

# Making it easier for employees to access their disability claims status and payment information

*At CIGNA our focus is on helping to prevent a disabling event, but if one occurs, we work hard to assure a quick and safe return to work. One way we do this is by providing reliable tools and information. Our online, self-service tool – located on myCIGNA.com – enables employees to track their disability claim status and benefit payment information. Employees can also access important forms, tools and commonly asked disability questions*

### Easy access to disability claim information

Online disability claim status and benefit payment information are available at one convenient location, myCIGNA.com – our dedicated consumer health and benefits website. For each disability claim, employees can easily access:

- individual claim status
- claim manager's name and contact information
- date of disability
- benefit start date

Employees can also see two years' worth of disability claim payment information that shows expanded, detailed information for each claim such as:

- check number and issue date
- check payee
- deposited check address or direct deposit account
- offsets and deductions

Employees now have a front row seat for viewing and tracking information about their disability claim.

### Information to help empower

Information is power. We understand having access to the right information at the right time helps employees become well-informed benefit consumers. And if an employee is also a member of CIGNA Healthcare they are able to view and access personal health information such as medical benefits, claim information and account balances, provider directory, pharmacy benefits, and preventive health and wellness services. With this amount of online information at their fingertips, employees are better able to manage their personal and health related finances. Our goal is to provide employees easy access to consistent, accurate and timely information and tools – at a time that's convenient for them.



**Service is at the heart of everything we do and our goal is to provide disability claimants with ease and convenience in finding the information they need.**

*it's time for a change*



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