

DRIVING ENGAGEMENT AND COMMUNICATION THROUGH TECHNOLOGY

For an even better customer experience.

A timeline of Cigna's disability employee self-service digital enhancements.

Cigna is committed to improving the customer experience. We're continuing to invest in our online capabilities, providing more convenient, seamless ways for our customers to connect with us.

Our ultimate goal is to allow every Cigna disability customer the ability to communicate with us and access their plan/detailed claim information whenever and however they like.

FIRST UP

Meeting the needs of your employees



Two-way texting

Claim submission/ approval alerts and RTW confirmations.



Easy online claim submission

NEXT-LEVEL ENHANCEMENTS

Streamlined for an easy claim process



New self-service portal



More detailed claim status and payment information



Online medical authorization

Track real-time claim progression through myCigna® - from initial input to completion.

FUTURE FOCUS Valuable tools and responsive support



Real-time claim progression tracking

Self-service portal expanded to the myCigna® App.



View/upload documents

Digital submission of claim documents.



eSignature authorization

Helps speed up claim approvals.



Expanded two-way texting

New system functionality driving additional alerts, claim details, etc.



Secure messaging

With claim manager via online portal.



Return to work (RTW)

Enter and modify RTW dates online.



Direct deposit setup

Online or through the app.



Proof of good health

Complete and check status of questionnaires.



Live chat expansion

Online real-time chat feature expanded to our new portal and myCigna® App.

For more information, contact your Cigna sales representative or broker today, or visit Cigna.com/Disability-Insurance.

Together, all the way.®



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