

# Understanding your global explanation of benefits

Making it easy for you to get quality global health care is only part of our mission.



We also make it easy for you to understand the costs. Our Explanation of Benefits uses simple language and only includes the information you need to know. Take a look at the sample below.

The Summary page gives an overview of how your global benefits are working for you – quickly see how much was submitted, how much has been paid and what may be your responsibility.

Your Explanation of Benefits is a summary of how your claims were processed and what you may owe, not a bill. Your health care provider or the facility may bill you directly for the remainder of what you owe.

If your claim was billed in local currency, total local currency amount will be listed here.

The amount that you may owe is stated in the Patient Responsibility field.

ANY COMPANY  
890 ROAD ST  
ANYWHERE

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JOHN PUBLIC  
123 STREET RD  
ANYWHERE



**Questions About Your Claims?**  
For questions about this document, please visit Cigna's secure website, Cigna Envoy, at [www.CignaEnvoy.com](http://www.CignaEnvoy.com), or call the International Service Center at the number below:

Phone 1.800.569.3554 or 302.797.3337  
Fax 302.797.3481

**Customer ID #** 123456789  
**Account Name / Account #**  
ANY COMPANY / 000000000

**THIS IS NOT A BILL.**  
Your health care professional may bill you directly for any amount that you owe.

**Explanation of Benefits**  
Summary of claim(s) processed on September 29, 2023

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**U.S. Dollars**

Total	\$400.00	The total amount billed for all services submitted. For international claims, this amount is converted to U.S. dollars based on the foreign exchange rate for the date of service.
Cigna Discount	\$50.00	The total Cigna-negotiated savings for the services submitted.
Cigna Paid	\$350.00	The total amount that Cigna paid for the services submitted.
Amount Not Covered	\$0.00	The portion of the services that are not covered by the plan or the amount not paid based on plan percentages.
Patient Responsibility	\$0.00	The amount the patient is responsible for paying after discounts that Cigna has negotiated and what your plan has paid. Refer to the glossary page for more information regarding patient responsibility.

## Global Health Benefits

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**PAGE 2** If you're unsure of the meaning of a word or phrase, you can look it up in the Glossary.

Claim submission tips are included at the bottom of page two, clarifying what you need to include for the quickest processing time.

**Glossary**

**Amount Billed:** The amount charged by the health care provider or facility (phys) your covered dependents.

**Amount Not Covered:** The portion of your bill that is not covered by your plan remark codes section on the following pages for more information.

**Claim submissions tips**

Please submit a separate claim form for each patient and year in which services were rendered for each claim:

1. Account name and Account #
2. Customer ID #
3. Patient name

**PAGE 3** The Claim Detail page follows the Glossary page.

**Explanation of Benefits** THIS IS NOT A BILL

**Claim Detail**  
 DATE PROCESSED: 09/29/23 CUSTOMER NAME: JOHN PUBLIC CUSTOMER ID #: 000000000 00  
 SERVICES PROVIDED BY: DR HOSPITAL PATIENT ACCOUNT#:

Service Dates	Type of Service	Claim Number	Local Currency Total	Exchange Rate	USD Total	Cigna Discount	Amount not Covered	Copay	Deductible <sup>1</sup>	Coinsurance <sup>2</sup>	Cigna Paid	Patient Resp. <sup>3</sup> Codes
07/01/14	Physician Visit O/V	24880665	0.0000000	0.0000000	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00
07/01/14	Physician Visit O/V	24880665	0.0000000	0.0000000	100.00	25.00	0.00	0.00	0.00	0.00	75.00	0.00 BANEW
07/01/14	Physician Visit O/V	24880665	0.0000000	0.0000000	100.00	25.00	0.00	0.00	0.00	0.00	75.00	0.00 BANEW
07/01/14	Physician Visit O/V	24880665	0.0000000	0.0000000	100.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00
<b>Totals for TEST Z MEMBER:</b>			0.0000000		\$400.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$350.00	\$0.00

1 - The deductible is the amount you need to pay each year before your plan starts paying benefits.  
 2 - After the deductible is met, the cost of covered expenses shared by you and your health plan. The percentage of covered expenses that should be owed is called coinsurance.  
 3 - The portion of the billed amount that is the patient's responsibility in USD, including any amounts already paid.

**Remark Codes**  
 BANEW-To obtain additional details about this claim, please contact the Customer Service Center.

**Other important information:**  
 Make this paper disappear! Cigna now offers you the ability to opt out of receiving your Explanation of Benefits in the mail. It's quick, easy, and you can help save the environment. Visit Cigna Envoy at www.CignaEnvoy.com to find out how.

The total amount you may owe is listed in the Patient Responsibility column.

You may owe this amount to the health care provider or facility that provided your services, which is listed above the details of your visit.

Remark Codes are notes that explain processing methods.

Payment amount and method are stated in the Other important information section.

**PAGE 4** The Important Information about Your Appeal Rights page details how you can file an appeal for a denied claim, how to receive additional information, and other resources that may be able to help you if applicable.

**Important Information about Your Appeal Rights**

**What if I need help understanding a denial?** Contact us at the International Service Center 24 hours a day, 7 days a week, if you need assistance understanding this notice or our decision to deny or service (in whole or in part).

**What if I don't agree with this decision?** You have a right to appeal any decision not to provide or service (in whole or in part).

We are always happy to assist you; let us know if there is anything else you need. Our Global Service Center is available 24/7 toll-free at 1.800.441.2668 or direct at 1.302.797.3100 (collect calls accepted).



Product availability may vary by location and plan type and is subject to change. Products may not be available in all jurisdictions and are excluded where prohibited by law. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna Healthcare representative.

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