

GET ADVICE ANYTIME, ANYWHERE.

Use Global Telehealth to speak with
a doctor fast.



We want to support our customers when they don't feel well and want to get better fast. For non-emergency symptoms and to speak with a medical professional wherever they are we offer Global Telehealth, available via the Cigna Wellbeing™ App.

Through this service, customers have the opportunity to speak with licensed doctors around the world—by phone or video—to discuss symptoms and the best next steps for them. Appointments are usually scheduled for the same day and are available 24 hours from anywhere in the world.

What can Global Telehealth be used for?

- › **Video or phone consultations** with a licensed doctor
- › **A diagnosis** for non-emergency health issues ranging from acute conditions to complex chronic conditions
- › **Non-emergency pediatric care**
- › **Treating medical conditions** like fever, rash, pain and more
- › **Making preparations** for an upcoming consultation
- › **Discussing** a medication plan and potential side effects

Together, all the way.®



Cigna Wellbeing™ App

Avoiding crowded hospitals and doctors offices can offer protection from infection.

Wherever our customers are, they'll have access to services and support to help with every dimension of their health.

Available to download via



How does it work?



1

Request an appointment.

Use Cigna Wellbeing™ App to make an appointment with a doctor anytime, anywhere, 24/7.



2

Speak with a doctor.

The initial Global Telehealth consultation will be with a general practitioner – by phone or video.



3

Feel better.

Feel reassured that they have spoken to a doctor and know what their next steps are.

If the doctor feels that you should speak with a specialist, they will schedule another telehealth appointment with a network specialist.

Cigna will provide access to over 110 board-certified doctors based in different locations around the world. These healthcare professionals:

- ▶ Include internal medicine physicians, gastroenterologists, orthopedic specialists, mental health specialists and pediatricians
- ▶ Have an average of 10 years of clinical experience
- ▶ Are available from anywhere around the world
- ▶ Offer services in English, Spanish, French, German, Mandarin Chinese, Hindi, Arabic, and Japanese. Please note, video consultations are only available in English or Spanish.

Why is Global Telehealth such a valuable service?

- ▶ **It's a free service.** It's an alternative to doctor office or clinic visits – with no deductible or cost share payments.
- ▶ **Convenience.** There's no need for customers to leave their house or workplace.
- ▶ **Around the clock access.** That's 24/7/365 access to a doctor, usually within 24 hours (time can fluctuate depending on language preference).
- ▶ **Flexible scheduling.** Mobile app access to real-time scheduling, so the customer can set an appointment easily, at a time that works for them.

The Cigna Wellbeing™ App, featuring Global Telehealth, is free to download for Cigna Global customers. Find out more today!

Together, all the way.™



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