# 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[1], 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.



Select medical | Review required information | Upload claim image & review details | Document reviewed by system for completeness of data required and readability (e.g. image of the claim is clear and readable) | Submission confirmation
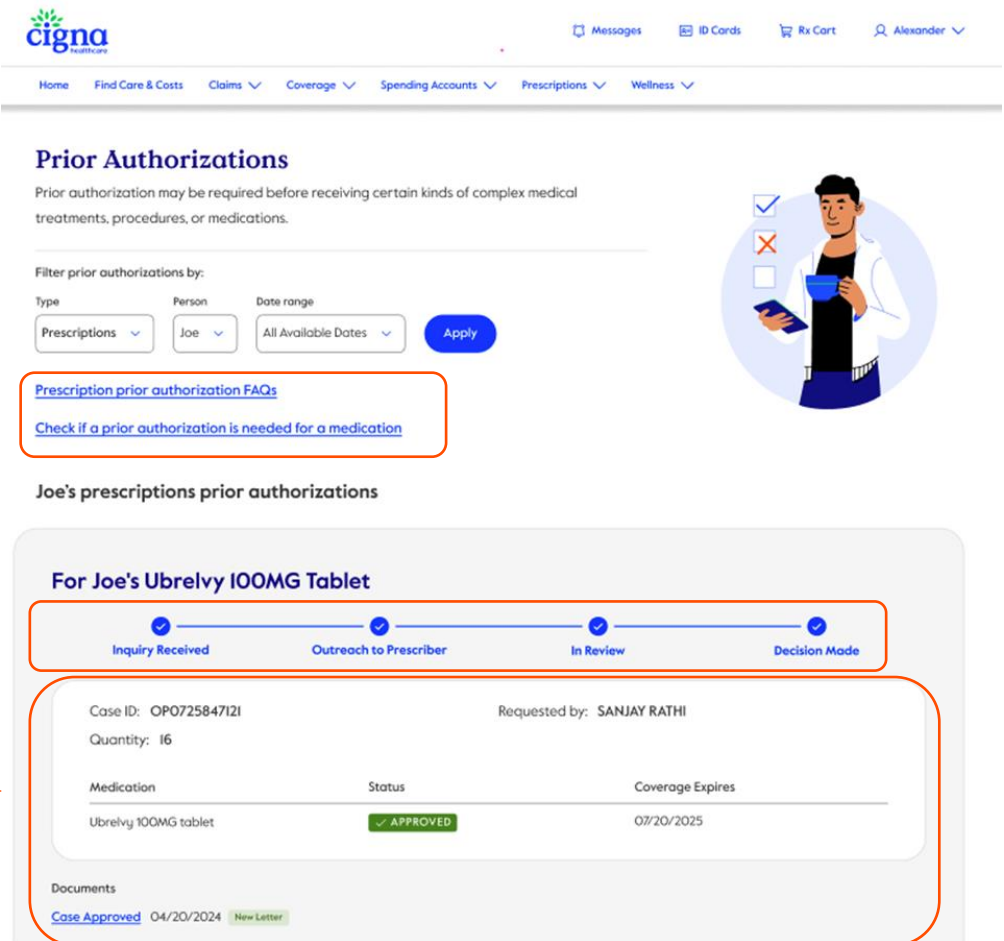
This example is for illustrative purposes only. It's not an actual Cigna Healthcare customer experience.

## 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[1]. 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.