

Cigna Wellness Dollars - Processing Guidelines for Reimbursement

Cigna's goal is to provide your company with funds to support your wellness initiatives. Your Well-Being Strategist (WBS) and Account Team want to make sure this is a smooth process and have included guidelines below.

What is Reimbursable?

Wellness dollars help your company achieve its health improvement goals and may be utilized for things such as:

- Rewards for wellness program participation (excluding cash)
- Activity and challenge programs related to wellness
- Onsite health and wellness classes
- Health awareness communications
- Wellness speakers
- Onsite screenings such as flu shots and biometrics
- Healthy food (must be related to a healthy cooking demonstration or healthy nutrition initiative. For example, fresh fruit, salad, healthy sandwiches. Items like pizza, regular soda, ice cream or candy are not reimbursable)
- Non-competitive third party vendors that offer services such as fruit delivery, biometric screening, challenges, etc. that are not offered by Cigna

Not all health-related expenses are eligible for reimbursement using your wellness dollars. Examples include:

- Paid time off, premium reductions, employee holidays or discounts
- Health plan benefit exclusions, including non-covered prescription drugs
- Charitable donations (unless race or walk entry fee)
- Onsite clinic costs
- Employer staff salaries or bonuses
- Broker, producer or consultant fees
- Wellness expenses incurred from competitive third party vendors - *Special consideration may be possible if the service you wish to purchase does not duplicate a Cigna offering*

How Do I Submit Expenses?

Send an email to your Cigna WBS and attach receipts as follows:

- **Subject Line** – Include REIMBURSEMENT: Client Name, Amount and Pay To
- **Body of Email** – Itemized list of expenses with a total amount. (Excel spreadsheet is preferred if you have multiple expenses. See attached).
- **Include receipts** – Cigna prefers that you submit your expenses on a monthly or quarterly basis. This will minimize the number of checks you will receive and the need to track multiple reimbursements. Receipts are required for each expense and must show date, items purchased and amount of expense incurred. Please include **ONE PDF** file for all receipts. Our system does not accept jpg or other photo images.
- **“Pay To”** – Cigna will reimburse you directly via check. We cannot pay third party vendors unless we have a direct relationship with that vendor (e.g., Quest or Interactive Health).
- **Third Party Vendors and 1st Time Organization Reimbursement** - If you choose to have a vendor paid directly by Cigna or this is the first time Cigna is reimbursing your organization directly, a Cigna W9 is required and **employee count** must be included (see attached).

When Can I Expect Reimbursement?

- Approximately 45 days from the time all required documents are uploaded in Cigna's system or during Q1 and Q4, reimbursement can take up to 60 days due to the high volume Cigna receives.
- Expenses for the current year should be submitted by **December 15** and must include expenses **incurred in the current year** (clients with a 1/1 effective date).

Questions?

Contact your Cigna WBS or Client Manager *prior to* incurring and submitting an expense that you would like to process

Your Cigna Account Team