



**CIGNA CARE +**

**A healthy partnership starts here**







### MY LIBRARY

Our health and wellbeing article library includes a variety of articles on nutrition, sleep, exercise, stress, and more, with practical information to boost day-to-day health, approved by our medical team, and tasty nutritious recipes written by qualified nutritionists.



### HEALTH & WELLBEING ASSESSMENT

Assess, improve and monitor your health and wellbeing, at work, at home, or on the go, anywhere, anytime.



### TARGETED RISK ASSESSMENTS

- › Sleep, stress, nutrition, physical activity
- › Personalised instant report
- › Personalised coaching for behaviour change



### CULTURALLY ADAPTED HEALTH ASSESSMENT

- › Measure health status and identify health risks
- › Confidential
- › Personal health report



### INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAM\*

Whatever life throws at you, throw it our way. Access to free, confidential assistance with any work, life, personal or family issue, anytime, any day.

*\*Please refer to your IEAP member brochure for further details.*





## DECISION SUPPORT PROGRAM

Need an expert opinion? Discover our decision support program which Cigna partners with Advance Medical to help you in situation of rare or serious illness. Through this program, we can provide the following support:

- › Multi-expert opinion approach
- › Expert second opinion report
- › Case discussion
- › Analysis of medical alternatives

### How can the program help you?

- › You will get an independent and impartial second opinion on your diagnosis and treatment plan
- › You will benefit from the expert knowledge from renowned specialists around the world
- › It will improve the quality of your care and ensure that the proposed treatment plan is appropriate and necessary
- › You will gain more clarity and peace of mind

This program is designed to give you access to the knowledge and experience of international specialists from Advance Medical. Their goal is to ensure you understand everything relevant to your personal situation.

Cigna's case manager may offer you the option of participating in the Decision support programme when a case gets referred. Alternatively, you can contact our customer service team to check if your case is suitable for the programme, especially if it is a major surgery or a serious diagnosis. Upon assessing your case, renowned medical consultants can help you make informed decisions about correct diagnoses and the available

treatment options. This service is free of cost and completely voluntary.

### How can you access Decision Support?

Scenario 1: A case may be referred to the case manager when member requests for Guarantee of Payment or submits a claim arising from a major illness or surgery. A case manager will reach out to you.

Scenario 2: You are being advised to undergo a major surgery and wants to have an expert opinion, you can contact Cigna's customer service and ask for access to Decision Support Program. A case manager will reach out to you if your case is suitable to be referred to Advance Medical.

- › You will need to provide medical history/reports to facilitate the medical review
- › During the process, regular updates will be provided to you and after the review is completed, you will receive an independent, comprehensive report on your medical condition, including the responses to your questions
- › You will be able to make informed decisions with the report and your case manager will contact you to decide on the best way forward and confirm if the treatment options proposed by Advanced Medical are covered by your plan

### Who is Advance Medical?

Advance Medical is a leading company in the field of innovative healthcare services founded in 1999, covering a population of over 25 million lives worldwide with over 150 physician case managers. By collaborating with leading medical experts, Advance Medical manage more than 1,000,000 medical cases per year that span over 150 countries.

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