



CIGNA WELLBEING™ APP

Frequently Asked Questions



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

	QUESTION	ANSWER
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 FREE for Cigna customers.
3	Do I need to log on to use the app?	Yes, use your Cigna Envoy User ID and password. If you haven't signed up for Cigna Envoy [®] , simply select "Sign Up" from the welcome screen on the app. You will then be directed to the registration screen. When registering, it's important for you to have your required "PIN" that was provided with your ID card. If it is your first time visiting the Cigna Wellbeing app, you will see the "Sign Up" screen which is where you will select "Cigna Envoy (Member)" or Cigna Envoy (Dependent)" depending on your status.
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?	There are services offered in both English and Spanish. Additional languages will be added shortly.
6	What services are provided?	<ul style="list-style-type: none">➤ 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➤ Telephonic coaching*➤ International Employee Assistance Program*➤ Online Coaching programs➤ Biometrics

*only applicable if purchased.

	QUESTION	ANSWER (CONT.)
7	Can my dependents access the app?	Yes, your dependents can access all the same great benefits that are available to you as long as they are over 18. Just have them download the app to their mobile devices. They'll be able to create their profile so they can take their own personalized wellness journey.
8	Will my dependents need a different log-in ID?	Yes, they'll first need an "Invite to Register." To send an invite log into 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	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.
10	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. Cigna Wellbeing 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 consultant (by phone or video) with a licensed doctor for non-emergency health issues.
11	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.
12	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.
13	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.
14	How do I access clinical coaching programs?	Select the "Programs" tab for clinical coaching programs.
15	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.
16	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.
17	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).
18	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.
19	Does the app talk to my Fitbit? Does this app interact with other devices?	Not yet. However, there are plans to develop these capabilities in the future.

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