

# Know before you go

## Pre-departure medical assessment



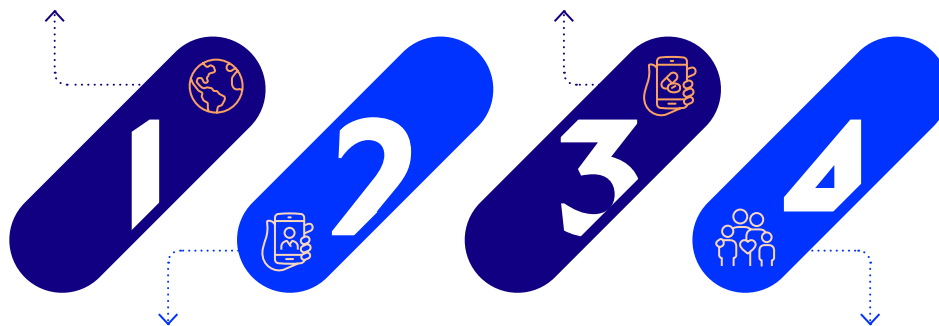
### Ways this programme can help you even before you leave for an international assignment

#### Have an easier transition

Whether this is your first international assignment or you are an experienced traveller, there may be health-related preparations you need to make before you leave. The Pre-Departure Medical Assessment programme can help you manage your health care prior to and during your assignment in order to avoid medical emergencies and ensure a successful international assignment.

#### Plan for any medical needs

Do you have a plan to obtain medications while on assignment? Do you or a family member have any medical conditions? Do you have a plan to receive medical care while on assignment? The Cigna Healthcare<sup>SM</sup> Pre-Departure Medical Assessment programme can help you build a plan before you leave home.<sup>1</sup>



#### Be prepared

Health care is not the same in every country – it can vary greatly across the globe. You can learn more about your 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.

#### We help your family too

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

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 personalised feedback and advice based on your specific needs and health history.

#### 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 for 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 'Pre-Departure Questionnaire/Tools'. Log in with your client global ID number and password below.  
**Client Global ID:**<sup>2</sup>  
**Password:**<sup>2</sup>
- 2 After you accept the terms of use,<sup>3</sup> click on 'Pre-Departure Questionnaire/Tools'.
- 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 Travelling and Relocating'.
- 3 The Pre-Departure Medical Assessment 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.

1. Please note that this programme 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 pre-assignment questionnaire. 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.

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## Case study



### Julia, on assignment in the UAE

After completing the Pre-Departure Medical Assessment questionnaire, 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, 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 the Pre-Departure Medical Assessment programme, 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.

