

# 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

