

GLOBAL TELEHEALTH

Frequently Asked Questions



Global Telehealth gives your employees quick access to a doctor, either by phone or video consultation. Here are answers to some questions you may have.



GENERAL QUESTIONS

HOW CAN GLOBAL TELEHEALTH HELP MY EMPLOYEES?

Global Telehealth means convenience, flexibility and around-the-clock* access for your employees, in a language of their choice, from the comfort of their own home or workplace.

WHO PROVIDES THE GLOBAL TELEHEALTH SERVICE?

Cigna provides Global Telehealth services with a network of GPs and specialists across the globe. All doctors are licensed in the countries where they practice medicine and are fully qualified and trained to provide this service.

* Video consultations are available 24/7 worldwide.



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SERVICE FEATURES

CAN YOU TELL ME HOW MANY EMPLOYEES HAVE USED THE GLOBAL TELEHEALTH SERVICE?

Yes, we can identify the number of completed Telehealth Consultations. Please reach out to your Client Manager if you would like more details**.

WHAT SERVICES DO GLOBAL TELEHEALTH DOCTORS PROVIDE?

Through Global Telehealth your employees can:

- Access a trusted doctor, including specialists, for a medical consultation
- Discuss medical symptoms like a fever, rash or aches and pains
- Reach a working diagnosis if enough medical information is available
- Discuss a medical report, test result or a treatment plan
- Prepare for an upcoming consultation
- Discuss a medication plan and potential side effects
- Get support with navigating the local healthcare system

HOW WILL YOU NOTIFY MY EMPLOYEES THAT GLOBAL TELEHEALTH IS AVAILABLE TO THEM?

Cigna will promote the Global Telehealth feature to members via email campaigns. Please contact your respective Client Manager if you would like to opt-out of any member email communications.

** A minimum of 20 members/users is required for reports to be available

