



## CIGNA GROUP PORTAL

## 信諾團體保險網頁

## USER GUIDE (BROKER) 用戶指南 (代理人)

Cigna Group Portal allows you to enquire your group policy details, check claims status and history, and search the most updated medical network.

It can be accessed by “Sign In”- “For Employers” on Cigna Hong Kong’s website ([www.cigna.com.hk](http://www.cigna.com.hk)).

於信諾團體保險網頁，您可查詢團體保單細節、查看索償狀況及紀錄、並檢索最新醫療網絡。

只要到信諾香港網站([www.cigna.com.hk](http://www.cigna.com.hk))點擊“登入” - “僱主網頁”即可進入。

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## 1 YOUR ACCOUNT 您的帳戶

### 1.1 Register 註冊

- If this is your first time using Cigna “Group Portal” Online Page, please click “Register Now”.  
若您是首次使用信諾團體保險網頁，請先按「註冊」。

#### LOGIN / REGISTER

#### Login to Cigna Group Portal

User ID

Password

LOGIN

[Group Portal User Guide \(Employee or Spouse\)](#)  
[Group Portal User Guide \(Employer\)](#)  
[Group Portal User Guide \(Broker\)](#)

[Forgot Password](#)

REGISTER NOW

- Enter PIN and Initial Password and then click “Next”.  
輸入個人識別碼及初始密碼，然後按「下一步」。
- PIN is a set of random generated numbers shown on the welcome letter.  
個人識別碼是隨機分配的密碼，列印於歡迎信上。
- Initial Password is sent to you by separate email. (e.g. HKID Card Number A123456, the initial password is A1234.)  
初始密碼則會以另一個電郵發出。(例：身份證號碼 A123456，即初始密碼為 A1234。)

#### Register

ENTER PIN & INITIAL PASSWORD

ACCEPT TERMS & CONDITIONS

CREATE USER ID

INPUT ANSWERS FOR QUESTIONS

Enter PIN & Initial Password

PIN

Initial Password

NEXT

CANCEL

- Please read “Terms & Conditions for Internet Service”. Please click “Next” to accept the Terms and Conditions. 請您詳細閱讀「網上服務的條款及細則」。按「下一步」表示您接受有關條款及細則。

## Register

ENTER PIN & INITIAL PASSWORD ACCEPT TERMS & CONDITIONS CREATE USER ID INPUT ANSWERS FOR QUESTIONS

### Accept Terms & Conditions

#### TERMS AND CONDITIONS FOR INTERNET SERVICES

##### 1. Application and Service

1.1 "Cigna®" is a registered service mark of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its subsidiaries. Cigna Corporation is a holding company and is not an insurance company or an operating company. Therefore, products and services are provided exclusively by subsidiaries and not by Cigna Corporation. "Cigna" may refer to Cigna Corporation itself or one or more of its subsidiaries, but when used in connection with the provision of a product or service, always refers to a subsidiary. In Hong Kong, products and services referred to on Cigna.com.hk are provided exclusively by Cigna Worldwide Life Insurance Company and/or Cigna Worldwide General Insurance Company ("Cigna Hong Kong"). Cigna Hong Kong is authorized to carry on insurance business in Hong Kong.

1.2 These Terms and Conditions shall, unless otherwise determined by Cigna, apply to all services provided by Cigna to you via Internet from time to time ("Services").

1.3 Cigna shall be entitled from time to time to impose any limit whether in transaction amount, operating procedures or otherwise on the use of any Services and such limit shall be determined by Cigna at its discretion.

##### 2. Registration

2.1 Cigna may issue an identification number ("PIN") to you. To apply for the Services, you have to register at our website by (i) quoting the PIN, (ii) producing such other information as may be requested by Cigna.

2.2 After successful registration, you should set up your own Username ("Username") and Password ("Password") in such form as prescribed by Cigna.

2.3 You warrant that all information provided by you to Cigna is provided voluntarily and that such information is true, correct and complete in all respects. You have to inform us forthwith if there is any change of your information.

##### 3. Instruction

BACK NEXT CANCEL

- Define your User ID, select default language, enter New Password and re-type New Password. Please then click “Next”.

設定用戶名稱，選擇預設語言，輸入新密碼及並再次輸入新密碼。請按「下一步」。

- Reminders:  
Password contains 6-12 characters (lower and uppercase) and numbers (at least one number, allowed: \_ ! & @. Example: cats9Dogs5). “New Password” must be same as “Re-type New Password”.

注意事項：

新密碼必須包含 6-12 個英文字及數字 (必須至少 1 個數字，可以包含符號：\_!&@ 但不包括標點符號及空白鍵。例子: cats9Dogs5)。注意「新密碼」跟「再次輸入新密碼」必須相同。

## Register

ENTER PIN & INITIAL PASSWORD ACCEPT TERMS & CONDITIONS CREATE USER ID INPUT ANSWERS FOR QUESTIONS

### Create User ID

User ID TEST010

Language English

New Password

Correct Format

Re-Enter New Password

BACK NEXT CANCEL

- Select 3 different challenge questions and provide the answers. When finish, please click “Confirm”.

選擇 3 條不同的提示問題並輸入答案。

當輸入完成後，請按「確認」。

## Register

ENTER PIN & INITIAL PASSWORD

ACCEPT TERMS & CONDITIONS

CREATE USER ID

INPUT ANSWERS FOR QUESTIONS

### Input Answers for Questions

Select 3 different questions

Question 1 What is your favorite city?

Answer 1 hk

Question 2 What is your favorite sport?

Answer 2 running

Question 3 What is your favorite movie?

Answer 3 mission impossible

BACK

CONFIRM

CANCEL

## 1 YOUR ACCOUNT 您的帳戶

### 1.2 Login 登入

- You may login from the “Group Portal” online page by entering your User ID and Password.

您只需在團體保險網頁輸入用戶名稱及密碼即可登入。

- You are recommended to read the Terms and Conditions for Internet Services every time after login. You may then click “Accept” to proceed to policy enquiry.

請於每次登入後閱讀網上服務的條款及細則。然後可按「同意」以繼續查詢保單。

For website-related enquiries, please call our Customer Service Hotline at (852) 2539 9215.

有關網站查詢，請致電客戶服務熱線 (852) 2539 9215。

LOGIN / REGISTER

#### Login to Cigna Group Portal

User ID

Password

LOGIN

[Group Portal User Guide \(Employee or Spouse\)](#)  
[Group Portal User Guide \(Employer\)](#)  
[Group Portal User Guide \(Broker\)](#)

[Forgot Password](#)

REGISTER NOW

## 1 YOUR ACCOUNT 您的帳戶

### 1.3 Forgot Password 忘記密碼

- If you have forgotten your password, please click "Forgot Password" on the Group Portal.  
若您忘記了密碼，請在網頁選擇「忘記密碼」。
- Enter the User ID and then click "Next".  
輸入用戶名稱，然後按「下一步」。

#### Forgot Password

USER ID SECURITY INFO CREATE PASSWORD

If you forgot your Password, you can create another one after we confirm that the information you have provided matches our records.  
Your User ID is what you chose when you first registered.

User ID

NEXT

CANCEL

- Challenge questions will be listed out according to the order you have pre-defined. Please provide your preset answers. Then click "Next".  
提示問題會以您曾選擇的次序列出。請輸入您預設的答案。然後按「下一步」。

#### Forgot Password

USER ID SECURITY INFO CREATE PASSWORD

##### Security Info

Challenge questions will be listed out according to the order you have pre-defined. Please provide your preset answers.

What is your favorite city?

What is your favorite movie?

What is your favorite sport?

NEXT

BACK

CANCEL

- Enter New Password and re-type New Password, and then click "Submit".  
輸入新密碼及再次輸入新密碼，然後按「提交」。
- Reminders:  
Password contains 6-12 characters (lower and uppercase) and numbers (at least one number, allowed: \_ ! & @. Example: cats9Dogs5). "New Password" must be same as "Re-type New Password".  
注意事項：  
新密碼必須包含 6-12 個英文字及數字(必須至少 1 個數字，可以包含符號:\_!&@ 但不包括標點符號及空白鍵。例子: cats9Dogs5)。注意「新密碼」跟「再次輸入新密碼」必須相同。

#### Forgot Password

USER ID SECURITY INFO CREATE PASSWORD

##### Create Password

New Password

Re-Enter New Password

SUBMIT

BACK

CANCEL

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• You may login again to check policy information by using the new password after you have finished this step.<br/>完成這個步驟後，即代表您可以新的密碼登入網頁以查詢保單資料。</li></ul> |  |
|---|--|

## 2 KEY FUNCTIONS 主要功能

### 2.1 Policy Enquiry 保單查詢

- This lists out all your Policy details. Simply click on the policy number and you will see policy detail, benefits schedule, premium settlement and member list.  
列出您的保單詳細內容。只須點擊保單號碼，您便可以看到顧客的保單詳細資料、保費繳付情況和成員名單。

POLICY ENQUIRY
CLAIMS ENQUIRY
NETWORK DOCTOR

Home >> Policy Enquiry

### Policy

POLICY SUMMARY(CLICK THE HYPERLINK WITH THE POLICY NO. TO SEE THE POLICY DETAIL.)

Policy No.	Plan Type	Policy Holder	Broker Code	Coverage Period From	Coverage Period To	Policy Status
91307	Group Medical	THE ABC COMPANY	B00023	01 May 2018	30 Apr 2019	Inforced
91310	Group Life and Group Medical	THE ABC COMPANY	B00023	01 May 2018	30 Apr 2019	Inforced

POLICY DETAIL
BENEFITS SCHEDULE
PREMIUM SETTLEMENT
MEMBER LIST

Policy No.: 91307  
Policy Holder: THE ABC COMPANY  
Policy Period: 01 May 2018 to 30 Apr 2019  
Policy Status: Inforced  
No. of Employees: 1  
No. of Spouse: 1  
No. of Children: 3

Plan Type: Group Medical  
Currency: HKD  
Payment Mode: Yearly

Broker Name: TESTING BROKER-HK LIMITED  
Broker Contact: TESTING BROKER HK LIMITED  
Broker Contact No.:

- Benefit Schedule - lists out your policy coverage such as benefits' maximum number of visits per year, limit per visit, reimbursement percentage, etc.  
保障賠償表 – 列出顧客的保障內容，例如每年最高賠償額、每次診症最高限額、賠償百分比等。

POLICY ENQUIRY
CLAIMS ENQUIRY
NETWORK DOCTOR

Home >> Policy Enquiry

### Policy

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91310	Group Life and Group Medical	THE ABC COMPANY	B00023	01 May 2018	30 Apr 2019	Inforced

POLICY DETAIL
BENEFITS SCHEDULE
PREMIUM SETTLEMENT
MEMBER LIST

Policy No.: 91307  
Policy Holder: THE ABC COMPANY  
Plan Type: Group Medical  
Policy Period: 01 May 2018 to 30 Apr 2019  
Benefit Currency: HKD  
Policy Status: Inforced

GROUP MEDICAL(PLAN: 16)

Hospitalization & Surgical Benefits  
Worldwide Emergency Assistance Service  
Supplementary Major Medical Benefits  
Out-patient Benefits  
Dental Benefits

- Premium Settlement-summarizes the current balance of your policy  
保費繳付情況 – 總結顧客現時的保費餘額

POLICY ENQUIRY
CLAIMS ENQUIRY
NETWORK DOCTOR

Home >> Policy Enquiry

### Policy

POLICY SUMMARY(CLICK THE HYPERLINK WITH THE POLICY NO. TO SEE THE POLICY DETAIL.)

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POLICY DETAIL
BENEFITS SCHEDULE
PREMIUM SETTLEMENT
MEMBER LIST

Policy No.: 91307  
Policy Holder: THE ABC COMPANY  
Policy Period: 01 May 2018 to 30 Apr 2019  
Plan Type: Group Medical  
Currency: HKD  
Payment Mode: Yearly  
Member Status: Inforced

Branch: \*ALL SEARCH

PREMIUM SETTLEMENT

Invoice No.	Issue Date	Invoice Amount	Settled Amount	Settled Date	Unsettled Balance	Branch
9200352	29 May 2018	52,344.00	0.00		52,344.00	THE ABC COMPANY



- Member List-lists out your current member status  
成員名單 – 列出您現時的成員狀況

POLICY DETAIL BENEFITS SCHEDULE PREMIUM SETTLEMENT MEMBER LIST

Policy No.: 91307  
Policy Holder: THE ABC COMPANY  
Plan Type: Group Medical  
Policy Period: 01 May 2018 to 30 Apr 2019  
Member Status: Inforced

Branch: \*ALL

SEARCH

MEMBER LIST												
Member Cert No.	Name	Relation	Plan	Effective Date	Status	Benefit Type	Life Sum Assured	TPD Sum Assured	AD&D Sum Assured	LTD Sum Assured	CIB Sum Assured	Branch
0001-00	CHAN TAI MAN	Employee	10	01 May 2018	Active	HOS,EAB,SMM,OPB,DEN	0.00	0.00	0.00	0.00	0.00	THE ABC COMPANY
0001-01	WONG TAI YIN	Spouse	12	01 May 2018	Active	HOS,EAB,SMM,OPB,DEN	0.00	0.00	0.00	0.00	0.00	THE ABC COMPANY

## 2 KEY FUNCTIONS 主要功能

### 2.2 Claims Enquiry 索償查詢

- It enables access to claim details including claim status, consultation date and settlement date.  
讓您查看索償情況、求診日期和賠償日期。

POLICY ENQUIRY CLAIMS ENQUIRY NETWORK DOCTOR

Home >> Claims Enquiry

#### Claims Enquiry

Policy No.: 91353

Claims Status: \*ALL

Sorting by: Claim No.

Benefit Type: \*ALL

Consultation Date: 01 Jan 2016 30 Aug 2018

SEARCH

RESET

CLAIMS DETAIL										
Claims No.	Consultation Date	Benefit Type	Benefit Item	Incurred Amount	Paid Amount	CCY	Payment Date	Payment Method	Claims Status	Branch
A2000001447-1	01 Aug 2018	Out-patient Benefits	Prescribed Medicine-Panel Network	N/A	N/A	HKD	28 Aug 2018	Network Doctor	Paid	THE ABC COMPANY
A2000001448-1	02 Aug 2018	Out-patient Benefits	Prescribed Medicine-Panel Network	N/A	N/A	HKD	28 Aug 2018	Network Doctor	Paid	THE ABC COMPANY

### 2.3 Network Doctor 網絡醫生

- It lists out the type of Specialty, the location and telephone number of Network doctors.  
列出網絡醫生的專科類型、地址和電話號碼。

POLICY ENQUIRY CLAIMS ENQUIRY NETWORK DOCTOR

Home >> Network Doctor List

#### Network Doctor List

Network Doctor: QHMS

Specialty: GENERAL PRACTITIONER

Doctor/Clinic Name:

Area: KOWLOON

District: \*ALL

SEARCH

151 Network Doctor

Dr. Chan Tai Man GENERAL PRACTITIONER KOWLOON	SHOP A, 123 STREET, KOWLOON 21234567	Mon-Fri..... 9:30AM – 1:30PM Mon-Fri..... 5:00PM – 8:30PM Sat, Sun & PH..... 10:30AM – 2:00PM Sat, Sun & PH..... 4:00PM – 7:30PM
Dr. Cheung Yiu Man GENERAL PRACTITIONER KOWLOON	SHOP 34, DEF STREET, HONG KONG 23553536	Mon-Fri..... 9:30AM – 1:30PM Mon-Fri..... 5:00PM – 8:30PM Sat, Sun & PH..... 10:30AM – 2:00PM Sat, Sun & PH..... 4:00PM – 7:30PM
Dr. Wong Wing Wing GENERAL PRACTITIONER KOWLOON	SHOP 123, HAPPY STREET, HONG KONG 22345675	Mon-Fri..... 9:30AM – 1:30PM Mon-Fri..... 5:00PM – 8:30PM Sat, Sun & PH..... 10:30AM – 2:00PM Sat, Sun & PH..... 4:00PM – 7:30PM

### 3 SUPPORTS 其他支援

#### 3.1 Forms 表格

- Download Forms-lists out claim forms and other administration forms.  
下載表格 – 列出索償表格和其他行政表格。

#### Form Center

##### Insurance Application Form

- Application Form for Group Insurance Life(for Group Life and Riders Policy) | [Download](#)
- Application Form for Group Insurance General(for Group Medical Policy) | [Download](#)

##### Policy Administration Form

- New Employee Enrollment Form | [Download](#)
- Employee Changes & Termination Form | [Download](#)
- Group Insurance Evidence of Insurability(Health Declaration Form) | [Download](#)
- Designation of Beneficiary Form | [Download](#)
- Lost Card Declaration Form | [Download](#)

##### Claim Form

- Hospitalization/Medical Expense Claim Form | [Download](#)
- Group Outpatient Claim Form | [Download](#)
- Group Dental Claim Form | [Download](#)
- Accident Claim Form | [Download](#)

#### 3.2 Contact 聯絡

- You can find all contact information should you want to reach us on phone, by email, fax, mail or in person.  
不論您希望透過電話、電郵、傳真、郵寄、或親身到訪我們，您都可在此找到聯絡資訊。

#### Contact Cigna

##### Email Us

Email Customer Service: [GroupAdmin@Cigna.com](mailto:GroupAdmin@Cigna.com)

##### Customer Service

For questions related to your claims, coverage and accounts, please contact a Customer Service number below.

Telephone: (852) 2539 9215

Fax: (852) 2884 9752

Address: 16/F, 348 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong

Operation Hours : Hotline Service - 09:00 - 19:00 (Monday - Friday except Public Holidays)  
Walk-in Service - 09:00 - 17:30 (Monday - Friday except Public Holidays)

3.3 Change Password 更改密碼

- You can change your password anytime by entering current password.  
只要輸入現時密碼，您可隨時更改密碼。

Change Password

Enter Your Current Password

Create a New Password

Re-Enter New Password

SUBMIT

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