

TRAVEL BENEFIT GUIDANCE

With the rapidly changing health care landscape, we understand how important it is that you have access to cost effective, quality care for your unique health care needs. The Cigna travel benefit program helps ensure you have access to the covered services under your plan.



What is covered?

The Cigna travel benefit program helps you pay for eligible transportation and lodging expenses for designated services in which access to a provider is limited. Travel is covered for:

- › Consultation and diagnostic tests provided at the approved facility or provider prior to the procedure or treatment.
- › The procedure or treatment.
- › Follow-up care as medically appropriate.
- › Eligible travel expenses such as gas, car rental, tolls, taxi/Uber, air travel, and hotels.

Travel is covered for you and, depending on the nature of the services, for your companion/caregiver. It will be covered until you reach the maximum benefit amount (specified in your plan document) or you are no longer eligible for coverage.



Availability

- › Travel to in-network participating providers.
- › Travel can be used when you cannot find an available in-network provider within a certain radius of your primary home residence (e.g. 60 or 100 miles).



How does it work?

Contact Cigna to review coverage before you travel. After traveling, simply complete and submit an expense form with the original itemized receipts from travel and lodging expenses incurred for medical procedures and/or treatments where travel was required.



To access your travel benefits:

Please call customer service at the number on the back of your Cigna ID card before you need to travel.

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