

WELCOME

to the Cigna family. We are delighted to serve you. With Cigna Insurance, you are now covered under a Group Medical Insurance plan that gives you access to over 5,000 health care providers, 24/7 customer service, and so much more.

WHAT ARE YOUR BENEFITS?

You are eligible for all the treatments and wellness benefits your employer has chosen which can be found in your **member booklet**.

WHEN DO YOU NEED PRE-APPROVAL?

Pre-approval is only needed for any planned in-patient and some major out-patient treatments. The majority of approvals take less than 30 minutes (up to 48 hours for complicated cases).

For treatment within UAE: If you have a mobile number registered with us, you will also receive an SMS notification of your pre-approval status.

HOW TO CONTACT US?

You can reach us at iceME@cigna.com or call us at any of the following numbers and your call will be answered within a couple of rings:

UAE: 800 1 CIGNA (800 1 24462)

Oman: 800 74256

Kuwait: +965 22069101

Bahrain: 800 11309

Qatar: 00800 100398

KSA: +966 920009150

International Helpline: +44 (0) 1475 788618

It is our mission to **improve the health, well-being and peace-of-mind of those we serve.** And you are at the heart of it.

CIGNA ENVOY® APP



Access health care online. Anytime, anywhere, on any device.

Scan the QR code to download the Cigna ENVOY® App to:

- > Search for health care providers
- > View plan benefits and coverage
- > Submit & track claims
- > View soft copy of global ID Card

CIGNA WELLBEING® APP



Taking care of yourself is easier than ever.

Scan the QR code above to download the Cigna Wellbeing® App.

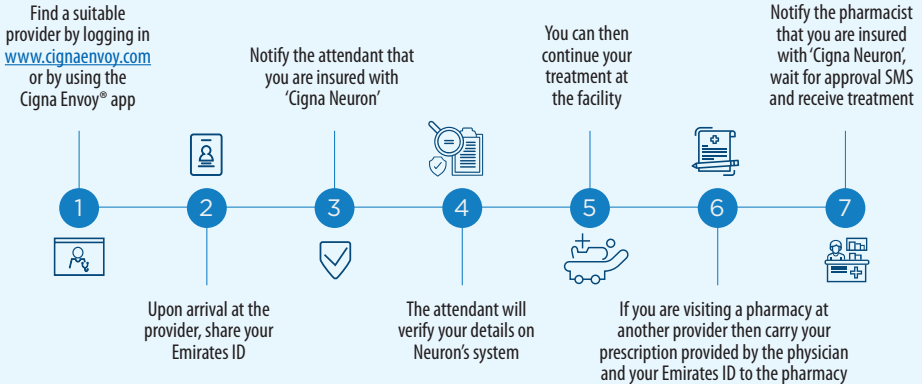
Did you know that you can schedule a free doctor consultation by phone or video with TELEHEALTH?

GO CARDLESS

In the UAE

Now, you can get treatment in the UAE by simply showing your Emirates ID. You no longer need to show your Cigna ID card at any health care facility within your network in the UAE.

To access care without the Cigna ID card follow these simple steps:



Across the Middle East

Digital copies of your card have been sent to your Cigna registered contact information, which you can use at all in-network providers, similar to a physical card.

To ensure that you receive your digital card copy at the earliest make sure to update your contact information, by:



Email

your full name (as per passport), date of birth, Cigna membership ID and updated mobile number to iceME@cigna.com



Call

our customer service team
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Secure App

Scan the QR code

Together, all the way.®

