

NGO CONNECT

NEWSLETTER
OCTOBER 2017

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NGO Health Benefits



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Providing access to quality health care for your employees, wherever they are in the world, is our top priority.

Technological innovations in E-health are a great way for providing access to health care in remote locations. One example is our new Cigna Wellbeing™ app, launching on 23rd October.

We're also excited to announce some key advancements in our products and services; namely 30 days emergency cover outside of Africa for our regional African plans and our new onboarding process for employees.

And as this is your newsletter, we'd love to hear what you think of it and how we can improve. We created a short survey to gather your feedback. We'd very much appreciate if you can find the time to fill it in.

Wishing you happy reading!

Angela Rooney
Director
NGO Health Benefits





WHAT'S NEXT FOR HEALTH CARE TECHNOLOGY?

Remember the ‘**medical tricorder**’ that **Dr McCoy** solemnly waves over his patients in the Star Trek TV series and movies? When it first appeared in the 1960s, it must have seemed centuries ahead of a doctor’s standard stethoscope and thermometer. Yet, it’s now **a real technology**; albeit on a small scale as yet.

A British scientist at Loughborough University of Technology invented a handheld infrared light device, **Padd**, which can **spot blood circulation problems**, which is an early symptom of heart disease. ‘**Scanadu Vitals**’ is a portable and inexpensive device to **measure blood pressure, temperature, heart rate**, and **pulse oximetry** - all cuff-less, wireless and in seconds. And NASA has been using a device called ‘**LOCAD-PTS**’ aboard the International Space Station for nearly ten years. It’s been described as a **handheld biological laboratory** for space travel, and tests for **unwanted microorganisms** such as E. coli, fungi and salmonella.

Advances like these are not only in the science laboratory, they’re also **in the hands of consumers**. When faced with a minor pain or headache, how often do you reach for your smartphone or computer to find information rather than call the doctor? Roughly **one percent** of all searches on **Google** - that’s around 32 million a day - are medical symptom-related.

This **shift** in the way medical information is received and consumed **online** has brought about a fundamental change to health care communications. This is why we’re launching our **next generation health care app** that reimagines the service experience and engages customers with clear ways to stay healthy and well.

Read more about the new **Cigna Wellbeing app** on the next page!





CONNECTING EMPLOYEES TO A HEALTHIER LIFESTYLE

57 percent of millennials consider wellbeing very important when it comes to choosing a job¹. But health and wellbeing isn't only crucial for employees. It should also be important to organisations as it brings many benefits.

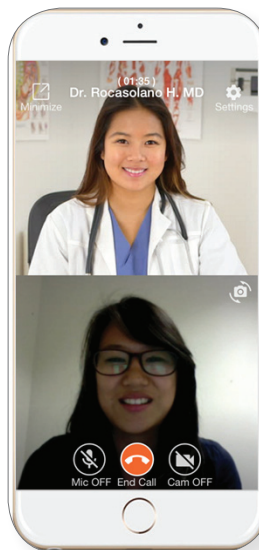
When health and wellbeing are actively promoted²:

- › Organisations are **2.5 times** more likely to be a best performer.
- › Organisations are seen as **4 times** less likely to lose talent within the year.
- › Their employees are **8 times** more likely to be engaged.

Preventing illness through health and wellbeing services is one of our focus areas. We want to help you promote health and wellbeing to your globally mobile employees by offering them **24/7/365** access to clinical and wellbeing services and tools; wherever they are in the world. Our Cigna Wellbeing app gives members access to **telephonic** and **video consultations** with a doctor, online assessments, lifestyle coaching and chronic condition management.

THE CIGNA WELLBEING APP PROVIDES SOLUTIONS FOR THREE CRUCIAL PILLARS:

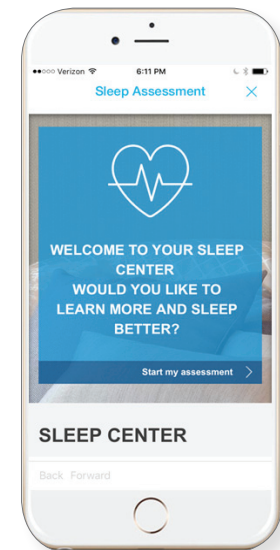
1. Access to care



2. Manage care



3. Change lifestyle behaviour





MOST IMPORTANT FEATURES:

- › **Global Telehealth consultations** with a doctor, from anywhere, by phone or video call.
- › **Personalised** and **secure login/authentication** for employees and dependants (18+).
- › **Health assessments** in key areas that affect wellness.
- › **Online** and **telephonic lifestyle coaching** covering all areas of the health spectrum.
- › **Extensive online health library** with articles, wellness tips, recipes and biometrics tracking.
- › **Convenient appointment scheduling** to address health concerns through Global Telehealth and quick dial access to International Employee Assistance Programme.
- › **No cost alternative** to doctor or clinic visits.
- › **Free download** from the Apple App StoreSM or Google PlayTM.



We built our app with flexibility as a key feature so that each plan administrator can decide to switch on, or rather switch off, certain services. If you'd like to know more, your Account Manager will be happy to answer any questions you may have.

The app is available in the Apple App StoreSM and Google PlayTM **as from 23rd October.**

Plan members now have convenient access to quality health care through **Global Telehealth**, a new service available with the **Cigna Wellbeing app**. They can **consult a licensed doctor** with private, online, and live appointments via a secure video or phone conversation for non-emergency health issues. They have **24/7/365 access to a doctor** within **24-72 hours***, available **globally in multiple languages**.

*Depending on language preference

1. The Gallup-Healthways Well-Being Index survey of employees in the US
2. According to the World Economic Forum. Dornan, Alistair et al. The Well-Being Imperative: Creating More Effective Organizations. DAVOS, Switzerland: World Economic Forum in partnership with Right Management (A Manpower Company), 2010. Web. 21 May 2015.



30 DAYS COVER OUT OF REGION

Our regional African plans can provide cover for employees during business trips or holidays, not exceeding thirty days (in total) per Insurance Year.

WHAT'S COVERED?

Medical expenses incurred in a geographical area other than the area of the Policy and which are a direct consequence of an Accident or a Medical Emergency are covered up to the limits of the policy.

WHAT'S NOT COVERED?

- If the medical condition concerned already existed prior to travel or if obtaining care in another geographical area was the objective of the travel, the medical expenses are not covered.
- **Pregnancy** (and complications thereof) and/or **childbirth** are not considered to be Accident or Emergency and are not covered.





**SUPPORTING YOUR
PEOPLE AT WORK,
WHEREVER THEY ARE**

A PERSONALISED WELCOME EXPERIENCE FOR NEW PLAN MEMBERS

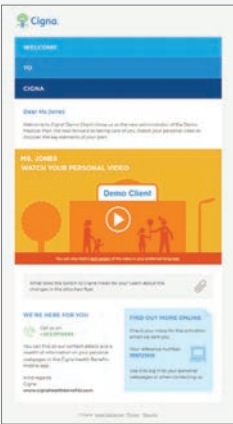
At Cigna we're continuously striving to improve our services. Based on feedback from your employees, we further improved the onboarding experience for new members while also encouraging the use of the personal webpages as a convenient resource of information.

The new welcome email is adapted to the member's plan. For example, how their ID-card will be shipped, which services they have access to, and if they'll receive a third-party administrator card. The new email also includes a personalised video to show members what they need to know.

New plan members have been receiving the new personalised welcome communications since July 2017.

ONBOARDING COMMUNICATIONS

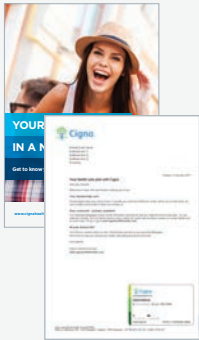
Welcome email → Password activation email → Follow-up email



Welcome email and activation link are sent.



10 minutes after the Welcome email the Password email is sent.



The membership card and plan member brochure (optional)



Follow-up after 6 weeks.

PROJECT SPOTLIGHT

In each edition we share an interesting NGO project. This time we're shining the spotlight on KIMBONDO PEDIATRICS, ORPHANAGE AND HOSPITAL.

The orphanage and hospital Kimbondo Pediatrics is located in Mont Ngafula, Kinshasa in the Democratic Republic of Congo (DRC).

The story of Kimbondo Pediatrics, Orphanage and Hospital began in 1989 when a pediatrician from Chile, Padre Hugo Díaz Ríos, and a retired university professor, Dr Laura Perna, decided to create a simple structure to care for sick children. Now more than 800 children live and are treated in Kimbondo.

Most of the children suffer from diseases such as malnutrition, HIV, malaria and tuberculosis. The orphanage also welcomes children suffering from mental illness or children with a serious disability (physical and mental), often abandoned by their parents and accused of witchcraft.

The orphanage also faces the consequences of the hard reality and poverty in DRC. Children are abandoned by their parents because they aren't able to feed them anymore. Babies are also abandoned by their young mothers after being raped.

Some of Kimbondo Pediatric's projects include bringing children to Italy for serious medical interventions, teaching children trade skills such as carpentry and a development programme for children with a disability.





INSIDE NGO ANNUAL CONFERENCE (JULY - WASHINGTON DC, USA)

This year was an exceptional event, celebrating 40 years of existence hosted by a Gala Dinner on the first night – the Cigna Foundation and Civic Affairs kindly sponsored two tables. The event attracted over 1400 registrations – a record breaking attendance.

Angela Rooney, Cigna Global NGO Director, presented on Looking Forward: HR Trends and What They Mean for You – Core Focus Wellness. The session was well received, with over 150 NGO leaders in the audience. The event continued on the wellness journey and invited the audience to visit the Cigna booth and take advantage of the virtual relaxation experience!

NEWSWIRE • YOU GO GLOBAL, SO DO WE



CHS ALLIANCE - HHR EUROPE (SEPTEMBER - HELSINKI, FINLAND)

As local as possible, as international as necessary, this was the motto of the three-day event. The audience explored how to adapt human resource policies and practices in order to empower local leadership in humanitarian work. The conference aimed to raise awareness of the key challenges, highlight best practices and consider the opportunities of the localisation agenda by providing insights, practical tools and momentum for action.

The event was well represented by local and international NGOs from various corners of the world, discussion points were optimised due to the sheer depth of knowledge flowing over the three days.

» Visit their [website](#) for more insights

CHS ALLIANCE - HHR ASIA (NOVEMBER - BANGKOK, THAILAND)

Building Resilient Organisations in a Changing
Humanitarian Sector

27-29/11/2017

Bangkok, Thailand

» Find out more and [register](#)

FACE-TO-FACE MEETINGS (SEPTEMBER - MOZAMBIQUE)


Meeting face-to-face with our clients and understanding their needs is key to our NGO team. Amandine Schuermans, our Business Development Manager, recently spent a week in Mozambique meeting with existing and potential clients. The trip was initially prompted by an NGO networking event where Cigna shared their local capabilities.

A further important element of the trip was ensuring we have a robust and compliant offering in the region via our partner Hollard. Amandine spent some time with our Hollard colleagues exchanging valuable knowledge on local trends.

All in all it was a very educational and insightful trip.



GLOBAL HEALTHY WORKPLACE SUMMIT (SEPTEMBER - SINGAPORE)



The Global Healthy Workplace Summit and Awards Ceremony celebrated organisations implementing programmes that foster healthy workplaces. The event brings together leaders in health and wellbeing from around the world and helps employers compare and benchmark their programs to a global standard.

Beyond co-sponsoring the event, we also sponsored a report titled “Advancing Duty of Care and healthy workplaces for NGO organisations” and participated in a panel discussion focused on the same topic. Cigna was represented in the panel discussion by Livia Mensah, Cigna Global Health Benefit’s Health & Wellbeing Coordinator. If you would like an electronic copy of the booklet please send an email to Angela.Rooney@Cigna.com or Amandine.Schuermans@Cigna.com.

LET US KNOW WHAT YOU THINK



What do you think of our newsletter and what kind of information would you like to receive from us? We'd very much appreciate if you could fill in this short survey. It will only take a few minutes. And you'll be helping out a fellow NGO. We'll donate 1 EUR to Kimbondo Pediatrics for each completed survey.

» [Go to the survey](#)



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