

# Discover new Cigna Healthcare Digital Features

At Cigna Healthcare®, we are committed to delivering superior experiences for our customers and clients through frequent enhancements and upgrades to our digital experience.

## Save Time with Smart Claims Submission

Submitting claims is easier than ever with a user-friendly feature that auto-fills claim details.

On myCigna.com® and within the myCigna® app<sup>1</sup>, customers can now save time with Smart Claims Submission. Once a customer uploads a bill they receive from doctors or specialists, the tool reads the bill and auto-fills claim details for easy submission. Additionally, it provides digital updates with plain language explanations on claim statuses and decisions.

**Submit a Claim Online**  
You **only** need to submit a claim if your provider hasn't submitted one for you. You can only submit a claim online for services received in the U.S.

[COVID-19 Test Claim Form](#)

[Medical or Behavioral Health](#)

Get reimbursed from your spending account for covered out-of-pocket expenses.  
[Request a Reimbursement](#)

**STEP 1**  
**Make sure your claims documentation is complete**  
The following 7 pieces of information are required for a claim to be processed:

1. Patient first and last name
2. Provider, hospital, or facility name
3. [Diagnosis code](#)
4. Date of service
5. [Procedure code \(CPT code/HCPCS code\)](#)
6. Billed amount
7. Provider Tax ID number (TIN)

[If your bill does not include these 7 items, you can call your provider and ask for a Superbill](#)

If you have other insurance/coverage, please include your Explanation of Benefits (EOB) and policy number.

**STEP 2**  
**Upload claim documents**  
Upload digital copies of your itemized bill and any supporting documents below, making sure that you have included all 7 pieces of information above.

**Drop an image here**  
JPEG, PNG, HEIC, TIF, or PDF (up to 5MB per file, 45MB total)

[Choose file\(s\)](#)

**STEP 3**  
**Review claim details**

Who is this claim for?  
Nidhi (Subscriber)

Is this related to an auto accident?  
☐ Yes ☒ No

**We need more information**  
Your submission is missing information:

1. Patient first and last name
2. Provider Tax ID number (TIN)

Without this information, your claim will require additional processing and is less likely to be approved. Please add additional document(s) with the missing items.

[Upload more documents](#) [Submit anyway](#)

**Claim submitted**  
Your claim Nidhi test was successfully submitted on 07/09/2025 at 04:06 PM.

**What happens next?**

- We've sent a confirmation email of this claim to [REDACTED]
- If necessary information is missing, we may reach out to the subscriber, your doctor, and/or employer.
- To view the status of your claims, you can check the [Claim Summary page](#) (usually updated within 7 days of submission).

[Submit Another Claim](#)

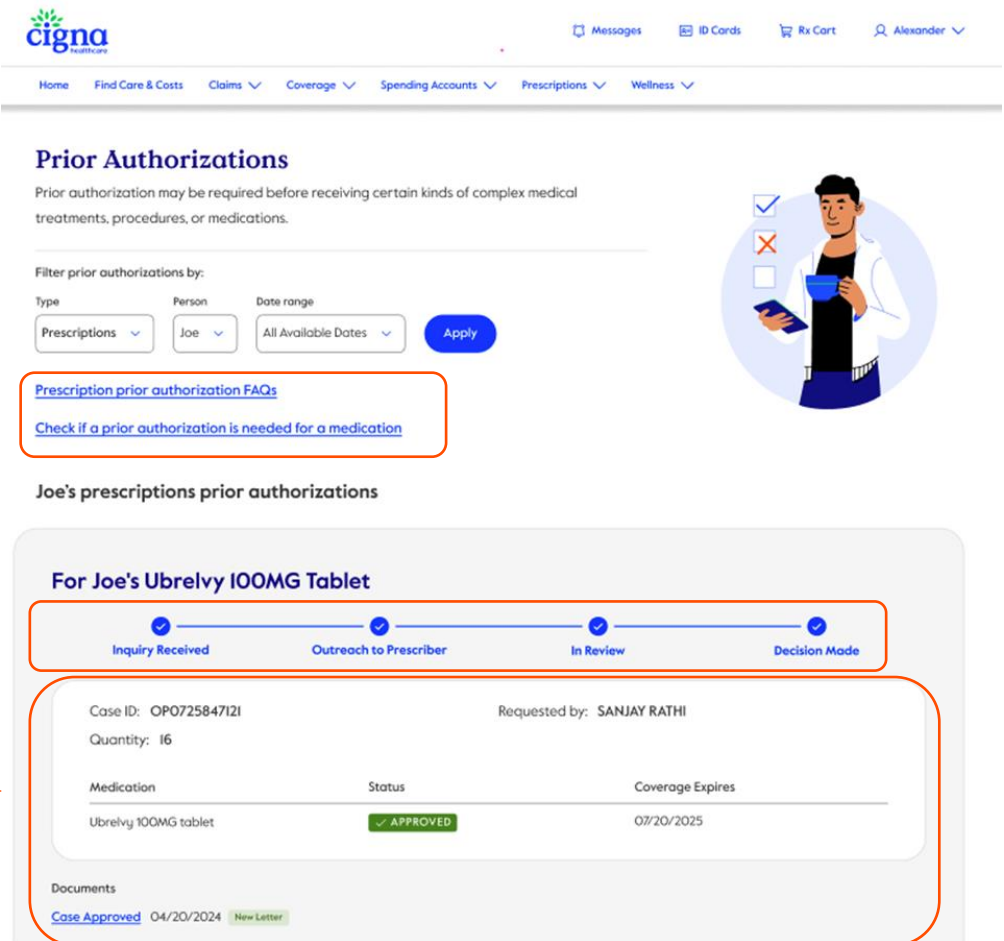
This example is for illustrative purposes only. It's not an actual Cigna Healthcare customer experience.

## Track Pharmacy Prior Authorizations in Near Real-Time

Improving and accelerating pharmacy prior authorization updates for our customers.

We've launched a new pharmacy prior authorization status tracker on myCigna.com and the myCigna app<sup>1</sup>. This new feature is intended to make the prior authorization process for pharmacy prescriptions more transparent, providing customers with:

- Insight into the process of a prior authorization
- Answers to frequently asked questions
- A tool to determine which medications require prior authorization
- The status of each prior authorization
- Information about the prior authorization and decision, including decision letters, reasons for denials, and next steps to take if a prior authorization was denied



List of FAQs and tool to check if a prior authorization is needed

Status tracker

Important information about the prior authorization

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1. The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.