



Cigna Wellbeing[®] App

**Quick user guide,
featuring Telehealth and
Mental Health Support**



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Introduction

THE CIGNA WELLBEING® APP IS CIGNA HEALTHCARE'S GLOBAL MOBILE APPLICATION, FREE TO ALL OUR MEMBERS.

From this application you can easily, safely and confidentially access a team of health professionals via mobile, 24 hours a day, 7 days a week and in various languages, completely free of charge.*

The Cigna Wellbeing® App is designed to help you stay healthy and with it you can also:

- Assess your health and track your wellbeing using a variety of online resources.
- Access personalised advice and online programmes focused on improving the four fundamental pillars of comprehensive health: nutrition, rest, physical activity and managing emotions.
- Consult our Health Library, where you'll find articles prepared by specialised medical personnel.



Download the app for free to your mobile device today and let's get you started.



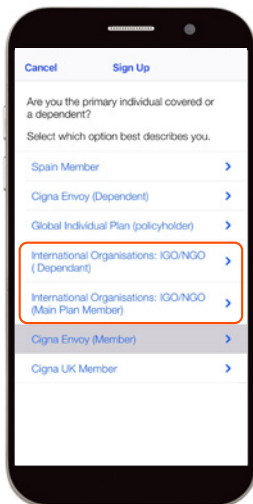
* Services available through the App are subject to your plan agreement.

How to access the application



HOW TO LOGIN

Below are the steps to follow to access the registration screen as well as the information you need to have on hand to access the Cigna Wellbeing® App.



I. ACCESS TO THE REGISTRATION SCREEN

Select the '**International Organisations**' option for Plan Member.

Please see the section on '**Adult Dependant Access**' for information on how dependants aged 18 years and over can register and login.

2. ENTER YOUR CREDENTIALS

Once you have selected the option indicated in step 1, you will see the application access screen. You don't need new credentials to access your account. Enter the same personal reference number (ID number including the letter) and password that you use to access your [Private Member Area](#).

Enter your **personal reference number**.

Click 'Remember me' and you won't be required to re-enter your personal reference number.

You should take a note of your password. It will be essential the next time you want to access the app since, for legal reasons, we cannot save your password.

The screenshot shows the login interface of the Cigna Wellbeing App. At the top, there is a 'Welcome' header with a back arrow and an information icon. Below this is the Cigna logo. The main form contains two input fields: 'Personal Reference Number' and 'Password'. The 'Personal Reference Number' field is split into two parts by a slash. Below the password field is a 'Remember me' toggle switch and a 'Forgot Password' link. At the bottom of the form is a prominent blue 'Log In' button. Red lines from the surrounding text point to the 'Personal Reference Number' field, the 'Remember me' toggle, and the 'Log In' button.

Click on **"Log In"** to access the application.

NOTE: If you don't remember your password or you haven't yet registered in the Private Member Area, please go to www.cignahealthbenefits.com. Once you have successfully registered on your Private Member Area, you'll be able to access the Cigna Wellbeing® App using the same credentials.

Remember you must **wait a minimum of two hours** between registering on your Private Member Area and using the Cigna Wellbeing® App.

3. LEGAL AGREEMENT

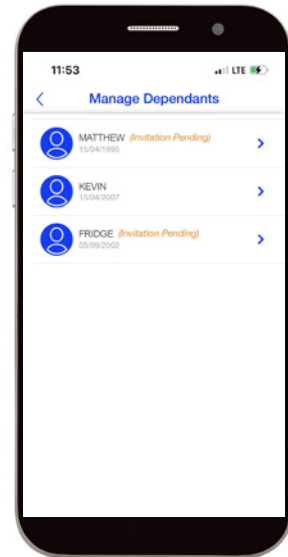
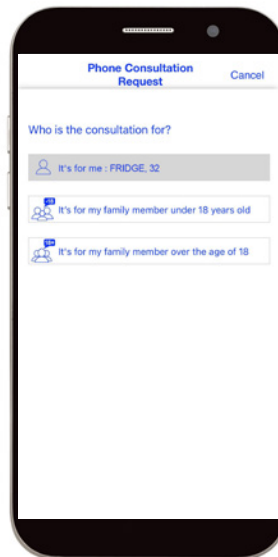
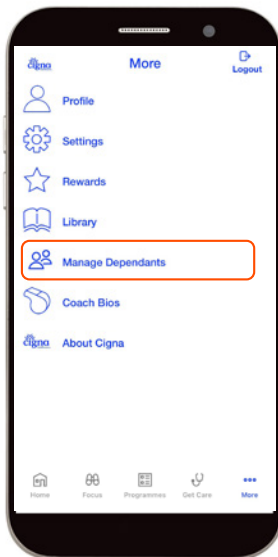
The first time you access the application you must sign the legal agreement to continue. Remember to accept the Terms and Conditions and the Privacy Policy.



ADULT DEPENDANT ACCESS

I. INVITE YOUR ADULT DEPENDANTS

You may also invite an adult dependant (aged 18 years and over) to use the app. To do this, click on the **'More'** button at the bottom right of the Home screen (three dots). Click on **'Manage Dependants'** and select the name of the dependant(s) that you'd like to invite. Fill in their email address and click **'submit'**. You'll receive a pop-up message confirming the email has been sent and **'invitation pending'** will appear against their name in **'Manage Dependants'**.



2: DEPENDANT REGISTRATION

Your dependant will receive an email* containing a temporary password (composed of 6 numbers). Once received they should download the Cigna Wellbeing® app. Please note that the invitation automatically expires after 3 days if no action has been taken in the meantime.

After selecting the option '**International Organisations: IGO/NGO (Dependent)**' they should fill in the e-mail address (to match the one the invitation email was sent to) and enter the temporary password.

Once they have accepted the legal agreement (see prior step 3) they can fill in their date of birth and gender and then create and confirm a new password for future logins.

*If your dependant has not received the email, they should check their junk folder.



Global Telehealth

Subject to your plan agreement, you will have free and confidential 24/7 access to real-time remote medical consultations with a licensed doctor, wherever you are in the world. Appointments can be conducted by phone or video and are often scheduled for the same day. You can use the Global Telehealth service for:



A diagnosis for non-emergency health issues ranging from acute conditions to complex chronic conditions.



Non-emergency paediatric care.



Over the counter **medicine recommendations and/or prescriptions***



Advice for treating medical conditions like fever, rash, pain and more.



Making preparations for an upcoming consultation.



Discussing a medication plan and potential side effects.

* There are times when a Global Telehealth doctor may not be able to provide a prescription. Please see the FAQs for more information.

ACCESSING THE GLOBAL TELEHEALTH SERVICE: MEDICAL CONSULTATIONS BY PHONE OR VIDEO

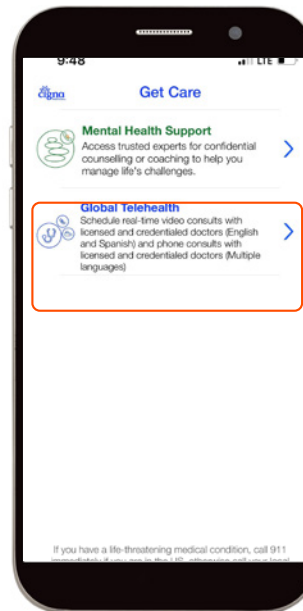
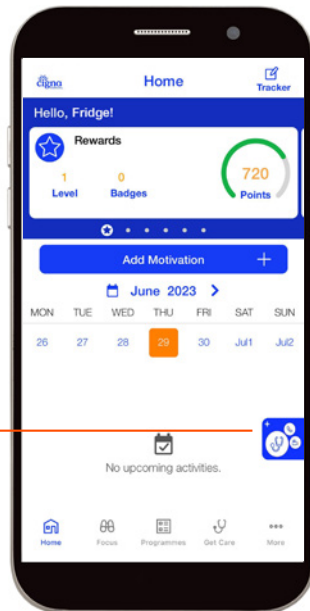
We will show you, step by step, how to access Global Telehealth by phone or video with the Cigna Wellbeing® App:

I. CONSULTATION WITH YOUR DOCTOR

On the home screen select the stethoscope icon "Get care".

Click on "**Global Telehealth**" to access the remote medical consultation space.

You can also schedule a Telehealth consultation directly using this option.



Please note: These screen shots relate to iOS devices. Android users should click on the icons along the bottom of the screen to view the label.

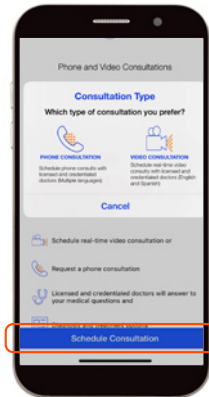
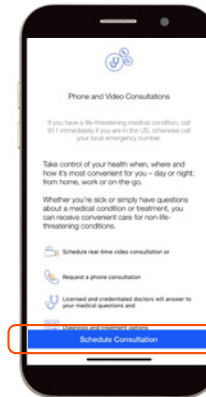
2. GLOBAL TELEHEALTH: TERMS AND CONDITIONS

When **you use the Global Telehealth service for the first time** you must accept the Terms and Conditions and the Privacy Policy to be able to continue.



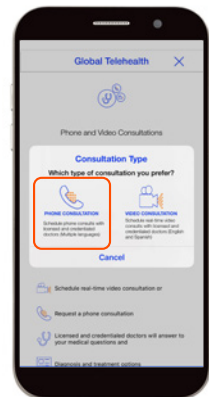
3. GLOBAL TELEHEALTH CONSULTATION SERVICES

After accepting the legal agreement, select the option **"Schedule Consultation"**.



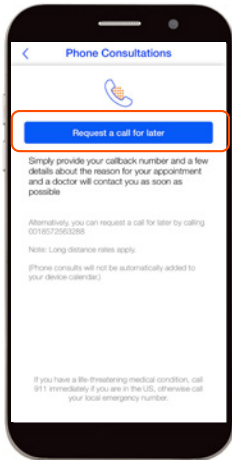
If you want to talk to a doctor **by phone**, choose the option **"Phone consultation"** and go to point 4 of this manual.

If you want to **schedule a video consultation with a doctor**, choose the option **"Video consultation"** and follow the steps in point 5 of this manual.



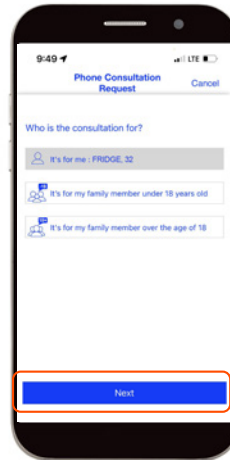
4. REQUEST A PHONE CONSULTATION

From the application, you can request that a doctor call you at the phone number you have indicated (recommended option) or, alternatively, call the number you see in the app directly. Bear in mind this is an international phone number, so your operator may apply special rates.



1

To request a doctor's call, click on **"Request a call for later"**.



2

Select who the consultation is for. If the patient is yourself this option will be selected by default. Your adult dependants (aged 18 years and over) should select that option and continue to book the appointment for themselves. Otherwise, you can select your child dependant (child under the age of 18). Once the patient is selected, click on **"Next"**.



3

If you selected your child dependant as the patient for the consultation you will be prompted to complete their personal information.

In order for this information to be shared with the doctor, you must give your authority prior to continuing requesting the consultation.



4

Indicate your or your child dependant's symptoms and click on **"Next"**.

If you want, you can attach any files you consider necessary (**clinical analysis, photos of an injury etc.**) so that the doctor can make an assessment.

5

- Enter the **phone number** you want to receive the doctor's call on.
- Enter the **email address** you would like the doctor to use to send the consultation notes or prescriptions. This information will be available in the app as well.
- If you have allowed the application to access your location, the **country** in which you are located, the country prefix and the time zone will be selected by default. **NOTE:** This information is necessary to assign you a doctor. Please check that all the information is correct before submitting the request.
- Choose the **language** in which you want to talk to the doctor.
 - The option **"preferred second language"** is included for exceptional cases. These are cases where it isn't possible to offer a consultation in the preferred language.
- Click on **"Submit"** to confirm the request. You will get a pop up with the relevant information. Check the information is correct and send the request.

6

You'll be prompted to select your information sharing preferences. Where you select to share your information, Cigna Healthcare will simply know that you've had a doctor consultation (but not the outcome of the consultation). This will help us provide you with a smoother overall experience.

7

Cancel the phone consultation

Click here if you want to change any information or don't wish to continue with the request.

Confirm the phone consultation

A doctor will contact you as soon as possible.

NOTE: Check the phone number that appears in the confirmation message. The doctor will use that number for the consultation. Unfortunately, once confirmed, a phone consultation cannot be cancelled.



The appointment will also be logged in the "**Consultations**" section until it takes place.



5. REQUEST A VIDEO CONSULTATION

From the application, you can schedule a video consultation with the doctor, choosing the most convenient day and time. Remember that you must have previously clicked on the video consultation option (section 3 of this manual).



Select who the consultation is for. If the patient is yourself this option will be selected by default. Your adult dependants (aged 18 years and over) should select that option and continue to book the appointment for themselves. Otherwise, you can select your child dependant (child under the age of 18). Once the patient is selected, click on **“Next”**.

Personal Information Cancel

First Name*

Last Name*

Gender*

Date of Birth*

Relationship*

*Required

I confirm that I have authority to provide the personal information as requested above for the purposes of arranging the consultation.

2

If you selected your child dependant as the patient for the consultation you will be prompted to complete their personal information.

In order for this information to be shared with the doctor, you must give your authority prior to continuing requesting the consultation.

Notes Cancel

What's the reason for your appointment? Be brief, but symptoms and details will help your doctor.

My Notes*

Pain in the neck since last two weeks.

*Required

My Uploaded Files
(You can upload files or pictures from your device that help to clarify your symptoms/medical condition)

Upload File

Next

3

Indicate your or your child dependant's symptoms and click on "**Next**".

If you want, you can attach any files you consider necessary (**clinical analysis, photos of an injury etc.**) so that the doctor can make an assessment.

Additional Details Cancel

Callback Number*
+91

A doctor will call you at this phone number as soon as possible to start your consultation.

Email Address*

Select the timezone relative to your location at the time of your consultation.

Timezone (GMT+5:30) Kolkata

Country India

Language Preferences English

Secondary Language Preference* English

Submit

4

- Enter the **phone number** the doctor can reach you on in case there are any problems with the video consultation.
- Enter the **email address** you would like the doctor to use to send the consultation notes or prescriptions. This information will be available in the app as well.
- If you have allowed the application to access your location, the **country** in which you are located, the country prefix and the time zone will be selected by default. **NOTE:** This information is necessary to assign you a doctor. Please check that the information is correct before submitting the request.
- Select the **language** in which you want to talk to the doctor.
- Click on **"Next"** to choose the day and time of the video consultation.

Schedule Consultation Cancel

June 2023

MON	TUE	WED	THU	FRI	SAT	SUN
19	20	21	22	23	24	25

- Jun 23, 2023 06:30 PM >
- Jun 23, 2023 07:00 PM >
- Jun 23, 2023 07:30 PM >
- Jun 23, 2023 08:30 PM >
- Jun 23, 2023 09:00 PM >
- Jun 23, 2023 09:30 PM >
- Jun 23, 2023 10:00 PM >
- Jun 23, 2023 10:30 PM >

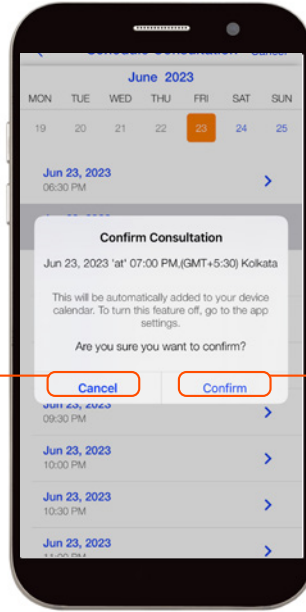
5

Choose the **Date and Time** at which you want the video consultation.

You will receive a pop up with the confirmation. Remember to review the information before sending the request.

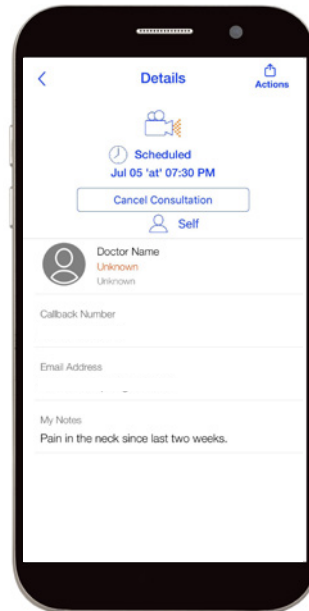
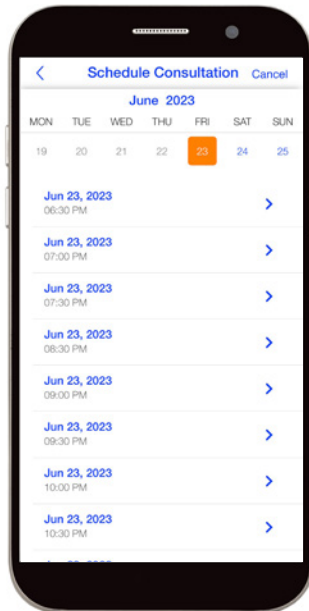
6

Select **Cancel** to select another day/time or to change any information in the request.



Confirm the day and time chosen for the video consultation.

NOTE: We recommend having the application open 10 minutes before the scheduled time.

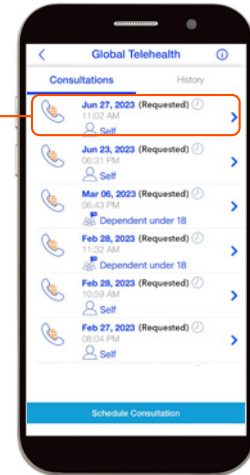


CHECK MY REQUESTS

I. PHONE CONSULTATIONS

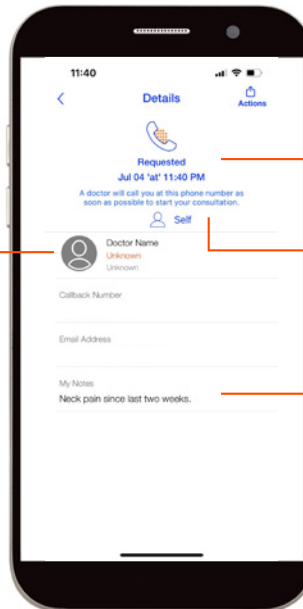
Once the phone consultation has been requested through the application, it will be logged in the “**Consultations**” section in the “**Get Care**” space.

Date and time of the consultation by phone request.



If you select the record, you can access the details of the request.

The information about the doctor who will be consulting with you will appear a few minutes before the consultation.



Status, date and time of the request.

Information about the next steps.

Information about the reasons for the consultation.

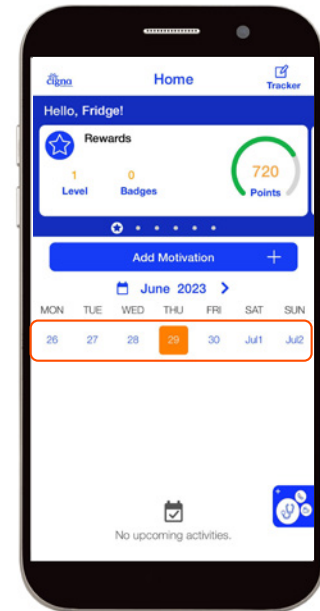
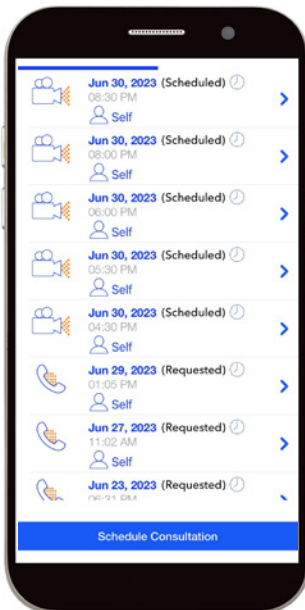
NOTE: Calls made using the phone number will not be logged in the application.

2. VIDEO CONSULTATIONS

Once a video consultation has been requested, a record will be created on the calendar with the day and time of the consultation. By accessing the menu, you can also check the requested consultations:

1

Move the calendar to the day of the video consultation. It will appear logged with the scheduled time.



2

Scheduled consultations will also appear in the **“Consultations”** sub-menu. For this, you must have previously selected **“Get Care”** in the main menu and **“Global Telehealth”**.

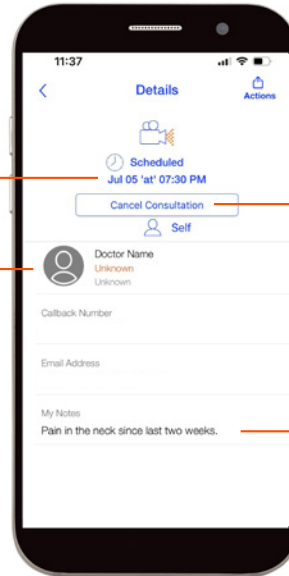
3 Simply click on a specific scheduled video consultation to access the details.

Date and time the video consultation will take place.

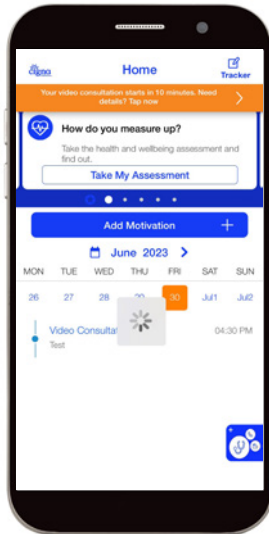
Information about the doctor who will be consulting with you. This will be displayed once the doctor is assigned to you.

If you wish, you can cancel the consultation by clicking this button.

Reasons why you have requested the video consultation.

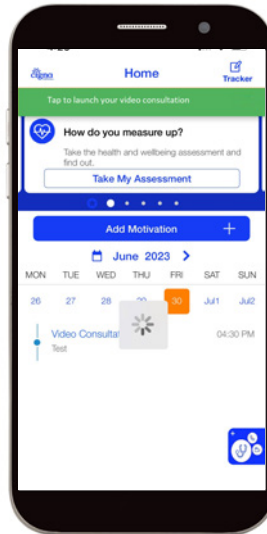


START A VIDEO CONSULTATION WITH A DOCTOR



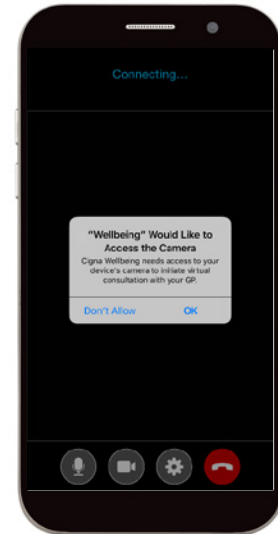
On the day of the video consultation, **the appointment scheduled will appear on the calendar.**

Ten minutes before it starts, you will see a **orange reminder** in the application.



At the scheduled time, the orange icon will change to **green.**

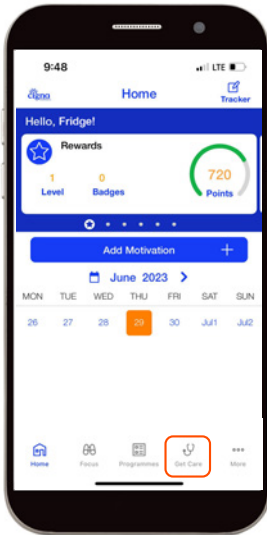
Click on it to access your appointment.



The first time you access a video consultation, you must allow the app to access your **microphone** and **camera.**

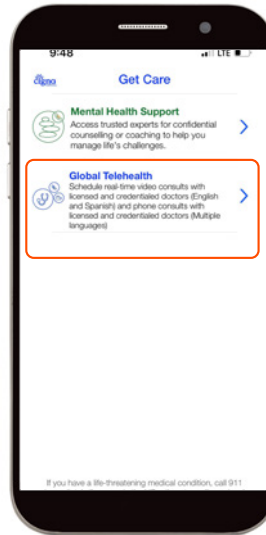
SPECIALIST NOTES FOLLOWING A REMOTE CONSULTATION

Following a consultation by phone or by video, the specialist the notes will be available to access by following these steps:



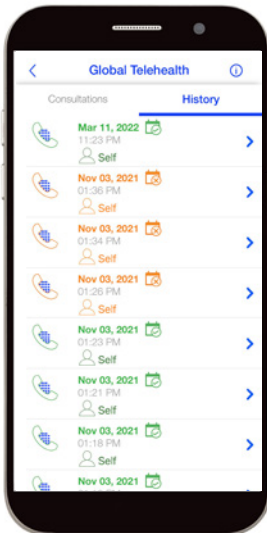
1

Go to **"Get care"** on the home page.



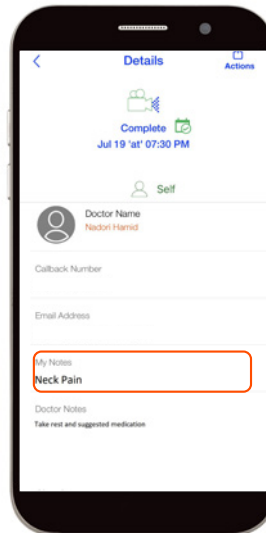
2

Click on **"Global Telehealth"**.



3

Click on the **"History"** sub-menu.



4

Select the consultation you want to view the notes for.

If the doctor has provided them, you will find a file containing the specialist notes.

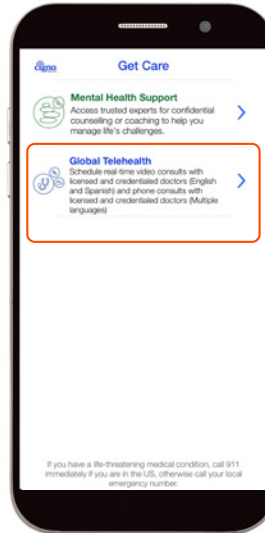
PRESCRIPTIONS FOLLOWING A REMOTE CONSULTATION

Following a consultation by phone or by video, any medications the doctor may have prescribed will be available by following these steps:



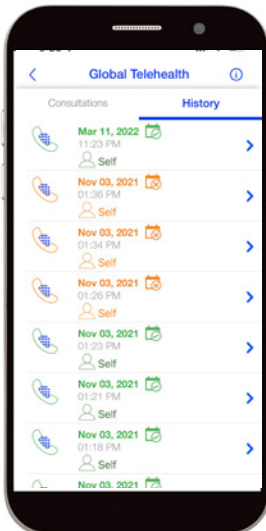
1

Go to **"Get Care"** on the home page.



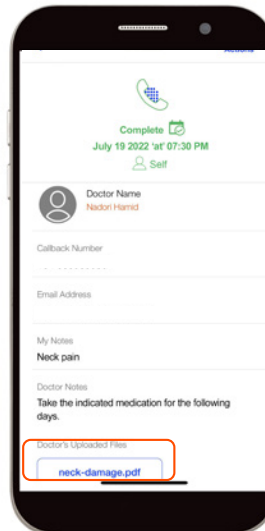
2

Click on **"Global Telehealth"**.



3

Click on the **"History"** sub-menu.



4

Select the consultation for which you want to view the prescriptions.

If the doctor has provided them, you will find a file containing the prescriptions.

Mental Health Space

Subject to your plan agreement, you and your family members will have 24/7 free access to a range of confidential mental health services. Benefits include:



Confidential support whenever you need it.

Solid advice or a listening ear for any emotional well-being issue, available 24/7.



Easily accessible counselling

Short-term counselling over six sessions.



A helping hand to turn those feelings around.

Online therapy sessions to guide you through mild to moderate anxiety, stress or low mood.



Always ready with a plan of action.

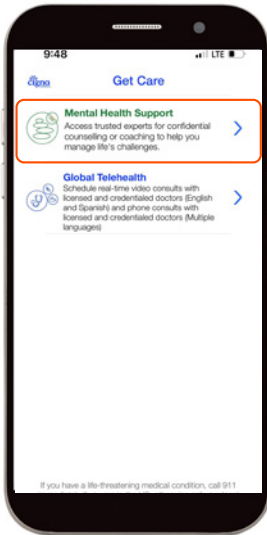
Whether you're facing a critical incident or a bereavement, professional counsellors are there to remove the worry of wondering what to do next.



Global and culturally relevant.

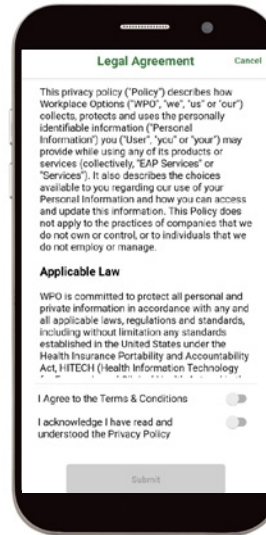
Access to multilingual network of mental health and work-life professionals in over 200 countries.

We will show you, step by step, how to access the mental health programmes available for you with the Cigna Wellbeing® App.



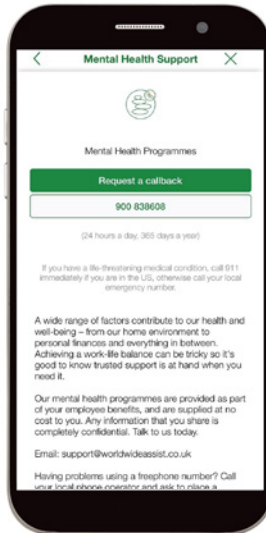
1

Click on **“Mental Health Support”** to access the programmes.



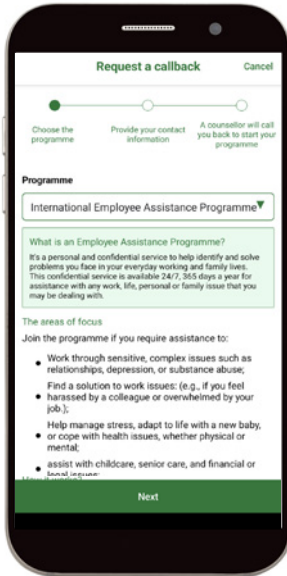
2

Mental Health Terms and Conditions: When **you use the mental health programmes for the first time** you must accept the Terms and Conditions and the Privacy Policy to be able to continue.



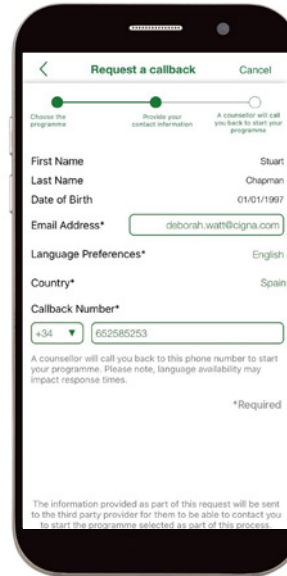
3

You can call the counsellors or request a callback.



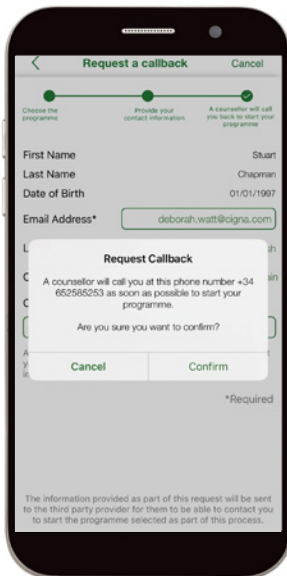
4

If you chose **“Request a callback”** you will be able to select programmes available for you: International Employee Assistance Programme. Once selected you will find out more about the programme, how it works and the steps to join the programme. Hit on **“Next”** to continue with the callback request.



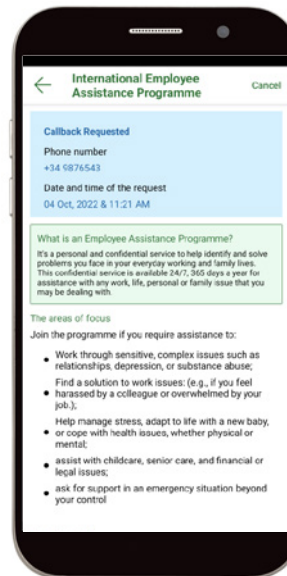
5

Your personal information displayed will be sent to the counsellor. Please provide your email address, country and the call back number the counsellor should call you back on.



6

Please hit on **“confirm”** and the counsellor will call you back to start your programme. If you select **“cancel”** the request will not be sent.



7

Once confirmed, the date and time of your request will be displayed.

Wellbeing: Goals, programmes and resources

From the application, you can access services and programmes to improve your overall wellbeing:

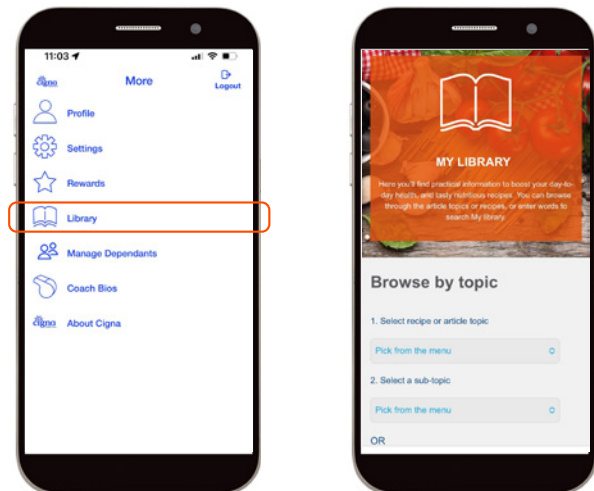
HEALTH AND WELLBEING ASSESSMENTS

The confidential, online wellbeing and targeted assessments allow you to create your own unique report. The wellbeing assessment is a 360° view of your health that shows you: what's working, what needs work and any risk areas. The targeted assessments go deeper to assess if you're eating right, getting enough exercise, sleeping well and coping with stress.

You can access these from the “**My Assessments**” tab, clicking on the “**Focus**” option on the home page.

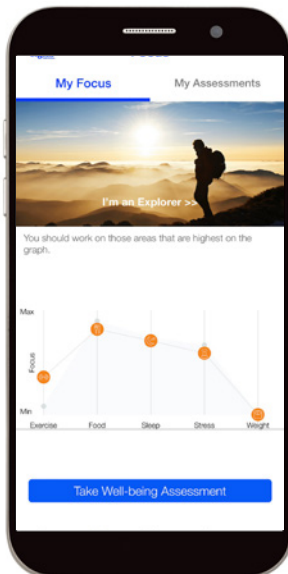
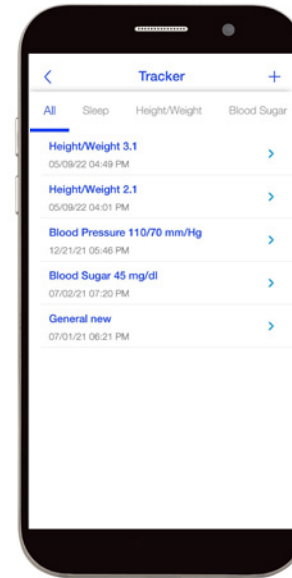
HEALTH LIBRARY

Discover articles & recipes designed to help promote and provide information to make better sleep, stress, nutrition & activity decisions.



BIOMETRIC DATA MONITORING

Record and track key biometrics and establish a benchmark from which your heart rate, blood pressure and other health indicators are measured and monitored. The tracker is available in the option **“More”** from the home page.



ONLINE COACHING PROGRAMS

Prevent, improve and acquire a healthy lifestyle by watching videos from qualified coaches. You can access these from the **“Programmes”** option on the home page.



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