



CIGNA WELLBEING® APP

Frequently Asked Questions



The Cigna Wellbeing® App offers guidance and support to manage your health and wellbeing wherever you go. Here's information about benefits and features of this convenient app.

| | QUESTION | ANSWER |
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| 1 | Where can I download the app? | You can download the app from the Apple App Store SM or Google Play TM . Enter "Cigna Wellbeing" in the search box and select the app for download. |
| 2 | Is there a cost to download the app? | No, the Cigna Wellbeing App is available for Cigna customers at no additional cost. |
| 3 | Do I need to log in to use the app? | Yes. Use these steps to log in the first time: 1. Select "Cigna Envoy (Member)" option in the sign up page. This is the first page displayed when you open the app for the first time. 2. In the welcome page use your envoy credentials and hit login. If you have not created your envoy credentials click on "Register" to displays the Envoy registration page on the App. |
| 4 | Can I save my user ID and password so I don't have to log in every time I use the app on my phone? | Yes, you can activate the "Remember me" switch and your Cigna ID will be automatically applied every time you use the app. You will need to enter your password each time. |
| 5 | What languages are supported in the app? | The App is supported in the following languages: British English, American English, Spanish, American Spanish, French and German. It will automatically installed in the language of your mobile phone. |
| 6 | What services are provided? | <ul style="list-style-type: none">➤ Unlimited phone and video consultations available 24/7➤ Global telehealth*➤ Health and wellbeing assessments➤ Targeted assessments relating to sleep, stress, nutrition and physical activity➤ Health library, featuring articles and recipes➤ Chronic condition management programs on diabetes and cardiovascular disease➤ International Employee Assistance Program* including services like Conseling, cCBT, Mindfulness, and more➤ Online coaching programs➤ Biometrics |

*Only applicable if purchased.

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| | QUESTION | ANSWER |
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| 7 | Can my dependents access the app? | Yes, your dependents, over 18 years old, can access the app once you have sent them an invitation using the dependent option within the app. |
| 8 | How can I send the dependent invitation? | To send an invite log in to the app, select “More” and then “Manage My Dependents”. Select the dependent you would like to register with their own log in. Enter their email address so that they can receive an invitation to complete the registration process. This invite and registration is only applicable to Cigna Wellbeing App. |
| 9 | I’m a dependent who has already received the invitation. How can I log in the app? | 1. Select “ Cigna Envoy (Dependant) ” option in the sign up page. This is the first page displayed when you open the app for the first time. 2. In the welcome page use your email address (the one you received the app invitation) and the temporary password included in the email invitation and hit login. You will start the registration process to change the temporary password. |
| 10 | What’s the difference between Cigna Envoy and the Cigna Wellbeing App? | Cigna Envoy is the self-service portal to access your medical plan benefits, claims, provider network, ID cards, eligibility status and much more. The Cigna Wellbeing App is designed to support your personal health and wellbeing. It features tools, resources and access to clinical services that add up to a healthier you. |
| 11 | Are the services featured on the app the same as those on Cigna Envoy? | There are some wellness services that are available in both the app and Cigna Envoy, such as the Health Assessment and Targeted Risk Assessments. The Cigna Wellbeing App gives you access to clinical and wellness services that provide the tools, support and guidance to help you take control of your health. You’ll be able to manage conditions, receive personalized advice, assess your lifestyle in common “trouble spots” and much more. If telehealth is offered through your employer, you’ll even be able to schedule a same-day consultation (by phone or video) with a licensed doctor for non-emergency health issues. |
| 12 | If I start my health and wellbeing assessment or a targeted assessment on Envoy, can I finish it through the Wellbeing App? | Yes. The data from Cigna Envoy syncs with the Cigna Wellbeing App on an hourly basis. |
| 13 | How do I access global telehealth? (Please refer to telehealth FAQs for more details) | Simply touch the “Get Care” tab and follow the easy steps. |
| 14 | How do I access health assessments? | Simply touch the “Focus” tab and then “Assessments” at the top. You will then see a list of assessments you can complete. |
| 15 | How do I access clinical coaching programs? | Select the “Programs” tab for clinical coaching programs. |
| 16 | How do I access International Employee Assistance Program (IEAP)? | Simply touch “Get Care” at the bottom of your screen and then “International Employee Assistance Program.” Provided you allow the app to utilize your GPS location, the call button will identify the toll-free country phone number to direct dial the IEAP service center. |
| 17 | How do I access Telephonic Coaching? | If you have access to this service, within the Health Assessment, you’ll be asked if you would like to receive coaching. |
| 18 | How do I access the chronic condition management programs? | If you meet specific criteria within the Health Assessment, you can opt in for a call from our clinical team to work with you on creating an action plan to manage your condition(s). |
| 19 | How do I enter my biometric information? | Select “Trackers” in the top right corner of your home screen. You’ll have the ability to add new details by selecting the “+” icon. |

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