

# Prepare for care

## Guided Health Advisor



### Ways this program can help you and your family

#### Have an easier transition

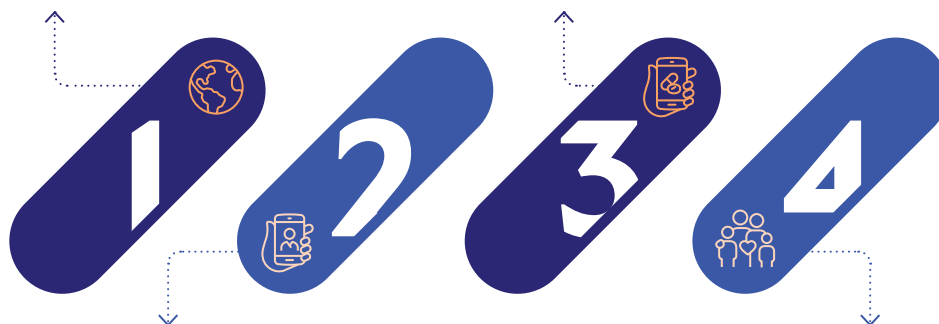
Before, during and after your assignment abroad, you and your family can receive the support needed to stay healthy and address any medical conditions along the way.

Our Guided Health Advisor<sup>1</sup> program is designed to help you prepare for care whenever and wherever to avoid medical emergencies and ensure a successful assignment.

#### Plan for any medical needs

- Will my prescription and over-the-counter medications be readily available, and what is the name in that country?
- Do you or a family member have any medical conditions?
- How do I find care, even on the weekends and what can I expect?

Answers to these questions could impact your health while on assignment. Guided Health Advisor can provide you with valuable information to help build a plan and protect the health of you and your family while abroad.



#### Be prepared

Health care is not the same in every country – it can vary greatly across the globe. You can learn more about your existing or new location by using the country guides. A nurse can help you plan ahead and give you information about accessing health care, whether medications are available in your assignment country or if alternatives may be necessary, as well as how to find a doctor.

No two people are alike. That is why it is vital that you receive information specific to your condition. Our qualified Cigna Healthcare nurses can give you personalized feedback and advice based on your specific needs and health history.

#### We help your family too

Whether your family is coming with you or staying back home, they can also be included in the program and even speak with a nurse regarding any medical or medication concerns.

#### It only takes 10 minutes!

If you are identified as having a medical condition, a Cigna Healthcare nurse may reach out to you to offer confidential assistance on how best to be prepared before or during your international assignment and answer any medical questions you may have.<sup>1</sup>

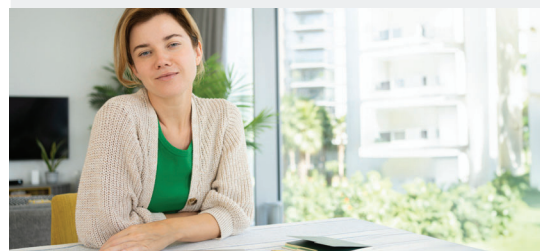
## How to access the questionnaire if you haven't yet received your Cigna Healthcare global ID card.

- 1 Visit [public.cignaenvoy.com](https://public.cignaenvoy.com), scroll down and click on 'Guided Health Advisor'. Log in with your client global ID number and password below.  
**Client Global ID:**<sup>2</sup> CHE09899A  
**Password:**<sup>2</sup> 09899ACHE
- 2 After you read the messages in Message Center, click 'continue', then click on 'Guided Health Advisor'.
- 3 When prompted, please enter your own personal and confidential login and password.
- 4 Please check the 'yes' consent box at the end of the questionnaire so that you may receive outreach from a Cigna Healthcare nurse should you be identified as needing assistance.
- 5 You will find information related to local health care, required and recommended immunizations, crime rate, weather, currency, finding providers who bill Cigna Healthcare directly and accept guarantees of payment and more.

## How to access the questionnaire if you've already received your Cigna Healthcare global ID card.

- 1 Visit [customer.cignaenvoy.com](https://customer.cignaenvoy.com) and enter your credentials. If you have not yet registered for Cigna Envoy, select 'Register now' and follow the prompts.
- 2 Select 'Toolkit' from the top menu, followed by 'Health and Well-being', and then 'What to Know When Traveling and Relocating'.
- 3 Guided Health Advisor will be your first option. You can register or log in to complete the online questionnaire (you may already have login credentials if you've taken the questionnaire).
- 4 Please check the 'yes' consent box at the end of the questionnaire so that you may receive information or outreach from a Cigna Healthcare clinician or nurse.

### Case study



#### Julia<sup>4</sup>, on assignment in the UAE

After completing our Guided Health Advisor program, Julia was identified with a medical condition and would require assistance obtaining her medication in the UAE. A Cigna Healthcare nurse contacted her to help her create a plan for obtaining her medication while on assignment.

#### The nurse assisted by:

- Researching the availability of Julia's medication in the UAE
- Identifying doctors in the UAE for consultation
- Liaising between the doctor in her home country and the doctor in the UAE to facilitate medical records
- Coordinating with our medical team in the UAE for alternative options

The medication and the medical specialist needed were not available in the UAE. The nurse communicated with Julia's doctor in her home country to arrange for telehealth sessions<sup>5</sup>, the first of which would be soon after her arrival at her destination to support her during transition. They also helped by providing information on medication shipment and customs.

Thanks to the support of Guided Health Advisor, Julia was able to continue seeing her doctor and receive her medication, avoiding any issues. Her nurse also helped with planning her next doctor's visit and medication refill upon her return.

1. Please note that Guided Health Advisor is not linked to your insurance coverage and we are therefore unable to confirm what specific benefits may or may not be covered under your policy. Once you have your Cigna Healthcare global ID number you will be able to verify specific benefit coverage by simply contacting Cigna Healthcare at the number located on your Cigna Healthcare global Identification card. 2. Please note: The client global ID above only provides access to the Cigna Envoy site. You must create a unique username and password to complete the Guided Health Advisor program. Reach out to your HR or Benefits Team if you need your company's Client global ID and Password so you can take the questionnaire. 3. Personal data is treated confidentially and securely. We do not share personal data with third parties or employers and we will not send you unsolicited marketing. For additional information regarding data privacy policies and fair processing notices, please consult [CignaEnvoy.com](https://CignaEnvoy.com) or your employer's privacy office. 4. This example is for illustrative purposes only. It is not an actual Cigna Healthcare customer experience. 5. Telehealth services are provided by an independent third party company/entity and not by Cigna Healthcare. Providers are solely responsible for their treatment and services. This service does not replace the advice of their personal doctor. Not all providers have video chat capabilities and services may not be available in all areas

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company, Cigna Life Insurance Company of Canada, Cigna Global Insurance Company Limited, Evernorth Care Solutions, Inc., and Evernorth Behavioral Health, Inc. The Cigna Healthcare name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc., licensed for use by The Cigna Group and its operating subsidiaries. "Cigna Healthcare" refers to The Cigna Group and/or its subsidiaries and affiliates. Please refer to your literature for details of the insurance entity providing cover. This material is provided for informational purposes only. Likewise, the Cigna Healthcare web-based tools, such as Cigna Envoy, are available for informational purposes only, and are not intended to be a substitute for proper medical care provided by a physician. It is believed accurate as of the date of publication and is subject to change. Such material should not be relied upon as legal, medical, or tax advice. As always, we recommend that you consult with your independent legal, medical, and/or tax advisors.

