

How to file a claim.

File your claim quickly and easily online at SuppHealthClaims.com.



When a serious medical event occurs, Supplemental Health can help you regain control by paying you a cash payment for covered events.

How to prepare your claim

Refer to the product-level **Claim Filing Checklists** for information and documentation that you should prepare ahead of filing a claim. Each checklist highlights the specific documentation that allows you to get the claim processed in the fastest way. Once you've obtained the necessary information, you can start your claim.

TIP: Consider filing your claim after completing all medical care related to your medical event. You can file anytime during the plan year.

After you file

Once all requested information is received, a Claims Advocate will review your claim and follow up if additional information is required to process the claim.

How am I notified of the decision?

If the claim is approved, you will receive an Explanation of Benefits (EOB) or approval letter advising you of the decision. If the claim is denied, you will receive an EOB or letter explaining why the claim was denied and instructions on how to appeal the denial.

To file your claim online:

1. Visit **SuppHealthClaims.com**
2. Scroll down to the "Caution and Claim Notice" section
3. Read the "Caution and Claim Notice" and click the acknowledgment box
4. Click "Continue"
5. Complete the online claim form
6. Click "Submit" to receive your claim filing confirmation number
7. Email the confirmation number and supporting documents listed in the Claim Filing Checklist flyer to **SuppHealthClaims@Cigna.com**

Once you receive acknowledgment of your claim via mail, you can check the status of your claim at myCigna.com or on the [myCigna App](#)®.*

*Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. App/online store terms and mobile phone carrier/data charges apply.

THESE POLICIES PAY LIMITED BENEFITS ONLY. THEY ARE NOT COMPREHENSIVE HEALTH INSURANCE COVERAGE AND DO NOT COVER ALL MEDICAL EXPENSES. THIS COVERAGE DOES NOT SATISFY THE "MINIMUM ESSENTIAL COVERAGE" OR INDIVIDUAL MANDATE REQUIREMENTS OF THE AFFORDABLE CARE ACT (ACA). THIS COVERAGE IS NOT MEDICAID OR MEDICARE SUPPLEMENT INSURANCE.

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