

CONTACT INFORMATION FOR CIGNA INTERNATIONAL HEALTH SERVICES

DESCRIPTION

This checklist provides contact information for Cigna International Health Services. Cigna is one of the medical and dental insurance administrators for the Medical Insurance Plan (MIP).

ELIGIBILITY

It covers eligible HQ staff and retirees, and their eligible family members living outside the U.S.

Refer to [Staff Rule 06.12 Participation in the Medical Insurance Plan](#).

Note: Cigna is affiliated with providers in over 50 countries.

CLAIM REIMBURSEMENT

- 1 Use the [Cigna Claim Form for Reimbursement of Medical and Dental Expenses](#).

CONTACT CIGNA

- 1 **Toll-free line:**
 - Within the U.S: 1-866-669-7930
 - Within Canada: 1-855-551-1714
- 2 **Direct Telephone for Cigna International Toll-Free:** + 32-3-217-5798
- 3 **Fax:** + 32-3-663-2857
- 4 **Postal address:** P.O. Box 692140 Antwerp Belgium
- 5 **Email:** wbg.mip@cigna.com
- 6 **Guarantee of payment:** In case of hospitalization, send an email request for guarantee of payment to admissions@cigna.com.

ACCESS ONLINE SERVICES

- 1 Enter <http://www.cignahealthbenefits.com/> in your browser.
- 2 Select the 'Plan members' tab.
- 3 Enter your personal reference number in the 'Personal reference number' field.
Note: Your personal reference number is indicated in your Cigna membership card.
- 4 Click the **Continue** button. The 'Password' field displays.
- 5 Enter your password and click the **Login** button.

ACCESSING THE SITE FOR THE FIRST TIME

- 1 Click the 'Password forgotten' link.
- 2 Enter your date of birth.
- 3 You will receive a temporary password in your Microsoft Outlook inbox.
- 4 Use this password to log on to the site for the first time.
- 5 You can change the password later.

ATTENTION

- 1 You can obtain services via the Cigna network if you or a covered family member need medical care while visiting the U.S.
- 2 MIP participants who have selected Cigna International as their medical claims administrator have access to the Cigna Health Care OA Plus provider network in the U.S.
- 3 While it is not mandatory to use a Cigna network provider, you are likely to pay more for your health care if you choose not to use a network provider and use a provider of your choice.
- 4 While the vast majority of U.S. providers are paid directly by Cigna, you may need to submit claims for reimbursement from some providers to Cigna for processing.
- 5 Refer to [Medical Insurance Administrators, Switching between Cigna and Aetna - Change Insurance Administrators](#).