

Be Prepared



Reaching Out
to Cigna

You're in a new country. You have to get used to a new job. A new home. And an entirely new culture. Who has time to figure out how to get in touch with their insurance company to get more information about their benefits?

You sure don't. That's why we created this handy list of Cigna Global Health Benefits contact information. We even threw in a few health tips.



Phone

Call the International Service Center anytime by using the number on the back of your Cigna ID card. It's open 24/7/365.

Phone – Via AT&T USADirect®

AT&T USADirect access numbers make it easy to call the International Service Center. When calling from your new location, use your country's AT&T USA Direct access number before dialing. Most – but not all – countries and jurisdictions have this feature. To learn more about it, go to usa.att.com/traveler/index.jsp.

Phone – Reverse Charges

If you're ever in a situation where you need to reach us, but cannot pay for the call, that's OK. Simply tell the international operator to reverse the charges.

Phone – Hearing Impaired

1.800.558.3604

Secure e-mail

Send a secure e-mail anytime through CignaEnvoy.com

Facsimile:

Toll-free: 1.800.243.6998
Direct dial: 001.302.797.3150

Mail:

Cigna Global Health Benefits
P.O. Box 15050
Wilmington, DE 19850-5050
U.S.A.

Courier:

Cigna Global Health Benefits
300 Bellevue Parkway
Wilmington, DE 19809
U.S.A.

Before you go, head to CignaEnvoy.com
to download country guides to learn more
about your new home.

Staying Healthy on Assignment

3 Quick Tips

1. Visit CignaEnvoy.com.

If you're looking for health information, look no further than this very helpful resource. You'll also find wellness programs, translation tools, country guides and much more.

2. Take your medicine.

Your coverage may allow for up to 12 months of prescriptions – so be sure to talk to your doctor about the medications you take regularly.

Don't forget about things like contact lenses, birth control, vitamins and over-the-counter medications you take regularly. Stock up and bring them along.

When traveling with prescriptions, leave them in their original, pharmacy-labeled containers. Be sure to pack them in your carry-on luggage.

Go to CignaEnvoy.com to find out if the medications you take are available in your country of assignment. You can also learn their generic and local brand names.

3. Get familiar with your new health care system.

As soon as you arrive in your new location – or even before you go – find out where the nearest doctors, hospitals and pharmacies are. All of that information is available on CignaEnvoy.com.



More Tips

- Call the International Service Center anytime by using the number on the back of your Cigna ID card.
- No matter where you go, always bring your Cigna ID card. Also, take pictures of the card (both sides) and store them in your phone.
- If you or your family members experience any physical, mental or emotional challenges after you arrive, reach out. We're here to help!
- Visit CignaEnvoy.com to find wellness programs, translation tools, country guides and much more.



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