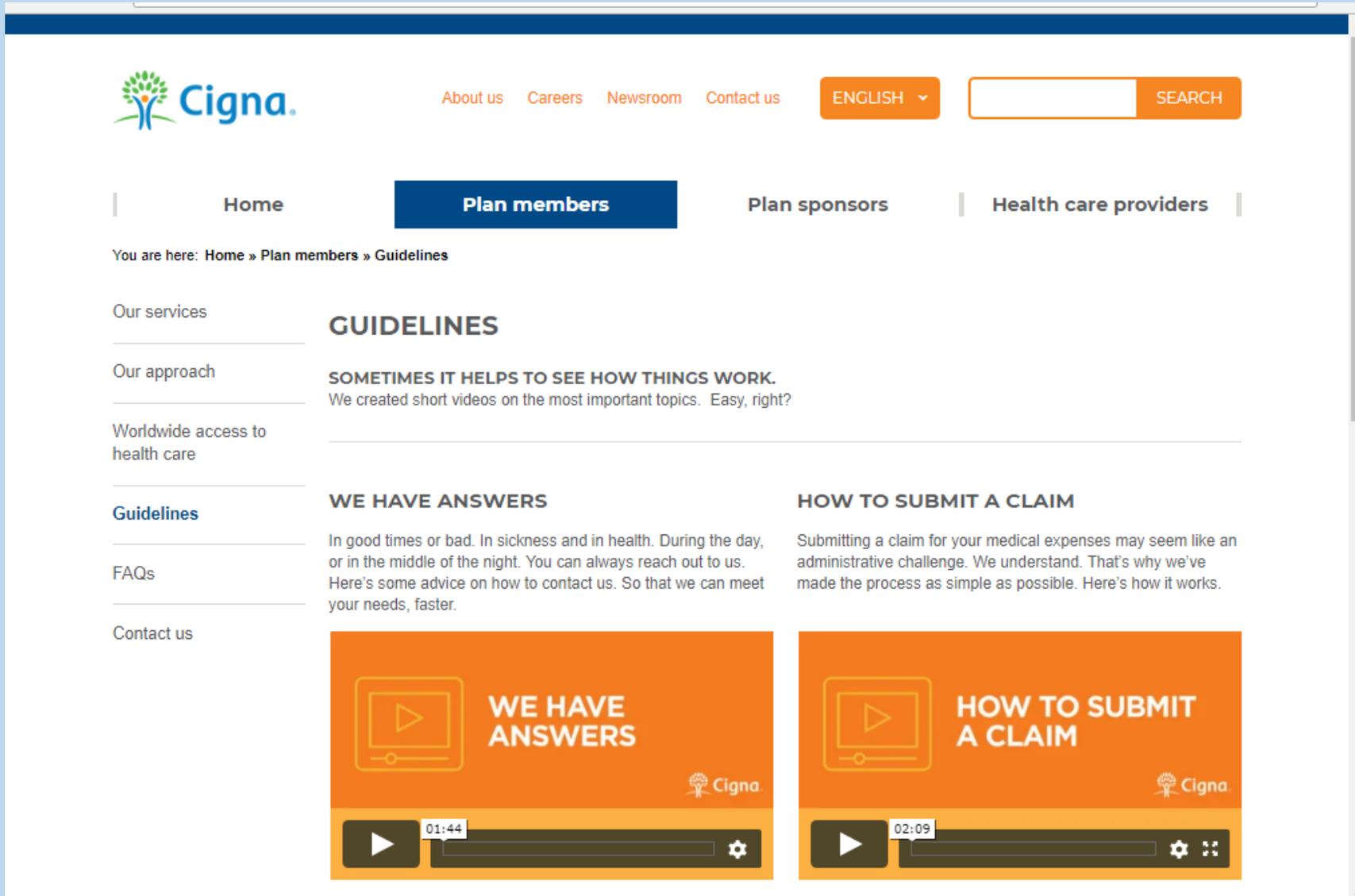
Amount **1,696.57 USD**

Your expenses **868.57 USD**

Remaining **828.00 USD**

51% paid





The screenshot shows the Cigna website's 'Plan members' page. At the top, there is a navigation bar with the Cigna logo, links for 'About us', 'Careers', 'Newsroom', and 'Contact us', a language dropdown set to 'ENGLISH', and a search bar. Below the navigation bar, a breadcrumb trail reads 'Home » Plan members » Guidelines'. The main content area is divided into two columns. The left column contains a sidebar with links for 'Our services', 'Our approach', 'Worldwide access to health care', 'Guidelines', 'FAQs', and 'Contact us'. The right column features a large heading 'GUIDELINES' followed by the text 'SOMETIMES IT HELPS TO SEE HOW THINGS WORK. We created short videos on the most important topics. Easy, right?'. Below this, there are two video thumbnails. The first is titled 'WE HAVE ANSWERS' and has a duration of 01:44. The second is titled 'HOW TO SUBMIT A CLAIM' and has a duration of 02:09. Both video players include a play button, a progress bar, and a settings icon.

PARA AJUDA

- **ACESSAR**

**“PLAN MEMBERS” e
“GUIDELINES”**