To submit online using myCigna.com, here are the steps of submitting and completing claim submissions:

1. Hover over the **Claims tab** at the top.
2. Click **Forms Center** in the drop-down selections.
3. Under the heading **Claims Forms**, select **Submit a Claim Online**.
4. Select the **Coverage Type** related to the claim you are submitting.
5. Review the information needed to submit a claim online and select **Start.**
   a. Identify who the claim is for.
   b. Identify if the claim is due to an auto accident or work-related illness/injury.
   c. Identify if the patient is covered by Medicare.
   d. Identify is the patient has other insurance.
6. Upload claim documents by clicking **Choose a File.**
   - Popular file types accepted: JPEG, PNG, TIF, PDF, or photo
   - Single file size limit: 5 MB
   - Total file size limit: 45 MB
   - **Note:** File name and extension should be in lower case letters.
7. You should see the file name listed next to a button that says **Upload file**. Click this. The **Next** button is not available until the Upload button is clicked. This ensures the selected file is uploaded.
8. The next screen will give the option to **Upload another file** or **Next.**
9. Review claim details and payment authorization. If the provider is in-network, payment will always be made to the provider. Check the certification box to **Submit**.
10. You will then be directed to the **confirmation page**.

To mail or fax a claim:

1. Scroll down to **Mail or Fax a Claim PDF form** section.
2. Click the PDF based on type of service.
3. Example: Medical [PDF], Dental [PDF], or Pharmacy [PDF]
4. Print form.
5. Complete per the directions on the form.
6. Mail to the address on the claim form or on the back of your ID card, or

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