

How to apply Guarantee of Payment Letter (GOP) for your hospital confinement?
若需要住院 · 如何申請住院付款保證信?



Call Cigna Hotline for Pre-admission arrangement
(852) 8100 3269
致電信諾專線 (852) 8100 3269



Complete the Application Form and send to Cigna by email at
preauthhk@cigna.com[#]
填妥申請書 · 然後電郵至信諾 preauthhk@cigna.com [#]



Cigna will send a Guarantee of Payment (GOP) Letter to attending hospital
醫院將會收取信諾發出的住院付款保證信



Upon admission, present the Guarantee of Payment (GOP) Letter and HKID Card
to hospital for registration
入院時 · 向醫院出示住院付款保證信及身份證以作登記



You will receive the Claim Settlement Advice (with shortfall details if applicable) 10 working
days[^] after Cigna receiving full documentation from hospital
由收妥醫院提交齊備文件後 · 信諾將於 10 個工作天[^]內通知保單持有人有關的賠償詳情及繳付
有關之差額費用 (如適用)

You will be required to provide treatment information and authorize Cigna to collect shortfall of medical expenses, if any,
from your credit card account
您須提供治療資料及授權信諾從您的信用卡帳戶收取醫療費用的差額 (如有)

[^] The actual date of claims notification depends on the submission of required documents from hospital
信諾通知保單持有人有關賠償的所需日數會因應醫院遞交賠償所需文件而有所不同