

# SUBMIT THE MEDICAL CLAIMS



# Claims Procedures

You can submit the medical claims

1. Mobile App – MyCigna



2. Website – [www.mycigna.com.hk](http://www.mycigna.com.hk)

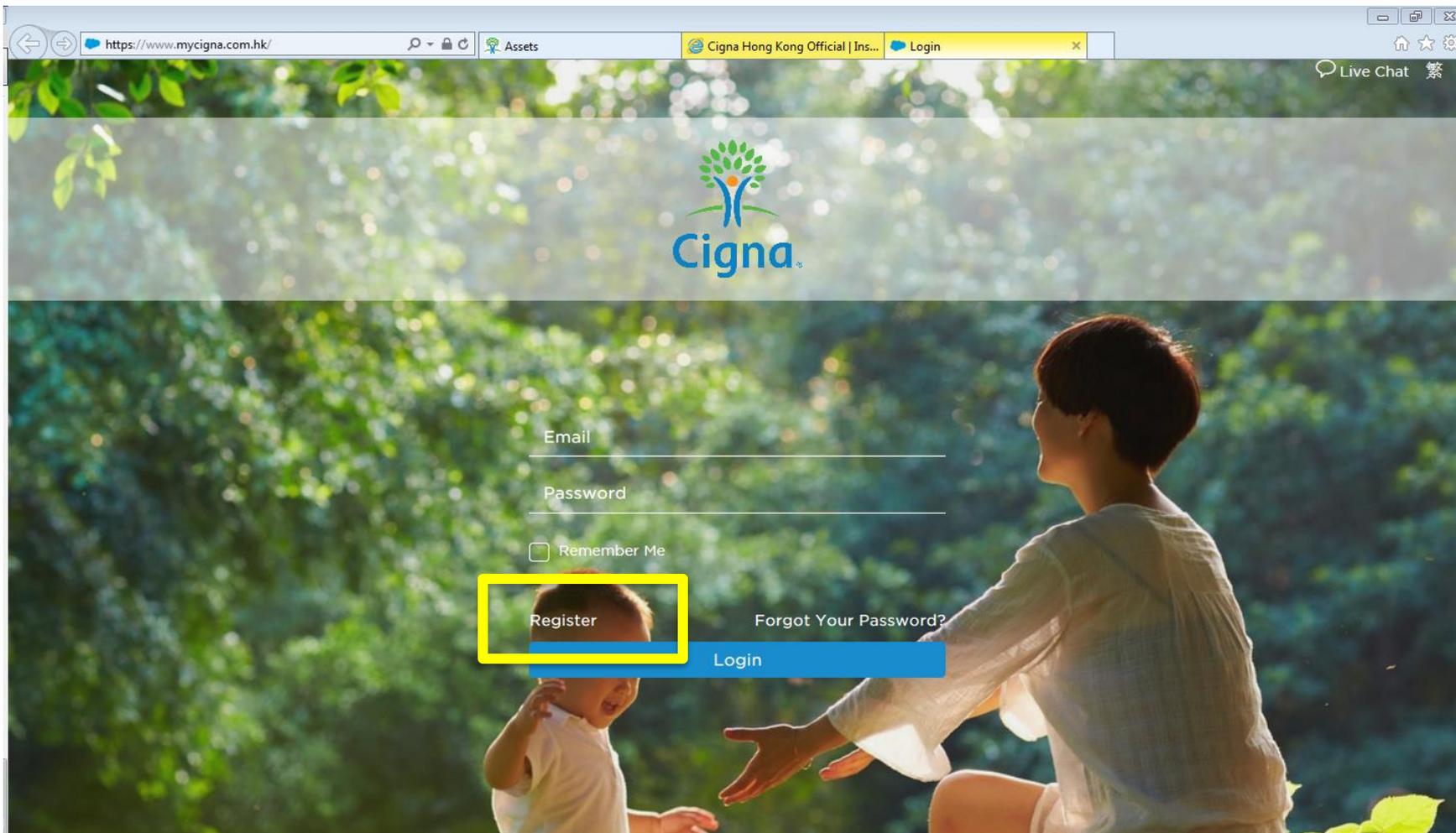


3. Paper submission

A detailed paper form titled "Hospitalization/Medical Expense Claim Form" in both English and Chinese. The form is divided into several sections for data entry, including patient information, hospital details, and medical expenses. It includes a Cigna logo and contact information for the Hong Kong office. The form is filled out with various details, including dates, names, and amounts.

# Online Portal - 1<sup>st</sup> time registration

- Go to <https://www.mycigna.com.hk/>



# Online Portal - 1<sup>st</sup> time registration



Registration

*Registration is only for existing customers.*

HKID / Passport number ?

Date of Birth

DD MM YYYY

[Confirm](#)

[Return to Login Page](#)

The image shows a registration form overlaid on a background photograph of a woman and a child looking out at a lush green forest. The form includes a Cigna logo at the top, a title 'Registration', a note that registration is for existing customers, input fields for 'HKID / Passport number' (with a help icon) and 'Date of Birth' (formatted as DD MM YYYY), a blue 'Confirm' button, and a 'Return to Login Page' link.

Click **“Register”** – to follow registration page

- HKID
- DOB (DDMMYYYY)
- “Confirm”



# Online Portal - 1<sup>st</sup> time registration



註冊

您將註冊為 ShXX MiX XhiXX AIXXX.

所有欄位必須填寫

+852 流動電話號碼

電子郵件

密碼

確認密碼

我接受所有條款與細則

註冊

## Key in

- phone no.
- email address
- passwords



# Online Portal - Overview

**CLAIM HISTORY**      **MY POLICY**      **REMAINING CLINIC VISITS**

[< Back](#)

[Make a Claim](#)

Overall Outpatient Maximum No. of Visits Per Policy Year	<b>40</b>
Total Visited	<b>4</b>
Total Remaining Visit Balance	<b>36</b>



# Online Portal – Make a Claim

1

2

MY CLAIM

Make a Claim

ALL		IN PROGRESS		COMPLETED
Claim No.	Policy No.	Claim Type	Receive Date	Status
A22224-1	3018	Other	2017/03/27	Paid >
A22225-1	3018	Other	2017/03/27	Reject >
20170000600	HL00154632	Temporory or Permanent Disability	2017/02/06	Pending Information >



# Online Portal - Make a Claim



**Cigna** GET PROTECTED MY POLICY MANAGE MY POLICY MY CLAIM DOCTOR LIST LIVE CHAT

## MAKE A CLAIM

[< Back](#)

1. INFORMATION 2. CLAIM DETAILS 3. ATTACHMENT 4. E-SIGNATURE

Who would you like to lodge a claim for?

WONG \*\*\*\*\*

C\*\*\* \*\*E TING TWINKLE

**Cigna** GET PROTECTED MY POLICY MANAGE MY POLICY MY CLAIM DOCTOR LIST LIVE CHAT

## MAKE A CLAIM

[< Back](#)

1. INFORMATION 2. CLAIM DETAILS 3. ATTACHMENT 4. E-SIGNATURE

Which policy would you like to claim under?

PLATINUM MEDAL PLAN  
Policy No. HKD0013354  
Status Inforce

GOLD MEDAL PLAN  
Policy No. HL00154632  
Status Inforce

N/A  
Policy No. 3018  
Status Inforce



# Online Portal – Make a Claim



 GET PROTECTED | MY POLICY | MANAGE MY POLICY | MY CLAIM | DOCTOR LIST | LIVE CHAT

General Practitioner

Specialist Practitioner

Chinese Herbalist / Bonesetter / Acupuncture Practitioner

Physiotherapy / Chiropractic

Medical Check-Up / Vaccination

Others

Do you have other insurance that you may receive reimbursement for this incident?

Yes  No



# Online Portal – Make a Claim



Log Out My Settings

GET PROTECTED MY POLICY MANAGE MY POLICY MY CLAIM DOCTOR LIST LIVE CHAT

MAKE A CLAIM

< Back Save

1. INFORMATION 2. CLAIM DETAILS 3. ATTACHMENT 4. E-SIGNATURE

Please upload the following document(s): Hide Document ^

- Receipts from your treatment
- Booking.pdf
- Doctor's referral letter (if applicable)

Next



# Online Portal – Make a Claim



Log Out My Settings

GET PROTECTED MY POLICY MANAGE MY POLICY MY CLAIM DOCTOR LIST LIVE CHAT

MAKE A CLAIM

[Back](#) [Save](#)

1. INFORMATION 2. CLAIM DETAILS 3. ATTACHMENT 4. E-SIGNATURE

Please upload the following document(s): [Hide Document](#)

- Receipts from your treatment
- Booking.pdf
- Doctor's referral letter (if applicable)

[Next](#)



# Online Portal – Make a Claim



No need to submit the original claim documents



# Online Portal - Check panel doctors / specialist

The screenshot displays the Cigna online portal interface for checking panel doctors. The browser address bar shows the URL: <https://dev1-cigna-dev1.cs31.force.com/customer/apex/CusDoctorListVFP>. The page title is "Doctor List".

The Cigna logo is visible in the top left corner. The navigation menu includes "GET PROTECTED", "MY POLICY", and "M". The main heading is "DOCTOR LIST". A message states: "Your location can't be detected. Please check your system setting." Below this, the location is set to "HONG KONG".

The search interface includes a "Group" dropdown menu set to "Kowloon" and a "Choose District" dropdown menu. The search bar is labeled "Search Address / Doctor / Clinic / Hospital".

The search results list includes:

- Elite Doctors Chinese Medicine Clinic  
Flat E, 4/F Sun Hey Mansion, 68-76 Hennessy Road, Wanchai, Hong Kong  
0.2 KM
- Dr. Sung Tsz Yan  
Flat B, 19/F, Harvard Comm Bldg, 105-111 Thomson Rd, Wanchai, Hk.  
0.3 KM
- Conduct Chinese Med Clinic  
Flat B, 19/F, Harvard Comm Bldg, 105-111 Thomson Rd, Wanchai, H.K.

A map on the right side of the search results shows the location of the search area in Hong Kong, with markers for "Admiralty Centre" and "Admiralty".

The "Choose Service Category" dropdown menu is open, listing various medical specialties:

- Acupuncture
- Bonesetting
- Chinese Medicine Practitioner
- General Practitioner
- Physiotherapy
- Specialty - Cardiology
- Specialty - Cardiothoracic Surgery
- Specialty - Clinical Oncology
- Specialty - Dermatology
- Specialty - Dermatology & Venereology
- Specialty - Endocrinology, Diabetes & Metabolism
- Specialty - Gastroenterology & Hepatology
- Specialty - General Surgery
- Specialty - Gynaecology
- Specialty - Haematology
- Specialty - Haematology & Haematological Oncology
- Specialty - Infectious Disease
- Specialty - Internal Medicine
- Specialty - Medical Oncology
- Specialty - Nephrology
- Specialty - Neurology
- Specialty - Neurosurgery
- Specialty - Neuro-Surgery
- Specialty - Obstetrics & Gynaecology
- Specialty - Ophthalmology
- Specialty - Orthopaedics & Traumatology
- Specialty - Otorhinolaryngology
- Specialty - Paediatric Surgery
- Specialty - Paediatrics

The footer of the page includes links for "FAQ", "USEFUL FORMS", "CONTACT US", "ABOUT CIGNA", "COACH BY CIGNA", and "TERMS & CONDITIONS". The system tray shows the date and time as 6:31 PM on 6/13/2017.



# Online Portal - Live Chat



GET PROTECTED

MY POLICY

MANAGE MY POLICY

MY CLAIM

DOCTOR LIST

LIVE CHAT



< Back

Make a Claim

Overall Outpatient Maximum No. of Visits Per Policy Year	40
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Total Remaining Visit Balance	36



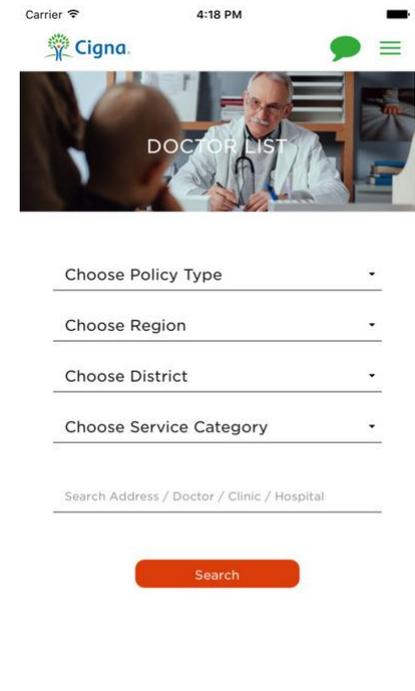
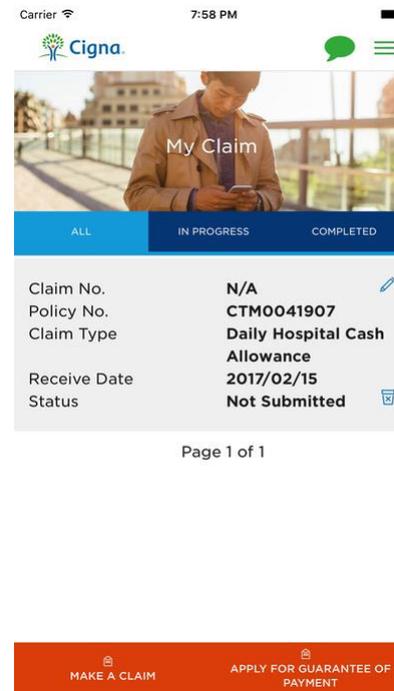
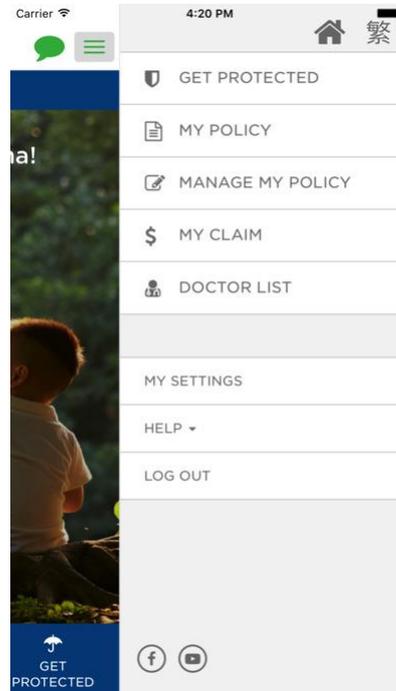
# Mobile App



Search for “**My Cigna**” in Google Play or the App Store

## Functions

- View your policy
- Submit claims and check the status of pending claims
- Find health care professionals and facilities
- Message Cigna through Live Chat







# Contact Us

## Group Operations Department

- Tel : 2539 9215
- Email: [HKDGRPOP@Cigna.com](mailto:HKDGRPOP@Cigna.com)
- Office hour: Monday – Friday: 9:00 am to 5:30 pm (Except public holiday)
- Address: 15/F, 28 Hennessy Road, Wan Chai, Hong Kong



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