

# I'm planning a hospital admission



## STEP 1

Is your preferred hospital part of our network? You can check this on your personal webpages or your Cigna Health Benefits mobile app. If this is not the case, please contact us. We'll do our best to arrange direct payment.

## STEP 2

Request a 'Guarantee of payment'. How do you go about this?

- › On your personal webpages you will find an online form under 'Contact'. Simply fill it in and click 'submit'.
- › Or you can download the 'Cost estimate' form on the home page. Ask the hospital to fill it in and return it to us two weeks before your admission. Easy!



## STEP 3

We'll then send a 'Guarantee of payment' to both you and the hospital. It states if the treatment is covered and what portion of the expenses will be paid to the hospital directly.

## STEP 4

When the day of your admission arrives, show your membership card and the 'Guarantee of payment' to the hospital.



## STEP 5

We'll settle the bill directly with the hospital. You only have to pay your portion of the costs. When we've processed the invoice, we'll send you a settlement note.