

The doctor is always in

Access licensed doctors with Global Telehealth



Get the care you need for non-emergency health issues:

- ✓ Sore throat
- ✓ Migraine
- ✓ Fever
- ✓ Allergies
- ✓ And more

It all comes at no additional cost to you through the Teladoc Global Health Complete App.

How can global telehealth help me?

- **Phone and video consultations** with a licensed doctor
- **Prescriptions** for common health concerns.
Doctors may issue prescriptions for medicines when, in their professional judgment, it is safe, appropriate; there may be times when a telehealth doctor may not be able to provide a prescription due to the country, or feels that an in-person consultation is needed to obtain a prescription. Should you receive a prescription, you will need to bring it to a local pharmacy to be filled.
- **Making preparations** for an upcoming consultation
- **Discussing** a medication plan and potential side effects
- **Speak with a specialist**, if the General Practitioner (GP) feels that you should speak with a specialist, the GP will schedule another telehealth appointment with a Teladoc network specialist
- **Help you understand the local healthcare system**, Teladoc has a network of licensed doctors around the globe

Use the Teladoc Global Health Complete App to Book a Video or Phone Consultation.

1

Download the Global Health Complete app in the App store or Google play.

Click on iOS or Android buttons or scan QR codes to download



An email address is required for creating an account.

Global Health Benefits

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2

Download the **Global Health Complete** app in the App store or Google play.

New users

Select **'Don't have an account?'** and follow the on-screen prompts to register. When asked for your member/customer number, enter code

The first screenshot shows the Global Health Complete app interface. At the top is the logo. Below it are two input fields: 'Email Address' and 'Password'. There is a checkbox for 'Remember my email address' and a 'LOGIN' button. A link 'Forgot your password?' is below the login button. At the bottom, a green box highlights the 'Don't have an account?' link.

The second screenshot shows the registration screen titled 'Perfect! Let's tie up the details'. It has an 'Access Code' field (highlighted with a green box and number 2), a 'Password' field with requirements (Both upper and lowercase letters, At least 8 characters, Min. one number, Min. one special character), and a 'Confirm Password' field. At the bottom, there is a checkbox for 'I have read and agree to the Terms and Conditions and the Privacy Policy.' and a 'REGISTER' button (highlighted with a green box and number 3).

Returning users

Once registered, you can use your username and password to log back in any time

3

On the Home page, select either **'Book a consultation'** or **'Request a phone consultation'** and follow the prompts to request your consultation.

- Select your name
- Location

The screenshot shows the home page of the Global Health Complete app. At the top, it says '8:07' and 'WELCOME COURTNEY'. Below that is the 'Global Health Complete' logo. There are two main buttons: 'BOOK A CONSULTATION' and 'REQUEST A PHONE CONSULTATION'. A green box highlights the 'REQUEST A PHONE CONSULTATION' button with the text 'Select option'. Below the buttons, there is a section titled 'No hassle. No cost.' with a paragraph of text: 'With no waiting rooms and no traffic jams, consultations fit around existing work or family commitments. Global Health Complete is free to members, with no limit on consultations, so you can speak to a doctor as often as you like.'

Phone

The flowchart for the Phone Consultation process consists of four steps:

- Choose a Service:** A screen with two buttons: "PHONE CALL" (highlighted with an orange border) and "VIDEO CALL".
- Okay, we need to know where you will be:** A screen with a "Country" input field and a "Next" button.
- Request a Phone Consultation:** A screen with the text "Please confirm your details to get started. If booking for a child, please enter their details. A doctor will call you at the next available opportunity – usually within two hours." Below this are dropdown menus for "Type of Consultation" (set to "General Medicine"), "Language" (set to "English"), and "Second Preferred Language (optional)".
- Consultation details:** A screen with "Reason for Consultation" (set to "Persistent rash") and a section "Securely upload up to 5 pictures" with three plus icons for image uploads.

Confirmation

You will receive a confirmation email.

The physician will make 3 outreach attempts before sending an email to the participant, requesting they submit another request.

23:47

We have received your Call Back request.

A doctor will call you back as soon as possible within the next 24 hours.

TELADOC.

Call Me Back General Medicine

Dear Mandy,

Thank you for using our Call Me Back General Medicine Consultation service; within an hour you will receive the response from our medical team.

Thank you.

The Global Health Complete Team

Video

The flowchart for the Video Consultation process consists of four steps:

- Choose a Service:** A screen with two buttons: "PHONE CALL" and "VIDEO CALL" (highlighted with a green border).
- Book a Video Consultation:** A screen with the text "Please confirm your details to get started. If booking for a child, please enter their details." Below this are dropdown menus for "Type of Consultation" (set to "General Medicine"), "Country Code" (set to "+1"), and "Telephone Number". A "CONTINUE" button is at the bottom.
- Consultation details:** A screen with "Reason for Consultation" (set to "Persistent rash") and a section "Securely upload up to 5 pictures" with three plus icons for image uploads.
- Please select an appointment time:** A screen with dropdown menus for "Language" (set to "English") and "Time Zone". Below these are fields for "Date" and "Time", each with a "Select a date" and "Select a time" dropdown. A "BOOK CONSULTATION" button is at the bottom.

Confirmation

You will receive a confirmation email.

At the time of your consultation, go to the Appointments page and select 'Start video call' to connect with your doctor

2:19

GLOBAL HEALTH COMPLETE

HOME

BOOK A CONSULTATION

APPOINTMENTS

5

Follow up

After a video consultation, notes and any applicable prescription(s) by the telehealth doctor will be uploaded to your Global Health Complete app, where they can be accessed and viewed.

After telephone consultations, you will receive your details via email.

Do telehealth doctors place callbacks to patients to check their status?

Yes. Doctors will be able to call you back to follow up on your care when they feel it is appropriate.



Global Health Benefits



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Telehealth services may not be available in all jurisdictions. In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered and prescriptions are not guaranteed to be written. Providers are solely responsible for any treatment provided and are not affiliated with Cigna Healthcare. Not all providers have video chat capabilities and video chat may not be available in all areas. Telehealth providers are separate from your health plan's provider network.

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