



Contact

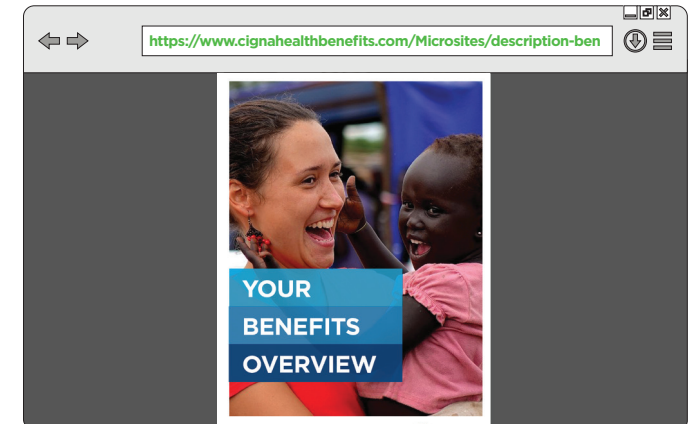
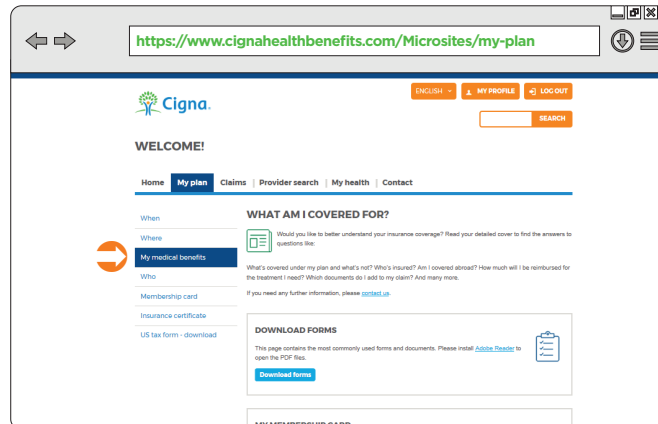
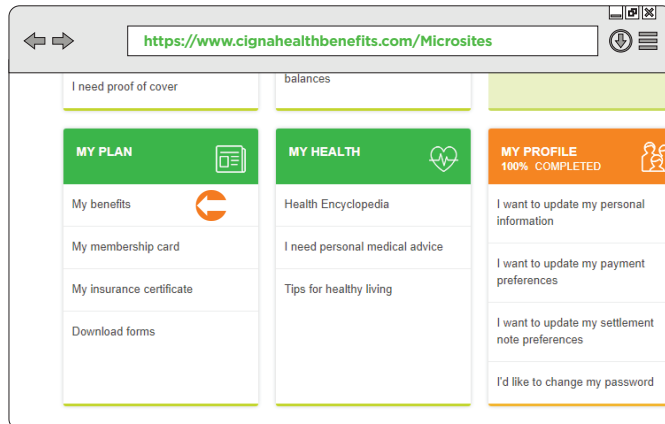


I'd like to change my password



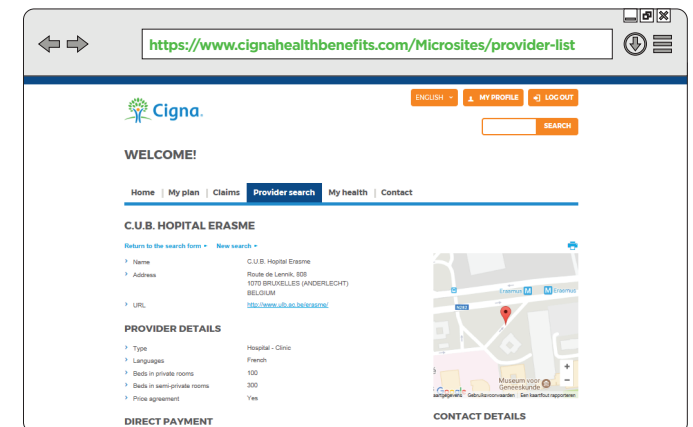
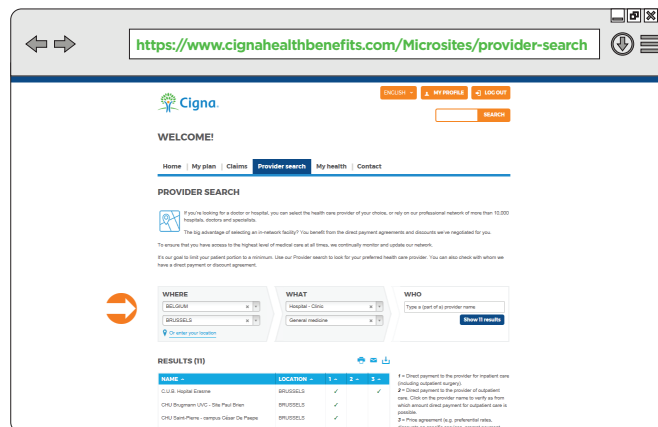
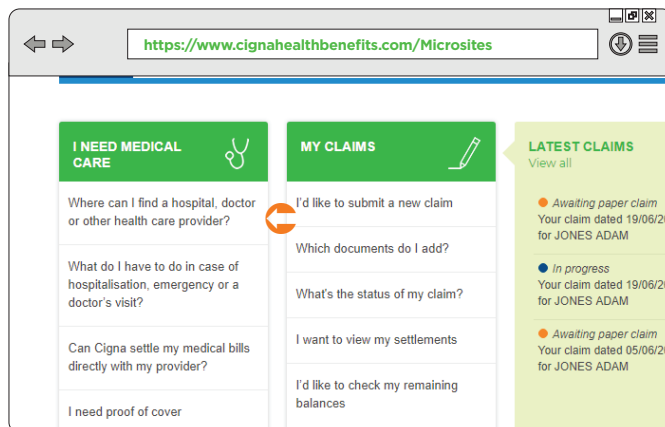
1 CHECK BENEFITS

Go to the 'My plan' box on the homepage. Click 'My medical benefits'. Download the description of benefits or view the benefits.



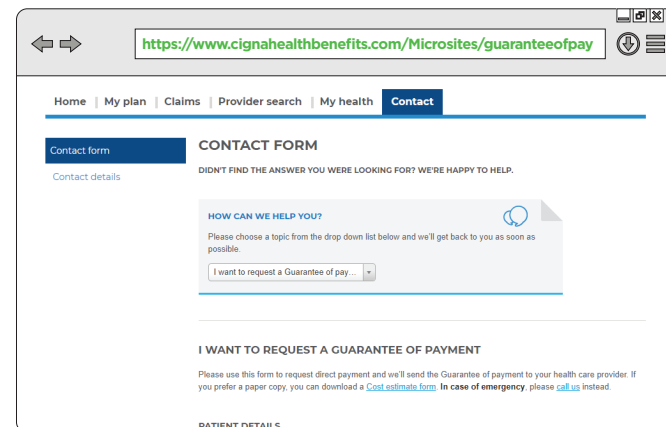
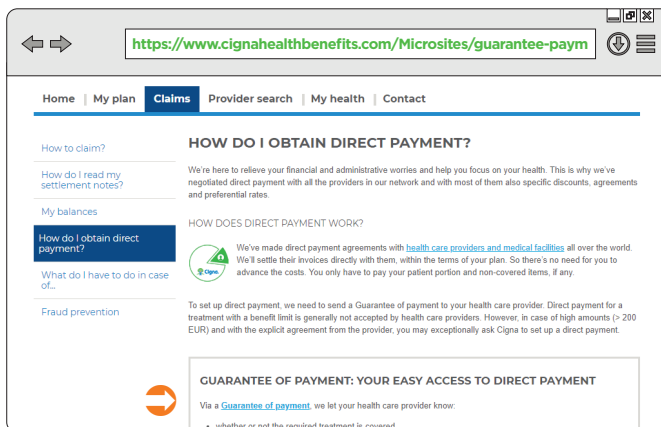
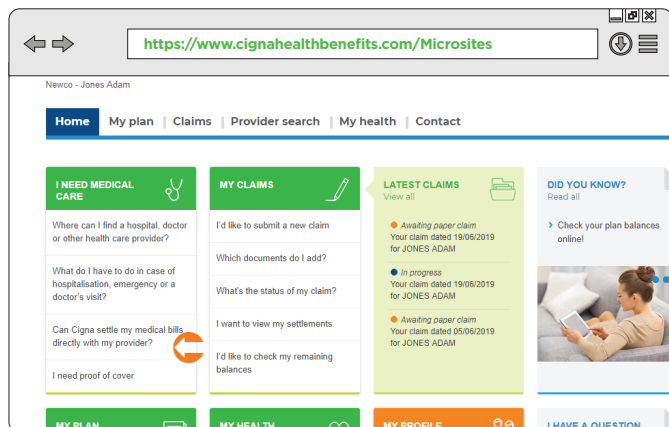
2 SEARCH PROVIDERS PER CITY, COUNTRY, SPECIALTY AND CATEGORY

Go to the 'I need medical care' box on the homepage. Click 'Where can I find a hospital, doctor or other health care provider?'. Fill in 'Where' and 'What'. Click on one of the items in the 'Results' box.



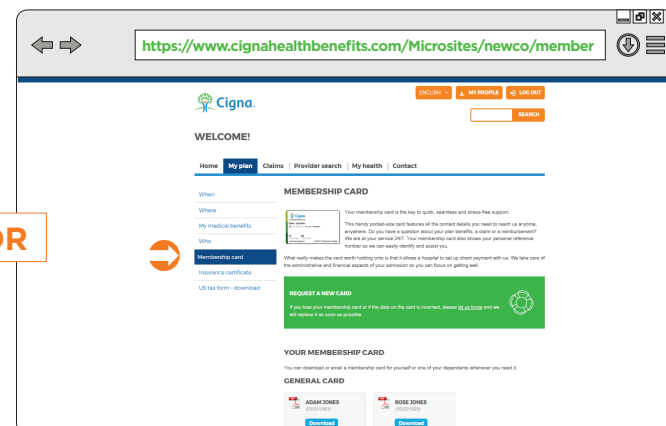
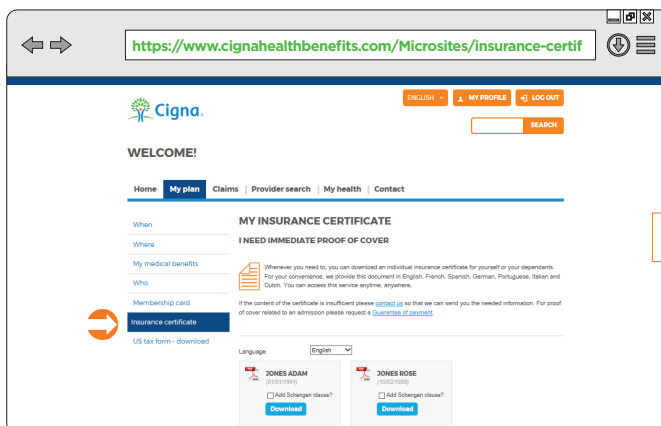
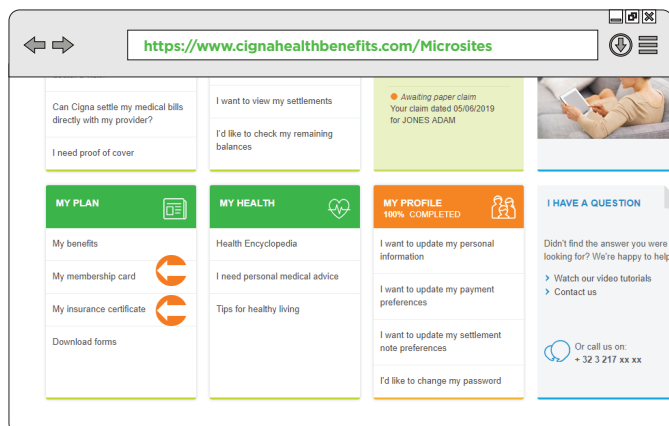
3 REQUEST DIRECT PAYMENT FROM THE HOSPITAL

Go to the 'I need medical care' box on the homepage. Click 'Can Cigna settle my medical bills directly with my provider'. Request a 'Guarantee of payment'. Fill in the form.



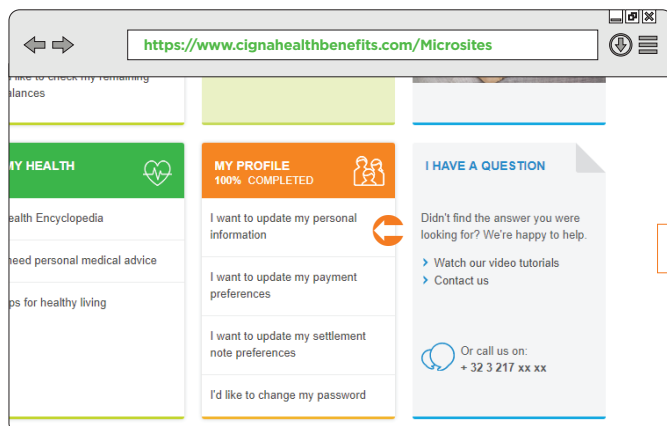
4 DOWNLOAD PERSONAL INSURANCE CERTIFICATE, E-MEMBERSHIP CARD OR REQUEST A NEW CARD

Go to the 'My plan' box on the homepage. Click 'My membership card'. Or 'My insurance certificate'. Download or request a new card.

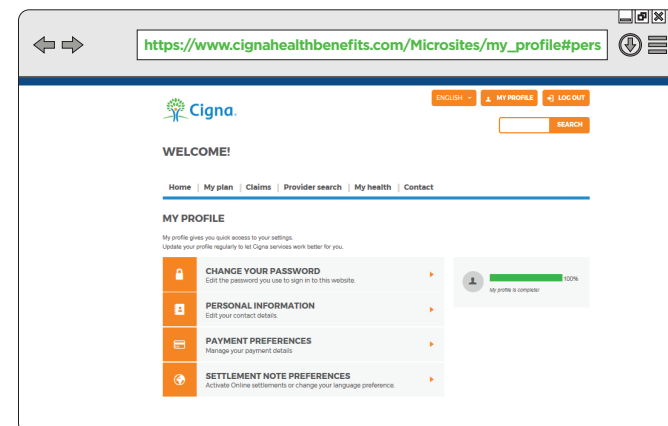
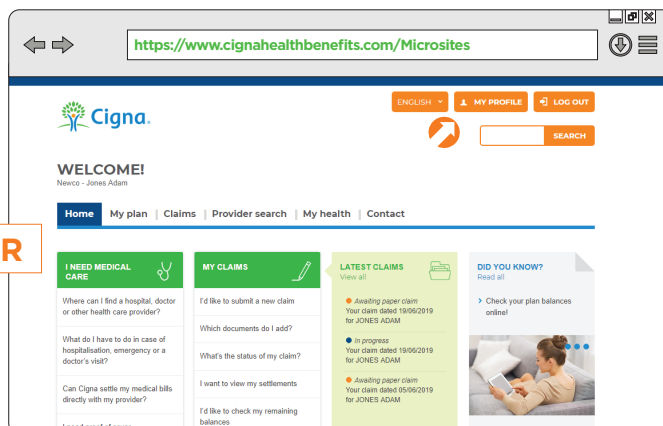


5 KEEP PERSONAL INFORMATION UP-TO-DATE

Go to the 'My profile' box on the homepage. Click 'I want to update my personal information'. Or go to the top of the homepage. Click 'My profile'.

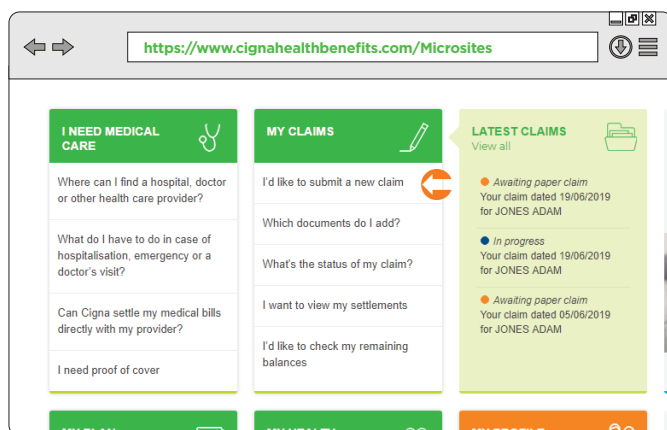


OR



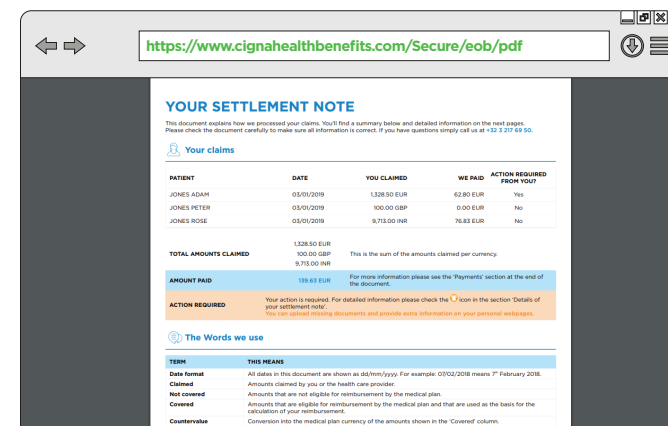
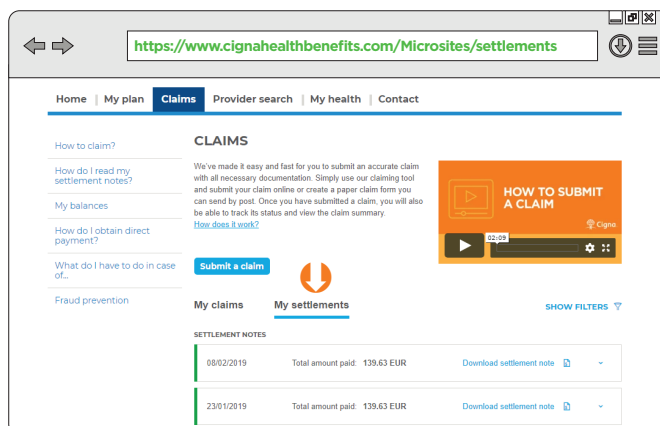
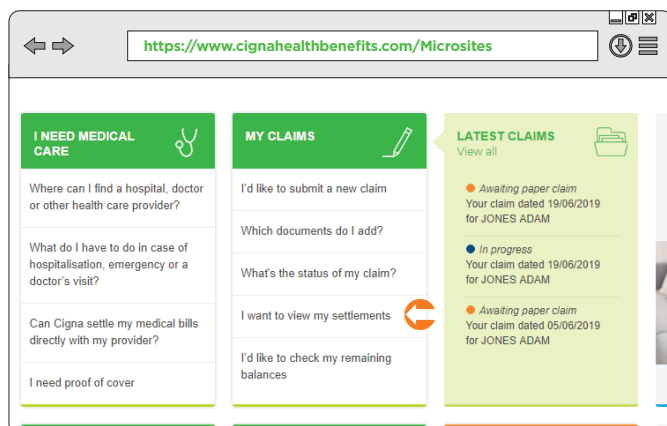
6 FILE A CLAIM

Go to the 'My claims' box on the homepage. Click 'I'd like to submit a new claim'. Submit a new claim. The tool opens and choose to claim 'Online' or 'By post'.



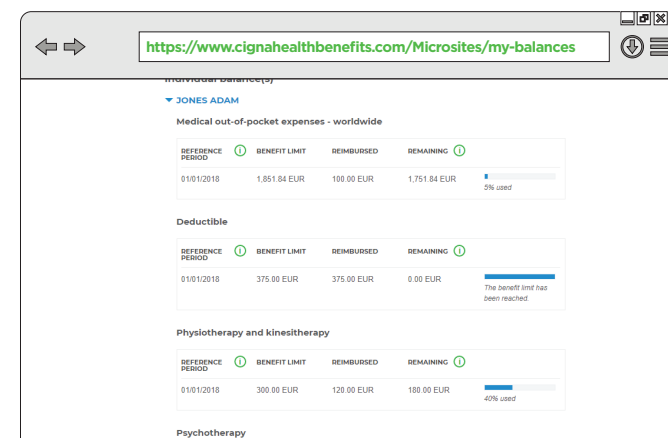
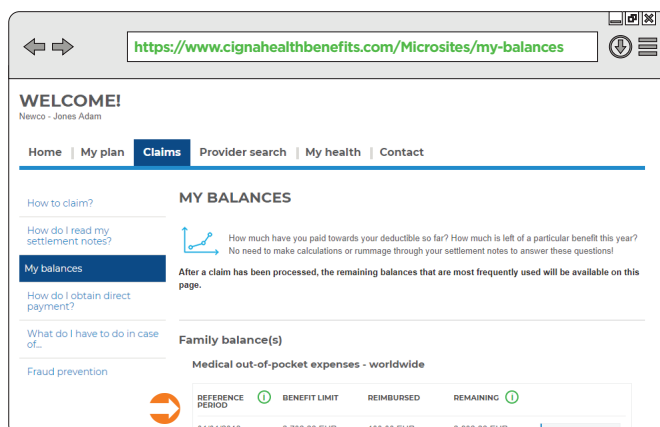
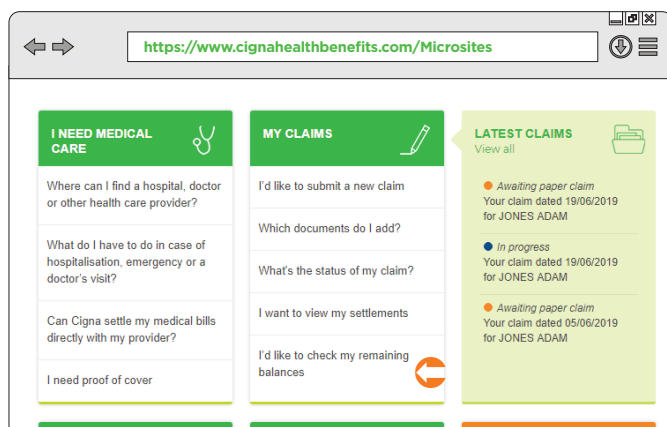
7 VIEW ONLINE SETTLEMENTS NOTES

Go to the 'My claims' box on the homepage. Click 'I want to view my settlements'. Click 'my settlements' and view the latest settlements.



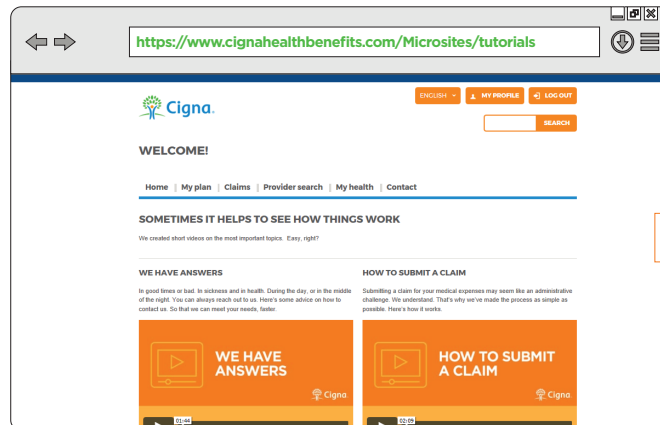
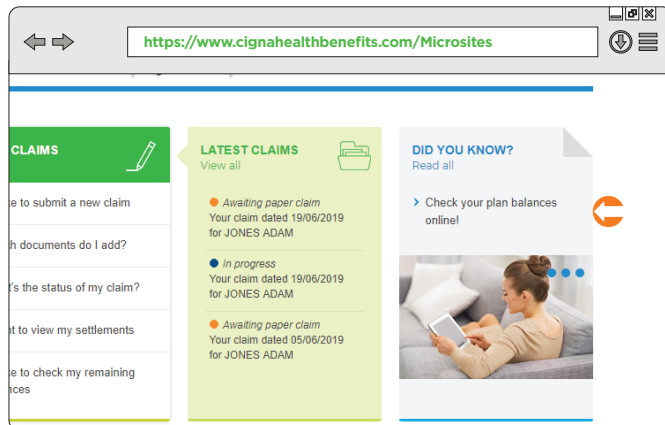
8 CHECK THE REMAINING BALANCES

Go to the 'My claims' box on the homepage. Click 'I'd like to check my remaining balances'. Here you can view your family balance(s), Individual balance(s) and/or plan specific balance(s).



9 DISCOVER OUR VIDEO TUTORIALS

Go to the 'Did you know?' box on the homepage and click the video tutorials banner. View our four video tutorials available in different languages. These videos can also be found under the tab 'claims', 'My plan' and 'Contact us'.



OR

10 CONTACT US

Go to the 'I have a question' box on the homepage. Click 'Contact us'.

