

Talk to a doctor anytime, from anywhere.

Global telehealth is available through Cigna Envoy.



When you don't feel well, you want to get better fast. There are times when a visit to a doctor's office is difficult to manage. Global telehealth¹ provides convenient access to quality health care 24/7, available through Cigna Envoy[®].

Global telehealth gives you access to licensed doctors 24/7 around the world – by phone or video – for non-emergency health issues. Simply arrange a telephone or video consultation from Cigna Envoy or the Cigna Envoy app. Appointments are often scheduled for the same day.

What can I use global telehealth for?

- **Video or phone consultations** with a licensed doctor
- **A diagnosis** for non-emergency health issues ranging from acute conditions to complex chronic conditions
- **Non-emergency pediatric care**
- **Prescriptions** for common health concerns, when medically necessary
- **Treating medical conditions** like fever, rash, pain and more
- **Making preparations** for an upcoming consultation
- **Discussing** a medication plan and potential side effect



Cigna Envoy on the go

The Cigna Envoy mobile app is free to our global customers and can be downloaded from the App Store[®], Google Play[™] or the Amazon Appstore online stores.²

[Click on iOS or Android buttons to download³](#)



Global Health Benefits

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Offered by Cigna Health and Life Insurance Company or its affiliates.

How does it work?



1. Request an appointment.

Use Cigna Envoy or the Cigna Envoy app to make an appointment with a doctor anytime, almost anywhere, 24/7.



2. Speak with a doctor.

Your initial global telehealth consultation will be with a general practitioner (GP) – by phone or video.



3. Feel better.

When necessary, a prescription will be sent to you to take to your local pharmacy.

If the General Practitioner (GP) provides a referral to a specialist during your telehealth visit, you can contact Cigna Healthcare for help locating a provider, or search for one directly on Cigna Envoy.

Cigna Healthcare® will provide you with access to board-certified doctors based in different locations around the world.

These health care providers:

- **Include internal medicine physicians,** gastroenterologists, orthopedic specialists, mental health specialists and pediatricians
- **Can write a prescription** when necessary and permitted
- **Are available from almost anywhere** around the world
- **Offer services in multiple languages,** which may include English, Arabic, Cantonese, French, German, Hindi, Hungarian, Japanese, Korean, Malay, Mandarin, Polish, Portuguese, Spanish, and Thai. Video consultations are only available in English and Spanish

Why is global telehealth such a valuable service?

- **Affordability.** It's an alternative to doctor office or clinic visits – with no deductibles or coinsurance payments
- **Convenience.** There's no need to leave the house or your workplace
- **Around the clock access.** That's 24/7/365 access to a top doctor, usually within 24 hours (time can fluctuate depending on language preference)
- **Flexible scheduling.** Have mobile app access to real-time scheduling, so you can set up your appointment easily, at a time that works for you

Download the free Cigna Envoy app, featuring global telehealth, today!



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Telehealth services may not be available in all jurisdictions. In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered and prescriptions are not guaranteed to be written. Providers are solely responsible for any treatment provided and are not affiliated with Cigna Healthcare. Not all providers have video chat capabilities and video chat may not be available in all areas. Telehealth providers are separate from your health plan's provider network.

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