

CIGNA WELLBEING® APP

Frequently Asked Questions



The Cigna Wellbeing® app offers guidance and support to help manage your well-being. Here's more information about the benefits and features of this convenient app.



DOWNLOAD

WHERE CAN I DOWNLOAD THE CIGNA WELLBEING® APP?	Search for " <i>Cigna Wellbeing</i> "
IS THERE A COST TO DOWNLOAD?	No, the Cigna Wellbeing® app is FREE to download for Cigna members.
HOW DO I REGISTER?	<p>If you've already registered on the Cigna member portal, simply login to The Cigna Wellbeing® app with the same Cigna ID number and password. If you've not registered on the Cigna member portal:</p> <ul style="list-style-type: none">• Visit www.cigna.co.uk.members• Register using your Cigna ID number - you'll find it in your welcome email• Simply use the same Cigna ID and password to access the Cigna Wellbeing® app on your phone.



LOGIN

CAN I SAVE MY USER ID AND PASSWORD?

For your Cigna ID, you can activate the “Remember me”. You’ll need to enter your password each time.

CAN MY DEPENDANTS ACCESS THE CIGNA WELLBEING® APP?

Yes, your dependents (over the age of 18) can access all the same great benefits that are available to you. Simply have them download the Cigna Wellbeing® app to their mobile devices. If they haven’t done so already they should register on the member portal first. From here they’ll be able to create their profile so they can take their own personalised wellness journey.

WHO CAN I CONTACT IF I HAVE TROUBLE LOGGING IN TO THE APP?

Our technical team is happy to help support you with any difficulties you may encounter. Please call 01475 788463. You’ll also find this number on the member portal registration page.



CIGNA WELLBEING® APP FEATURES

WHAT SERVICES ARE PROVIDED?

- Telehealth
- Plan helpline and member portal access
- Health and Wellbeing Assessments
- Targeted Assessments relating to sleep, stress, nutrition and physical activity
- Health library, featuring articles and recipes
- Employee Assistance Programme (EAP) access*
- Online Coaching programmes
- Biometrics



HOW TO ACCESS

HOW DO I ACCESS TELEHEALTH?

Simply touch the “Get Care” tab and you’ll find ‘Telehealth: Phone Consults’ and ‘Telehealth: Video Consults’. Just choose the one you prefer and follow the steps provided by the app to schedule a teleconsultation with a licenced doctor. Please refer to Telehealth FAQs for more details of this service. We always recommend that you book your phone consultation by selecting the ‘request a call for later’ option. There’s also a direct phone number displayed in the app but please be aware that calling this number will incur long distance charges.

HOW DO I ACCESS MY PLAN HELPLINE NUMBER?

Simply touch the ‘Manage Care’ tab and access the ‘Contact Us’ option. Here you will find the phone number to direct dial the customer teams. Click on the button to be put through.



HOW TO ACCESS

HOW DO I ACCESS HEALTH ASSESSMENTS?

Simply touch the “Focus” tab and then “Assessments” at the top. You’ll then see a list of assessments you can complete.

HOW DO I ACCESS ONLINE COACHING PROGRAMMES?

Select the “Programmes” tab for online coaching programmes.

HOW DO I ACCESS THE EMPLOYEE ASSISTANCE PROGRAMME* (EAP)?

Simply touch “Get Care” and then “Employee Assistance Programme”. Click on the phone number to direct dial the EAP service centre.

HOW DO I ENTER MY BIOMETRIC INFORMATION?

Select ‘Biometric trackers’ from the ‘more menu’ in the top right corner of your home screen. You’ll have the ability to add new details by selecting the “+” icon.



* Services within the app are subject to your plan agreement.

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