

CIGNA WELLBEING® APP

Frequently Asked Questions



The Cigna Wellbeing® app offers guidance and support to help manage your employees' wellbeing wherever they are in the world. Here's more information about the benefits and features of this convenient app.



DOWNLOAD

WHERE CAN MY EMPLOYEES DOWNLOAD CIGNA WELLBEING®?

Search for "**Cigna
Wellbeing**"

IS THERE A COST TO DOWNLOAD?

No, the Cigna Wellbeing® app is FREE to download for Cigna members.

IS THERE A CHARGE FOR THE APP?

No, the cost of Cigna Wellbeing® is included as part of your premium, there's no additional charge.
Services within the app are subject to your plan agreement.



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CIGNA WELLBEING® FEATURES

WHAT LANGUAGES ARE SUPPORTED?

Cigna Wellbeing® is currently available in English & Spanish with additional languages to be added soon. Access to Global Telehealth* consultations are available in English and Spanish. However, doctors will be able to call you back in other languages including: French, German, Mandarin Chinese, Hindi and Arabic.

WHAT SERVICES ARE PROVIDED?

- Global Telehealth*
- Health and Wellbeing Assessments
- Targeted Assessments relating to sleep, stress, nutrition and physical activity
- Health library, featuring articles and recipes
- Chronic condition management programmes on diabetes and cardiovascular disease
- Telephonic coaching*
- International Employee Assistance Programme (IEAP)*
- Online Coaching programmes
- Biometrics



COMMUNICATIONS AND REPORTING

HOW WILL YOU NOTIFY MY EMPLOYEES THAT CIGNA WELLBEING® IS AVAILABLE TO THEM?

Cigna will promote the app to members via email campaigns. Please contact your respective Client Manager if you'd like to opt-out of any member email communications.

CAN YOU REPORT ON HOW MANY EMPLOYEES HAVE LOGGED INTO THE APP?

Yes, we can identify how many individuals have logged into Cigna Wellbeing**.

CAN YOU TELL ME HOW MANY EMPLOYEES HAVE USED THE GLOBAL TELEHEALTH* SERVICE?

Yes, we can identify the number of completed Telehealth consultations**.

* Services within the app are subject to your plan agreement.

** A minimum of 20 members/users is required for reports to be available



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