## **TELEHEALTH QUICK START GUIDE**



## Access Telehealth on the Cigna Wellbeing App®



After logging in to the **Cigna Wellbeing app**, tap on **Get Care** at the bottom navigation menu and select **video** or **phone consultation**.

	Get Care		
	Global Telehealth: Vi Schedule real-time video co credentialed doctors (Engli	onsults with licensed	and > 3
B	Global Telehealth: Pl Schedule phone consults w credentialed doctors (Multi	ith licensed and	>
If you har you t	e a life-threatening medical co re in the US, otherwise call you	ndition, call 911 imm r local emergency n	ediately if mber.



For a video consultation tap on **Schedule Consultation** and select the date and time that is most convenient for you.

← Global Telehealth			• -	_		
Consultations Histo	÷	Sch	edule C	onsulta	tion	Cancel
	April 2019					
	Mon	Tue	Wed	Thu	Fri	s
	29	30	May01	May02	May03	May
U.	29 A	<b>pr, 2019</b>				>
6	29 A	<b>or, 2019</b>				>
You currently have no scheduled consultat	29 A	<b>or, 2019</b>				>
	29 A	<b>or, 2019</b>				>
	29 A	<b>or, 2019</b> pm				>
	29 A	<b>pr, 2019</b>				>
Schedule Consultation	29 A	pm 2019				>
()	29 A	or, 2019				

3

Provide a description of the reason for your appointment, upload any relevant files, enter the additional details required and tap on **Submit**.

← Notes		•	
hat's the reason for your appointment? Be brief, but sy and details will help your doctor. My Notes*	← Add	itional Details	Cancel
Enter notes	Callback Numbe	Callback Number*	
	Enter number		
	We will call you on disconnected for a	this phone number if your video consul ny reason.	tation gets *Required
*Required	Select the timezon consultation.	e relative to your location at the time of	your
My Uploaded Files You can upload pictures from your device that help to clarify you wreatoms/medical condition)	Timezone	(GMT+12:00) International D.	•
Upload File	Language Preferences	English (Default)	•
	Country	United Kingdom (Default)	•
		ation with Cigna for referral on, view our privacy policy	۲
Next	This will be autom 1	atically added to your device calendar. eature off, go to the app settings.	To turn this
$\bigcirc$			_

4

For a phone consultation, call the direct phone line to schedule an appointment\*or enter your details and request for a doctor to call you.

← Phone Consultations	
Global Telehealth	Download on the App Store
Request a call for later	GET IT ON
Simply provide your callback number and a few details about the reason for your appointment and a doctor will contact you within an hour. (Phone consults will not be automatically added to your device calendar.)	
If you have a life-threatening medical condition, call 911 immediately if are in the US, otherwise call your local emergency number.	you
Take control of your health when, where and how it's most convenient for you – day or night; from home, work or on-the-go.	
Whether you're sick or simply have questions about a medical condition or treatment, you can receive convenient care for non-life-threatening conditions.	
Easy to access	
Schedule real-time video or phone consultations	
Licensed and credentialed doctors	
<ul> <li>Answers to your medical questions and diagnosis and treatment options</li> </ul>	

\*Callback function is recommended as additional charge for direct calls to the number outside of USA may be applied.



All Cigna products and services are provided by or through operating subsidiaries of Cigna Corporation, including Cigna Global Wellbeing Solutions Limited, and other contracted companies. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Products and services may not be available in all jurisdictions and are expressly excluded where prohibited by applicable law. Please refer to your literature for details of the insurance entity providing cover. This materialisprovided for informational purposes only. Likewise, Cigna Global Health Benefits' 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 advisor. A salways we recommend that you consult with your independent legal medical and/or tax advisors. © 2019 Cigna Some contentmay be provided under license