

Cigna Long Term Disability Claim Filing Options

1. The employee can call the Cigna Intake Department at 888-84-Cigna (888.842.4462) and speak with a Cigna Intake representative who will take all of their information (personal information, medical information, physician's information, etc.) and they will be transferred to our Voice Authorization system to provide authorization, so they can contact the employee's physician for the necessary medical documentation
2. The employee can file their claim via the web at www.mycigna.com. They can complete the claim form questionnaire online, and then once they click submit Cigna will receive the claim and begin review and obtaining additional information.
3. The Employee can complete the claim form, and they would be responsible for completing their section, having the physician complete their section, and then submitting to National People Operations for us to complete the employer section. Once Cigna receives all completed paperwork, they will load the claim into our system for review.