



# YOUR HEALTH PLAN WITH CIGNA

FAO remote session, 26<sup>th</sup> and 28<sup>th</sup> May 2020

**Together, all the way.<sup>SM</sup>**



## Cigna delegates today



Katja Habets

Principal Client Manager



Michael Roy

Client Liaison Manager



Sophie Mawondo

Client Executive

# CIGNA'S ROLE

## FAO



- › Decides on the benefits of the plan
- › Determines who is covered under the plan



Claims administrator and insurer



24/7 Customer service



**Health partner**

- Access to quality care
- Holistic health approach
- Fraud, Waste & Abuse

# YOUR PERSONAL WEBPAGES: [www.cignahealthbenefits.com](http://www.cignahealthbenefits.com)

## FIND INFORMATION



ENGLISH ▾

MY PROFILE

LOG OUT

SEARCH

### WELCOME!

Newco - Ext Preview Newco L01 C001 (998NEWCOA)

[Home](#) | [My plan](#) | [Claims](#) | [Provider search](#) | [My health](#) | [Contact](#)

#### I NEED MEDICAL CARE



Where can I find a hospital, doctor or other health care provider?

What do I have to do in case of hospitalisation, emergency or a doctor's visit?

Can Cigna settle my medical bills directly with my provider?

I need proof of cover

#### MY CLAIMS



I'd like to submit a new claim

Which documents do I add?

I want to view my settlements

I'd like to check my remaining balances

#### LATEST CLAIMS

View all



No claim information available.

#### DID YOU KNOW?

Read all

Discover your new, easy-to-use settlement notes!



#### MY PLAN



My benefits

My membership card

My insurance certificate

Download forms

#### MY HEALTH



Health Encyclopedia

I need personal medical advice

Tips for healthy living

#### MY PROFILE



In case of change to your personal data or situation, simply [contact us](#) and we'll update our systems.

#### I HAVE A QUESTION

Didn't find the answer you were looking for? We're happy to help.

Watch our video tutorials  
Contact us

Or call us on:  
+ 32 3 217 xx xx

## BENEFIT INFORMATION

[Home](#) | [My plan](#) | [Claims](#) | [Provider search](#) | [My health](#) | [Contact](#)

[Download forms](#)

[Description of benefits](#)

[Membership card](#)

[Insurance certificate](#)

### DESCRIPTION OF BENEFITS

Please note that the Description of benefits is updated on an annual basis. For more information, please refer to this website.

[Description of benefits](#)



### MEMBERSHIP CARD

Your membership card is the key to seamless and stress-free support. With your personal reference number, we can easily identify and assist you.

**REACH OUT TO US, WE'RE ONLY A PHONE CALL AWAY**

This handy, pocket-size card features all the [contact details](#) you need to reach us anytime, anywhere. Do you have a question about your plan benefits, a claim or a reimbursement? We're at your service 24/7.

#### DID YOU KNOW?

You can download or send an electronic version of your membership card for you or a family member with the Cigna Health Benefits app!



[Read more](#)



# YOUR PERSONAL WEBPAGES: [www.cignahealthbenefits.com](http://www.cignahealthbenefits.com)

## SUBMIT & TRACK CLAIMS

Home | My plan | **Claims** | Provider search | My health | Contact

How to claim?

My balances

How do I obtain direct payment?

What do I have to do in case of...

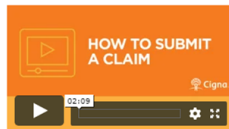
Fraud prevention

### CLAIMS

We've made it easy and fast for you to submit an accurate claim with all necessary documentation. Simply use our claiming tool and submit your claim online or create a paper claim form you can send by post. Once you have submitted a claim, you will also be able to track its status and view the claim summary.

[How does it work?](#)

[Submit a claim](#)



My claims

**My settlements**

[SHOW FILTERS](#)

#### SETTLEMENT NOTES

04/01/2019 <i>Action required</i>	Total amount paid: 139.63 EUR	<a href="#">Download settlement note</a>	<a href="#">Download settlement note</a>
06/06/2018		<a href="#">Download settlement note</a>	<a href="#">Download settlement note</a>
19/10/2017 <i>Action required</i>		<a href="#">Download settlement note</a>	<a href="#">Download settlement note</a>
27/01/2017 <i>Action required</i>		<a href="#">Download settlement note</a>	<a href="#">Download settlement note</a>
24/07/2015	Total amount paid: 17,000.00 EUR	<a href="#">Download settlement note</a>	<a href="#">Download settlement note</a>

Home | My plan | **Claims** | Provider search | My health | Contact

How to claim?

How do I read my settlement notes?

My balances

How do I obtain direct payment?

What do I have to do in case of...

Fraud prevention

### SUBMIT A CLAIM

**NEED HELP?**  
\* Mandatory field



#### HOW DO YOU WANT TO SUBMIT YOUR CLAIM? \*

<b>ONLINE (RECOMMENDED)</b> <b>How does it work?</b> <ul style="list-style-type: none"><li>✓ Complete this form online.</li><li>✓ Scan and upload the invoices as separate files.</li><li>✓ Submit the claim online.</li></ul>	<b>BY POST</b> <b>How does it work?</b> <ul style="list-style-type: none"><li>✗ Complete this form online.</li><li>✗ Print the claim summary.</li><li>✓ Send the claim via post.</li></ul>
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#### WHO IS THIS CLAIM FOR? \*

Is the information incorrect? [Please contact us.](#)

Select

# YOUR PERSONAL WEBPAGES: [www.cignahealthbenefits.com](http://www.cignahealthbenefits.com)

## FIND A PROVIDER

Home | My plan | Claims | **Provider search** | My health | Contact

### PROVIDER SEARCH



If you're looking for a doctor or hospital, you can select the health care provider of your choice, or rely on our professional network of more than 10,000 hospitals, doctors and specialists.

The big advantage of selecting an in-network facility? You benefit from the direct payment agreements and discounts we've negotiated for you.

To ensure that you have access to the highest level of medical care at all times, we continually monitor and update our network.

It's our goal to limit your patient portion to a minimum. Use our Provider search to look for your preferred health care provider. You can also check with whom we have a direct payment or discount agreement.

#### WHERE

ITALY

ROMA

[Or enter your location](#)

#### WHAT

Doctor / Physician

General medicine

#### WHO

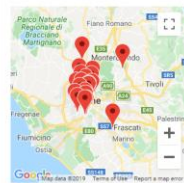
Type a (part of a) provider name

[Show 77 results](#)

### RESULTS (77)

NAME ^	LOCATION ^	1 ^	2 ^	3 ^
Dr. Mario Moricca	ROMA			✓
Dr. ACIRO Giorgio Amadeo	ROMA			✓
Dr. Albeta Antonella	ROMA			✓
Dr. AMODEI Claudio	ROMA			✓
Dr. ARENA Roberto	ROMA			✓
Dr. ASSISI Pietro Fortunato	ROMA			✓
Dr. AVERSA Antonio	ROMA			✓
Dr. Barlotoni Giancarlo	ROMA			✓
Dr. BELLOTTI Carlo	ROMA			✓
Dr. Bossola Maurizio	ROMA			✓
Dr. CANDELA Vincenzo	ROMA			✓
Dr. CASTELLANI Giulia	ROMA			✓
Dr. CERIOLO Massimo	ROMA			✓
Dr. Creta Domenico	ROMA			✓

1 = Direct payment to the provider for inpatient care (including outpatient surgery).  
2 = Direct payment to the provider of outpatient care. Click on the provider name to verify as from which amount direct payment for outpatient care is possible.  
3 = Price agreement (e.g. preferential rates, discounts on specific services, prompt payment discounts, etc.). Please note this does not necessarily imply that the full amount of the invoice(s) will be accepted.



## CONNECT TO BETTER HEALTH

Home | My plan | Claims | **Provider search** | **My health** | Contact

### MY HEALTH

#### CONNECT TO BETTER HEALTH WITH THE CIGNA WELLBEING™ APP



Taking care of your health is now easier than ever! The app provides wellness coaching videos, tools to help you track your health goals, and [Global Telehealth!](#)

Download the free Cigna Wellbeing™ app and connect to better health at home or abroad, day or night.



#### MY TRUSTED MEDICAL EXPERTS



Thanks to your plan, you can also benefit from personalised medical advice and support services.

Our experts are here to help you and will treat your case with complete confidentiality.

[Our Medical Support Services](#)

#### TIPS FOR HEALTHY LIVING



You go the extra mile to be healthy. But you don't need to do it alone. Check out our monthly tips for health and wellbeing.

[Read this month's tip](#)

#### HEALTH ENCYCLOPEDIA

Do you want to make better health decisions? Browse the comprehensive Health Encyclopedia we've compiled in collaboration with Healthwise®.

This A to Z reference guide offers in-depth information on a wide variety of symptoms, conditions, treatments and other medical topics. The Health Encyclopedia may mention treatment



# YOUR PERSONAL WEBPAGES: [www.cignahealthbenefits.com](http://www.cignahealthbenefits.com)

## GET IN TOUCH

[Home](#) | [My plan](#) | [Claims](#) | [Provider search](#) | [My health](#) | **Contact**

### Contact form

[Contact details](#)

[Call me back](#)

[Contact us on Skype](#)

### CONTACT FORM

DIDN'T FIND THE ANSWER YOU WERE LOOKING FOR? WE'RE HAPPY TO HELP.

#### HOW CAN WE HELP YOU?

Please choose a topic from the drop down list below and we'll get back to you as soon as possible.

- Select -



[Home](#) | [My plan](#) | [Claims](#) | [Provider search](#) | [My health](#) | **Contact**

[Contact form](#)

[Contact details](#)

### Call me back

[Contact us on Skype](#)

### CALL ME BACK

We're always happy to call you back.

Select your phone number and we'll call you back immediately when a customer service representative is available.

#### SELECT YOUR PHONE NUMBER

You can update your phone numbers in [My profile](#)

- Select your country -

+

[Call me back](#)

# A DIGITAL ECOSYSTEM

24/7 guidance and support in your pocket

## Cigna Health Benefits App



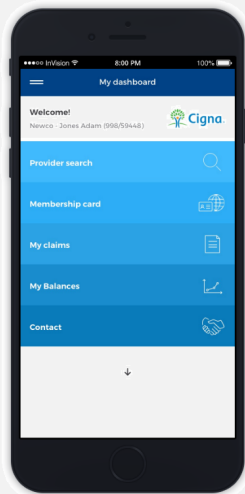
Find health care providers



Submit and track (photo) claims!



View your family's ID cards



Instant, real-time access to health information on the go



Easy and simple navigation, check your balances



Always have a way to contact Cigna 24/7/365

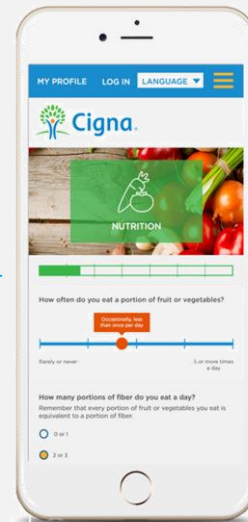
## Cigna Wellbeing® App



Video consultations with a doctor via Global Telehealth



Video tutorials for a healthy lifestyle and healthy recipes

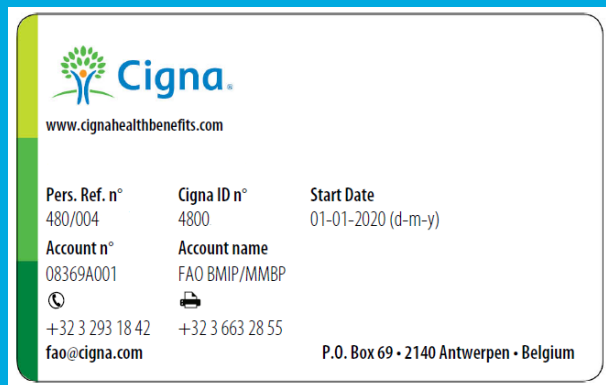


Our mobile apps are available on the Apple App Store<sup>SM</sup> and on Google Play<sup>SM</sup> for Android<sup>TM</sup>.



# YOUR MEMBERSHIP CARD

Also available online/mobile app!



What do I do in case my name is misspelled? [HR-Services@fao.org](mailto:HR-Services@fao.org) (active staff) or [ASMC@fao.org](mailto:ASMC@fao.org) (former staff)



What should I do in case I do not receive my Cigna card? [clientservice1@cigna.com](mailto:clientservice1@cigna.com)

# YOUR DEDICATED CUSTOMER SERVICES TEAM – AT YOUR SERVICE

For any questions 365/24/7



+ 32 3 293 18 42

800 19 46 66 (toll free for Italy only)



FAO@cigna.com



P.O. Box 69 - 2140 Antwerp - Belgium



## CONTACT CIGNA FREE OF CHARGE FROM ANYWHERE IN THE WORLD

- > **Skype:** Use your personal skype account. User name: Cigna Health Benefits
- > **Immediate call back:** request a call back on the phone number of your choice through your personal webpages or the Cigna Health Benefits app

# MEDICAL COVER OF COVID-19 RELATED EXPENSES

Medically necessary expenses only, medical prescription mandatory

	Enhanced cover until 31 July 2020	Remark
Face mask	<b>100% Waiver of patient share</b>	Cover limited to: <ul style="list-style-type: none"><li>• COVID-19 infected patients</li><li>• Patients with respiratory track infection</li></ul>
Diagnostic testing		In case of symptoms and upon prescription: <ul style="list-style-type: none"><li>• PCR-test is gold standard</li><li>• Serology test as part of investigation and management of an acutely unwell patient</li></ul>
Treatment		If not offered free-of-charge by local health system

**Disinfectant gel, gloves, etc are not reimbursable.**

# HOW TO FIND A NETWORK PROVIDER?

[www.cignahealthbenefits.com](http://www.cignahealthbenefits.com)

## PROVIDER SEARCH

[Home](#) | [My plan](#) | [Claims](#) | **[Provider search](#)** | [My health](#) | [Contact](#)

### PROVIDER SEARCH



If you're looking for a doctor or hospital, you can select the health care provider of your choice, or rely on our professional network of more than 10,000 hospitals, doctors and specialists.

The big advantage of selecting an in-network facility? You benefit from the direct payment agreements and discounts we've negotiated for you.

To ensure that you have access to the highest level of medical care at all times, we continually monitor and update our network.

It's our goal to limit your patient portion to a minimum. Use our Provider search to look for your preferred health care provider. You can also check with whom we have a direct payment or discount agreement.

#### WHERE

[Or enter your location](#)

#### WHAT

#### WHO

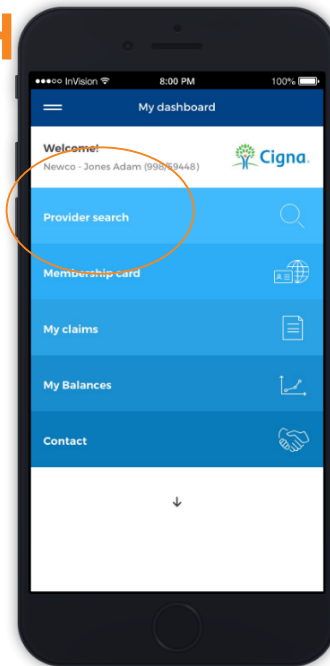
#### DID YOU KNOW?

You can search for a doctor, hospital or facility and save the search results with the Cigna Health Benefits app!

[Read more](#)



Cigna Health Benefits App



# HOW TO FIND A NETWORK PROVIDER?

[Home](#) | [My plan](#) | [Claims](#) | **[Provider search](#)** | [My health](#) | [Contact](#)

## PROVIDER SEARCH

### WHERE

THAILAND



Choose a city



Or enter your location

### WHAT

Choose a type of facility or provider



Choose a speciality



### WHO

Type a (part of a) provider name

Show 69 results

## RESULTS (69)



NAME ^	LOCATION ^	1 ^	2 ^	3 ^
AEK Udon International Hospital	UDON THANI CITY	✓	✓	✓
Bangkok Hospital Chantaburi	BANGKOK (CHANTABURI)			✓
Bangkok Hospital Chiang Mai	CHIANGMAI CITY			✓

**1** = Direct payment to the provider for inpatient care (including outpatient surgery).

**2** = Direct payment to the provider of outpatient care. Click on the provider name to verify as from which amount direct payment for outpatient care is possible.

**3** = Price agreement (e.g. preferential rates, discounts on specific services, prompt payment

# CLICK ON THE NAME OF THE PROVIDER FOR FURTHER DETAILS

## PHYATHAI I HOSPITAL

[Return to the search form](#) ▶ [New search](#) ▶

- ▶ Name: Phyathai I Hospital
- ▶ Address: 364/1 Sri Ayudhaya Road  
Ratchathawee  
10400 BANGKOK  
THAILAND
- ▶ URL: <http://www.phyathai.com>

## PROVIDER DETAILS

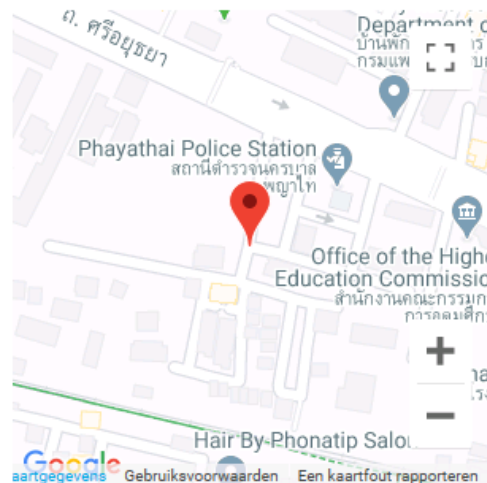
- ▶ Type: Hospital - Clinic
- ▶ Legal status: Private
- ▶ Languages: English
- ▶ Beds in private rooms: 220
- ▶ Beds in ward: 150
- ▶ Price agreement: Yes

Copy

## DIRECT PAYMENT

TREATMENT	DIRECT PAYMENT
Inpatient & outpatient surgery	Yes
Outpatient	Yes, as from 0,00 USD

OUTPATIENT NETWORK



## CONTACT DETAILS



### GENERAL

- ▶ Name: International Relations Center
- ▶ Tel: [ext. 2148](tel:+6626401118)
- ▶ Fax: +66 2 640 1118
- ▶ Email: [ircp1@phyathai.com](mailto:ircp1@phyathai.com)



## DIRECT PAYMENT PROCESS IN DETAIL

SERVICES WITH A REIMBURSEMENT CEILING	MINOR OUTPATIENT CARE < 400 USD/EUR	MAJOR OUTPATIENT CARE > 400 USD/EUR DAY-SURGERY, DAY-HOSPITAL AND ADMISSIONS	EMERGENCY HOSPITAL ADMISSIONS
Dental care, optical care, etc.	Medication, basic lab tests, ultrasound, x-ray, doctor's consultations, etc.	Accumulated services, extensive lab tests, medical imaging and expensive medication	Accident, sudden illness, etc.
Pay&claim	<ul style="list-style-type: none"> <li>- Present card</li> <li>- Provider verifies eligibility and cover on provider portal</li> <li>- Pay patient share</li> <li>- Provider sends bill to Cigna</li> </ul>	<ul style="list-style-type: none"> <li>- Contact Cigna as soon as you know treatment is upcoming</li> <li>- Cigna issues GOP to provider and copy you</li> <li>- Pay patient share</li> <li>- Provider sends bill to Cigna</li> </ul>	<ul style="list-style-type: none"> <li>- Member/provider/family call Cigna as soon as possible</li> <li>- Cigna issues GOP to provider and copy you</li> <li>- Pay patient share</li> <li>- Provider sends bill to Cigna</li> </ul>
Average turnaround time claims processing is 5 working days	Immediate by showing (electronic) membership card	GOP issued within an average of 48 hours	GOP issued within an average of 2 hours (if announced by phone)

*GOP = Guarantee of Payment*

**Call Cigna if you need a quick response to an urgent matter**

# CIGNA WELLBEING APP



## WHAT IS IT?

Quick access to clinical and wellbeing services and tools from your mobile device.



**Telehealth** - consultations with a doctor, from anywhere, by phone or video



**Convenient** - appointment scheduling 24/7



**Health assessments** - in key areas that affect wellbeing



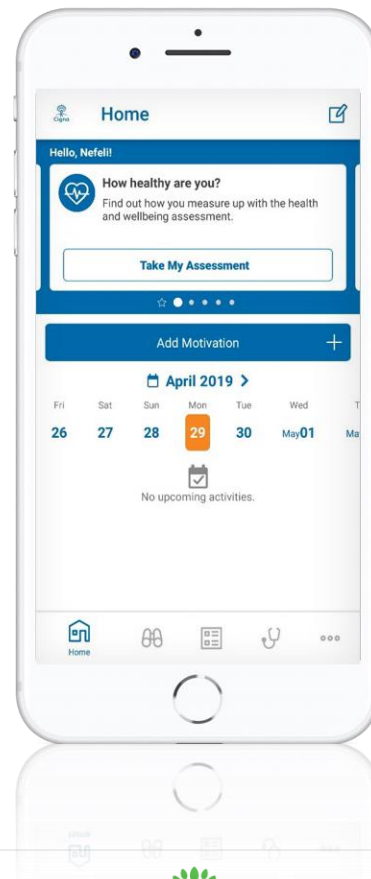
**Free of charge** – doctor's consultation at no cost



**Online lifestyle coaching** - covering all areas of the health spectrum.



**Personalised and secure** - login and authentication for (former) staff and dependants (18+)





# GLOBAL TELEHEALTH

Live video & telephone doctor consultations.



## WHY GLOBAL TELEHEALTH?

24/7/365 access to a doctor within 48 hours, available globally in multiple languages.



## WHAT IS IT?

Consult a licensed doctor with private, online, and live appointments via a secure video or phone conversation.

› **Diagnosis for non-emergency health issues** - from acute conditions to complex chronic conditions and paediatric care

› **Prescriptions on common health issues** - when clinically necessary

› **Free of charge**

› **110+ board-certified doctors** - internal medicine, gastroenterology, orthopaedics, mental health specialists and paediatricians

› **Telephone consultation:** English, Spanish, French, German, Hindi, Mandarin Chinese, Arabic, Japanese & Portuguese

› **Video Consultation:** English & Spanish

# GLOBAL TELEHEALTH AND THE COVID-19 PANDEMIC

- 1 Possibility to have an actual doctor's consultation from home
- 2 Initial assessment for COVID-19 can take place during a Telehealth doctor's consultation
- 3 Prescriptions and referrals can be issued, when clinically necessary

# GETTING STARTED



# DOWNLOAD THE CIGNA WELLBEING APP

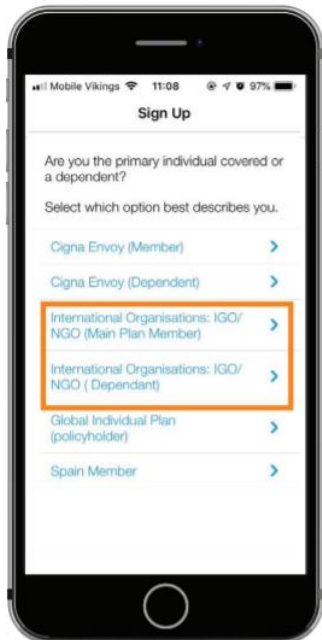


**Cigna Wellbeing™ app**

# SIGN UP SCREEN



To open the app, click the Cigna Wellbeing icon. The Sign up screen is then displayed.



## Sign up screen

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

# LOGIN SCREEN



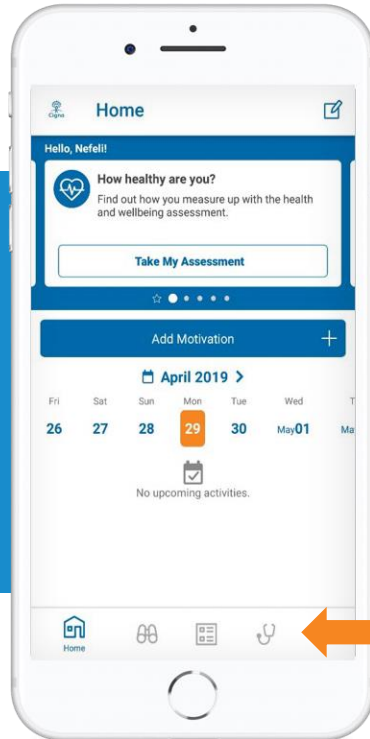
## Login screen

- › Enter your personal reference number and password.
- › You can use the same personal reference number and password as for your personal webpages and Health Benefits app, *i.e. the app you use to claim and search a network provider, etc.*
- › **Remember me:** if you check the 'Remember me' box, the app will remember your personal reference number for future logins.
- › **No password yet?** If you don't have a password yet, you will need to create one on our website first. Please go to <https://www.cignahealthbenefits.com/plan-members>, log in with your personal reference number and date of birth and follow the instructions on the screen.

# HOW DO I SCHEDULE A TELEHEALTH CONSULTATION?



# HOW DO I SCHEDULE A TELEHEALTH CONSULTATION?



1

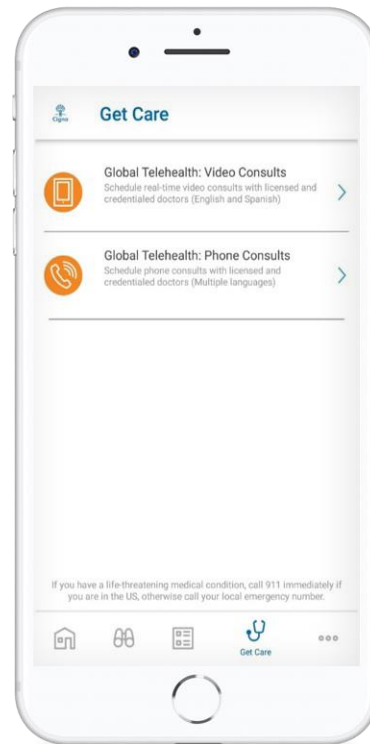
After logging in to the Cigna Wellbeing app, tap on **Get Care** at the bottom navigation menu



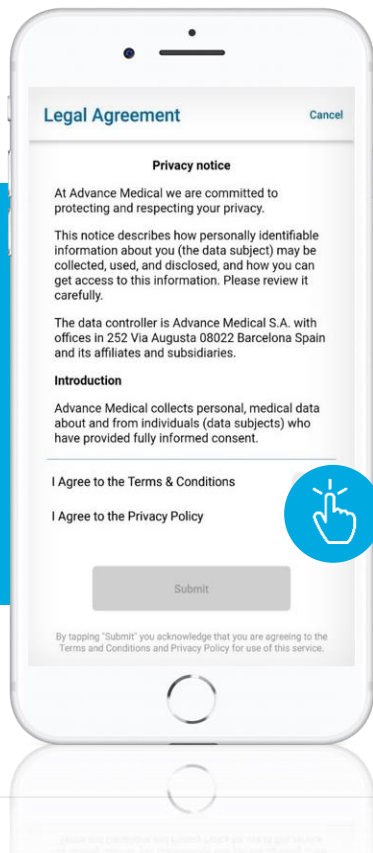
# VIDEO OR PHONE CONSULTATION

2

Select whether you want to have a **video consultation** or a **phone consultation**



# TERMS AND CONDITIONS



3



Accept the *Terms and Conditions* and the *Privacy Policy*

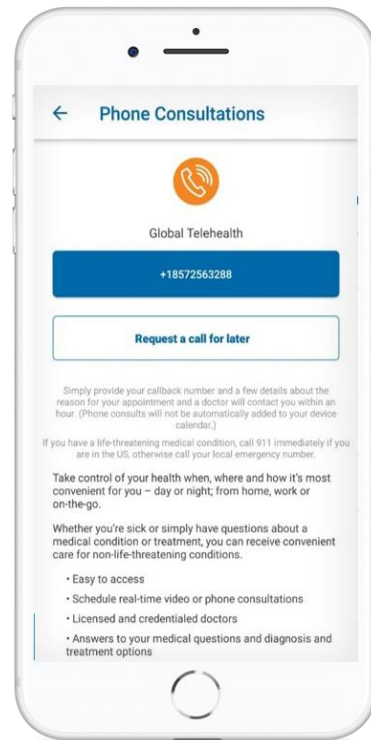
# HOW DO I SCHEDULE A PHONE CONVERSATION?

4

*If you selected a phone consultation* you can call the direct phone line (\*do mind that this is a US number, so long distance rates apply) to schedule an appointment or *enter your details and request for a doctor to call you*



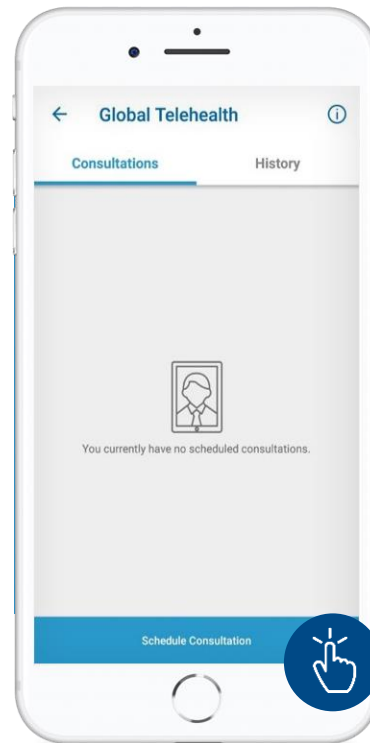
Phone consultations are available in English, Spanish, French, German, Mandarin Chinese, Hindi, Arabic, Portuguese or Japanese.



## HOW DO I SELECT A VIDEO CONSULTATION?

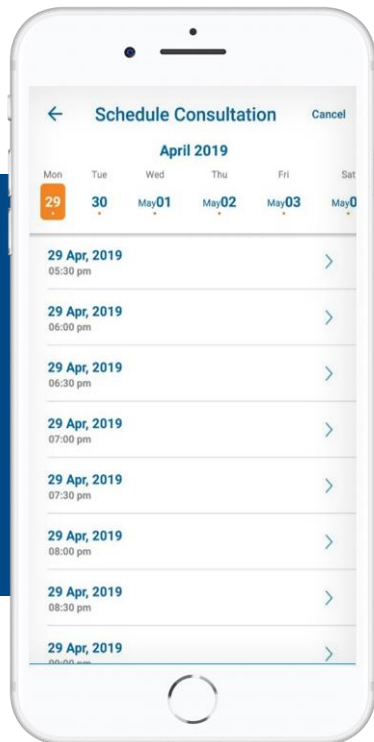
5

If you selected a video consultation tap on  
***Schedule Consultation***



Video consultations are available in English and Spanish

# HOW DO I SCHEDULE A VIDEO CONSULTATION?



6

Select the ***date and time*** that is most convenient for you

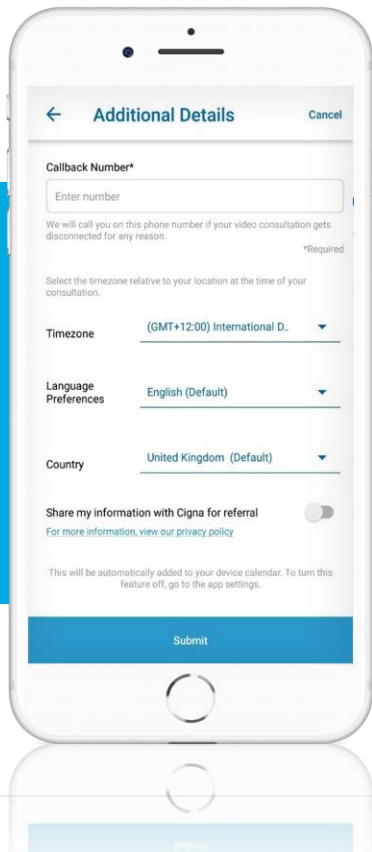
# HOW DO I SCHEDULE A VIDEO CONSULTATION?

7

Provide a brief description of the reason for your appointment and **upload any files** that may be relevant to **your symptoms or condition** (optional)

A white smartphone screen displaying a 'Notes' form. At the top, there is a back arrow and the title 'Notes', with a 'Cancel' link on the right. Below the title, a prompt asks: 'What's the reason for your appointment? Be brief, but symptoms and details will help your doctor.' This is followed by a section labeled 'My Notes\*' with a text input field containing the placeholder 'Enter notes...'. Below this is a section labeled '\*Required' and 'My Uploaded Files' with a subtext: '(You can upload pictures from your device that help to clarify your symptoms/medical condition)'. There is a button labeled 'Upload File'. At the bottom of the screen is a blue bar with the word 'Next' in white.

# HOW DO I SCHEDULE A VIDEO CONSULTATION?



The image shows a smartphone screen with the 'Additional Details' form. The form includes a 'Callback Number\*' field with a placeholder 'Enter number'. Below this is a note: 'We will call you on this phone number if your video consultation gets disconnected for any reason.' followed by '\*Required'. There is a section for selecting the timezone, language, and country. The 'Timezone' is set to '(GMT+12:00) International D.', 'Language' is 'English (Default)', and 'Country' is 'United Kingdom (Default)'. There is a toggle switch for 'Share my information with Cigna for referral' which is currently turned off. Below the toggle is a link: 'For more information, view our privacy policy'. At the bottom of the form is a blue 'Submit' button. The phone is shown with a reflection below it.



8

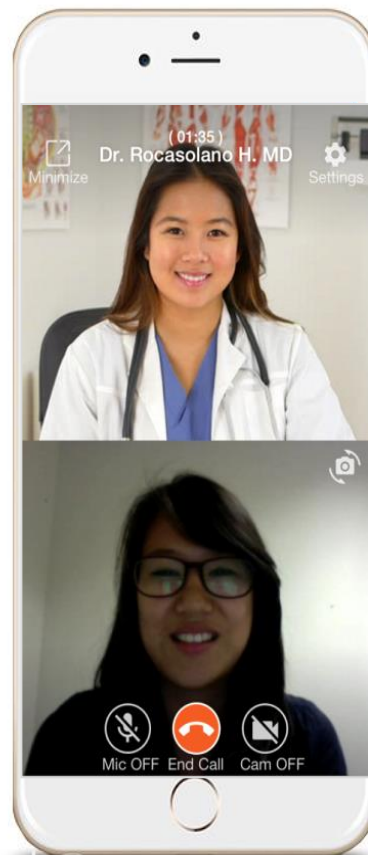
Enter the additional details required and tap on ***Submit***

# THE TELEHEALTH CONSULTATION



## *Phone consultation*

The Telehealth doctor calls you to start the consultation

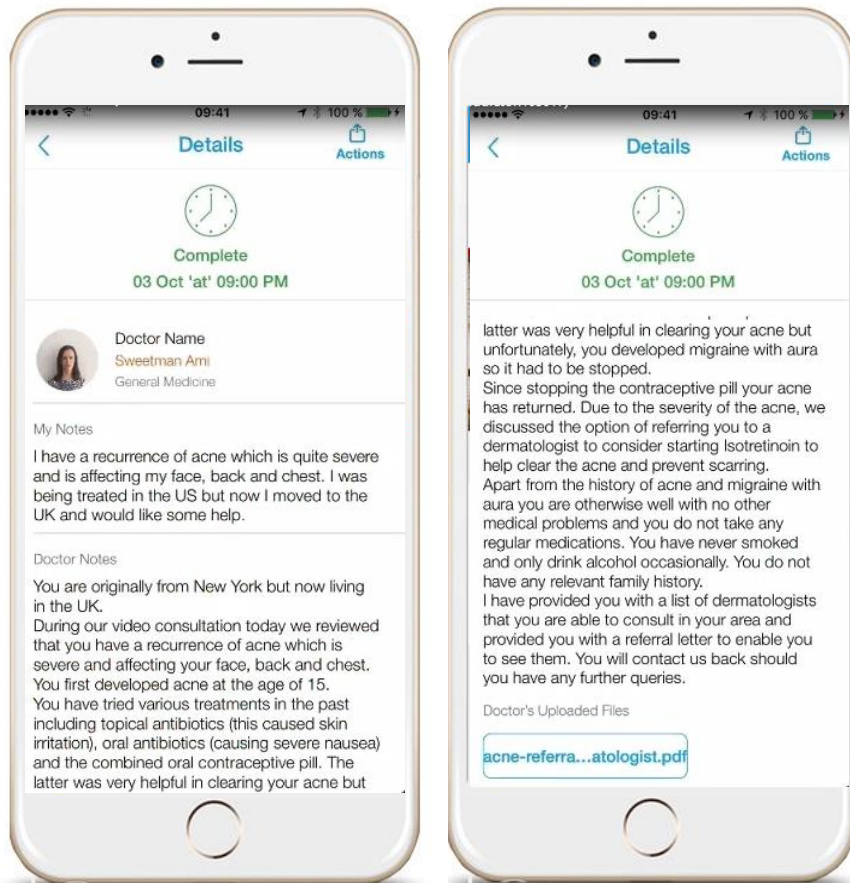


## *Video consultation*

Log back into the app 10 min before the scheduled time



# THE OUTCOME OF A TELEHEALTH CONSULTATION



advance|medical

## Medical prescription

Date: 10/03/18

Patient: Jill Smith

Address: Wiener Hauptstraße 10/A/4/15, 1014 Wien, Austria

Contact details: 552 9142123 DOB: 25/9/1980

## Prescription:

Doxycycline 100mg tablets:

Take 2 tablets on day 1 of treatment and

Then take 1 tablet per day, for 6 days

Dispense 8 tablets in total.

Dr.: Dr Jude McSharry

License No.: GMC: 7113216

Address: Advance Medical, Tower point, 44 North  
Road Brighton, BN1 1YR, UK

Contact details: +447738843641

Electronic signature

## POST VISIT



Upload Medical Notes and Prescription(s)



# DO YOU HAVE QUESTIONS OR FEEDBACK FOR US?



Don't hesitate to reach out



**Offered by: Cigna International Health Services BV.**

“Cigna” and the “Tree of Life” logo are registered service marks, and “Together, all the way.” is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, including Cigna International Health Services BVBA and Cigna Health and Life Insurance Company, and not by Cigna Corporation. All models are used for illustrative purposes only.

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