

CIGNA TELEHEALTH SERVICE USER GUIDE

Cigna Telehealth Service offers you virtual consultations with a doctor on your mobile device. Cigna Telehealth Service is available to Insured Persons of a Cigna Cathay Premier Health Plan. Please visit our [Cigna Telehealth Service Website](#) to learn more about the service.

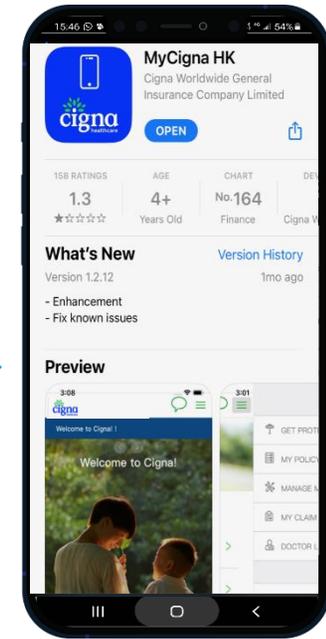
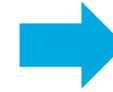
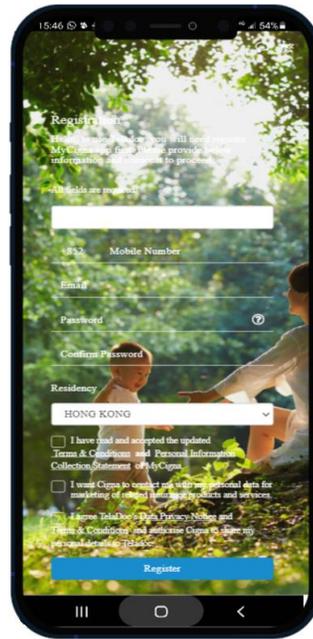
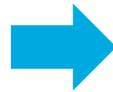
Relevant services in the Cigna Telehealth Service offer are provided by third party vendor, subject to its terms and conditions. Cigna Healthcare is not the owner or the provider of relevant services and so is not liable in any way whatsoever in relation to any aspects for the use and consequence of the services.

To use relevant services, you need to agree to the [Terms and Conditions and Privacy Notice](#) of the services provided by the third party vendor.

Click [here](#) and follow the steps below to register for a login of Cigna Telehealth Service:

- If the Insured Person is aged below 18, his/her parents (provided they are an Insured Person of a Cigna Cathay Premier Health Plan) should register for Cigna Telehealth Service on their behalf by following the steps of [REGISTRATION](#) and [ADD A DEPENDENT \(AGED BELOW 18\)](#).
- If the Insured Person is aged above 18, he/she should register for a login of Cigna Telehealth Service by following the steps of [REGISTRATION](#).

REGISTRATION

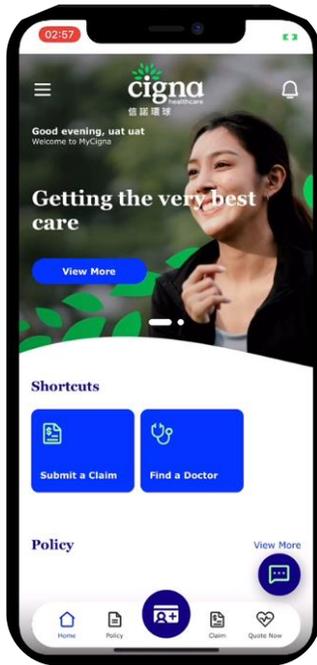


Go to [registration link](#), enter your HKID and Date of Birth

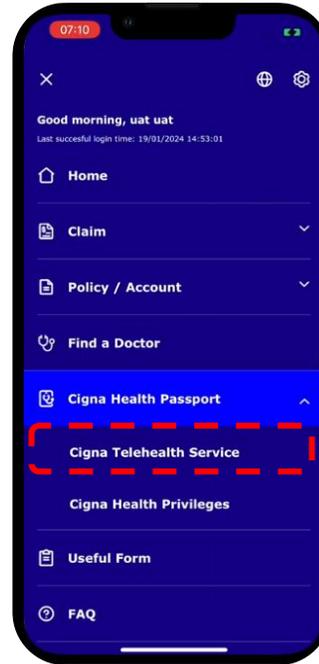
You will be asked to register for MyCigna if you do not have a MyCigna account

Download MyCigna app to access Cigna Telehealth Service

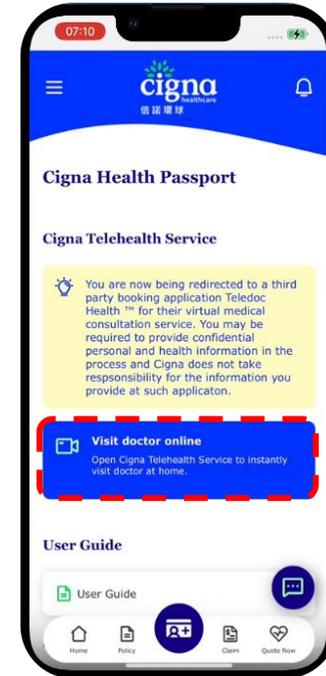
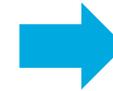
ACCESS CIGNA TELEHEALTH SERVICE VIA MYCIGNA APP



Login to MyCigna app



Click 'Cigna Telehealth Service' under 'Cigna Health Passport'



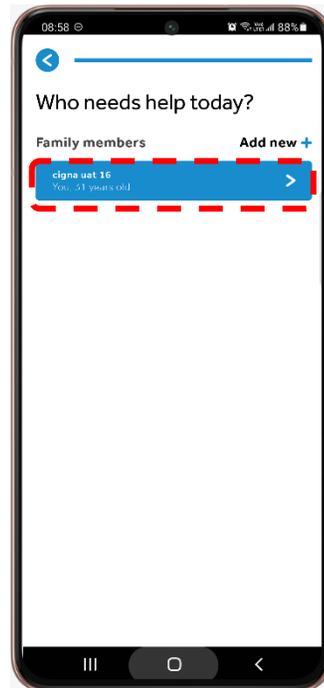
Click 'Visit doctor online'

REQUEST A CONSULTATION

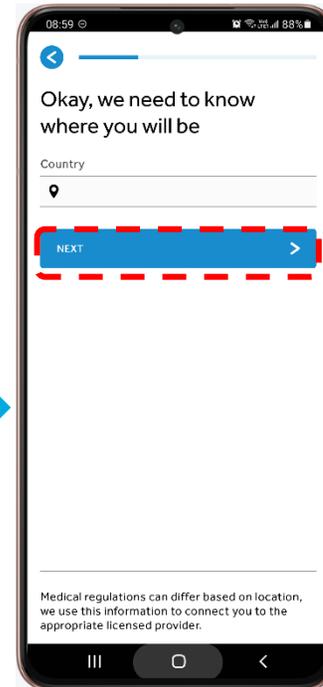
Teladoc offers you virtual consultation service with mobile device



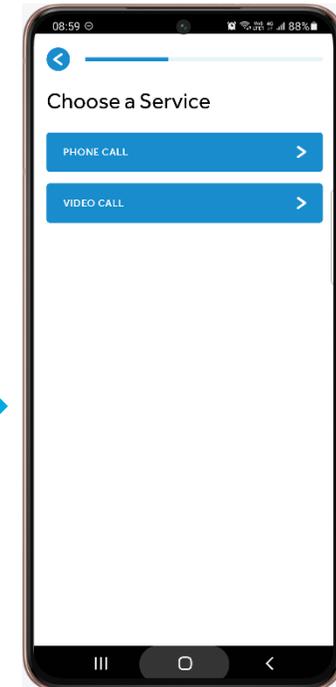
Click **“Request a Consultation”** for booking a virtual health consultation



Select the **corresponding person** for a consultation; or add a dependent by clicking **“Add new”**



1. Select the country or region you are currently located in
2. Click **“Next”**



You can select the consultation service through the below call format:

a) Phone Call

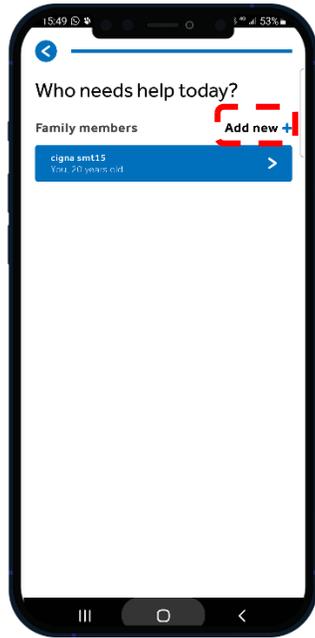
b) Video Call



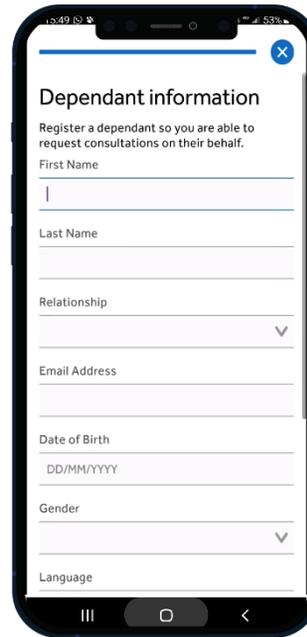
OR



ADD A DEPENDANT (AGED BELOW 18)



Click "**Add New +**" for adding a dependant

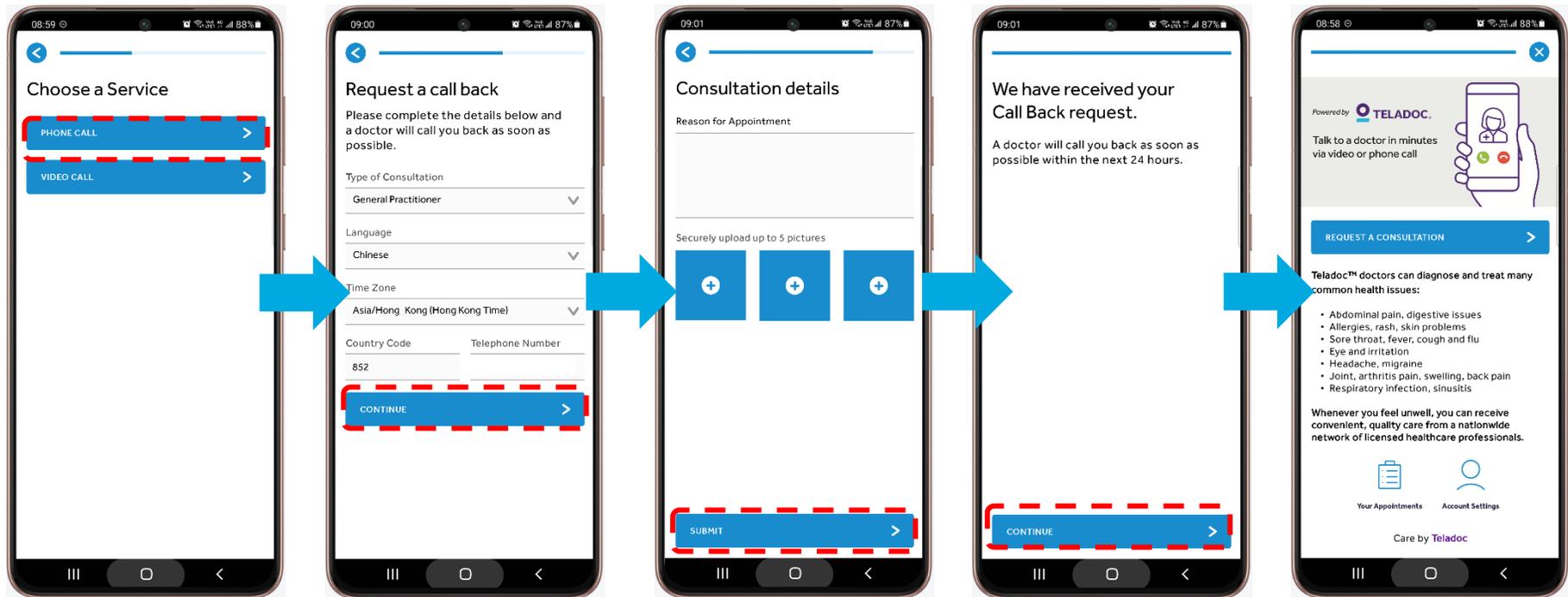


Enter the dependant's personal information for registration



Click "**Continue**" to go on next page to book a consultation for the dependant

PHONE CALL CONSULTATION



You can select the consultation service through **“Phone Call”**

1. Select the **“Type of Consultation”** with the scroll down menu
2. Select the **“Country Code”** and input your **Telephone Number”**
3. Click **“Continue”**

To let the doctor know more about your condition

1. Input the **“Reason of Appointment”**
2. You can upload up to 5 pictures as well to supplement
3. Click **“Submit”**

Please click **“Continue”** to confirm the booking

We will call you back as soon as possible

PHONE CALL CONSULTATION (CONT')



The screenshot shows an email header with the Cigna Healthcare and TELADOC logos. The subject line is "Phone Consultation Appointment of Cigna TeleHealth Service". The body of the email includes a greeting "Hello XXX", a thank you message, and details about the consultation service, including contact information for Teladoc and Cigna customer service.

cigna healthcare
信諾環球

TELADOC

Phone Consultation Appointment of Cigna TeleHealth Service

Hello XXX

Thank you for using Cigna TeleHealth Service. We have received your appointment for the Phone Consultation of Cigna TeleHealth Service. If you are in Hong Kong, you will receive a call from doctor typically within 1 hour. If you are outside Hong Kong, you will receive a call from doctor typically within 24 hours. The consultation is available during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays). Please note if you are outside Hong Kong consultations will be conducted in English language only .

If you have any enquiry relating to Teladoc app / prescription and medical issues, please email CignaHK_telehealth@teladoc.com or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

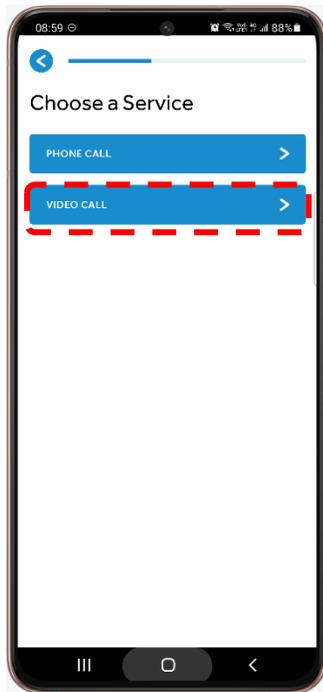
Teladoc Global Care On Demand

(You are receiving this email from Teladoc on behalf of Cigna Healthcare. Teladoc Global Care On Demand is the service provider of Cigna TeleHealth Service.)

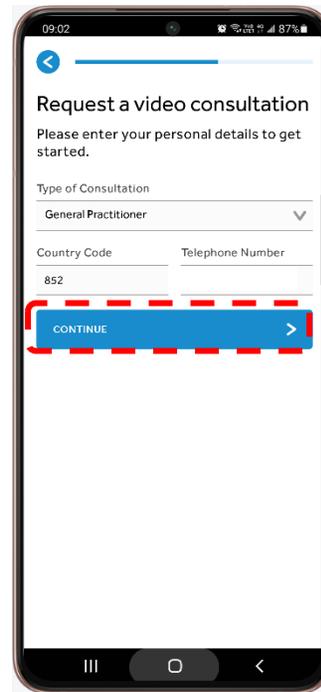
You will also receive a confirmation email

All images are for reference only. Please refer to Teladoc Health app and emails for the up-to-date information.

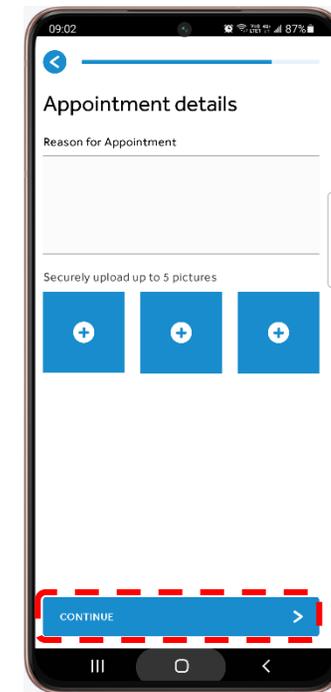
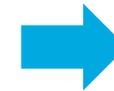
VIDEO CALL CONSULTATION



Select **“Video Call”**

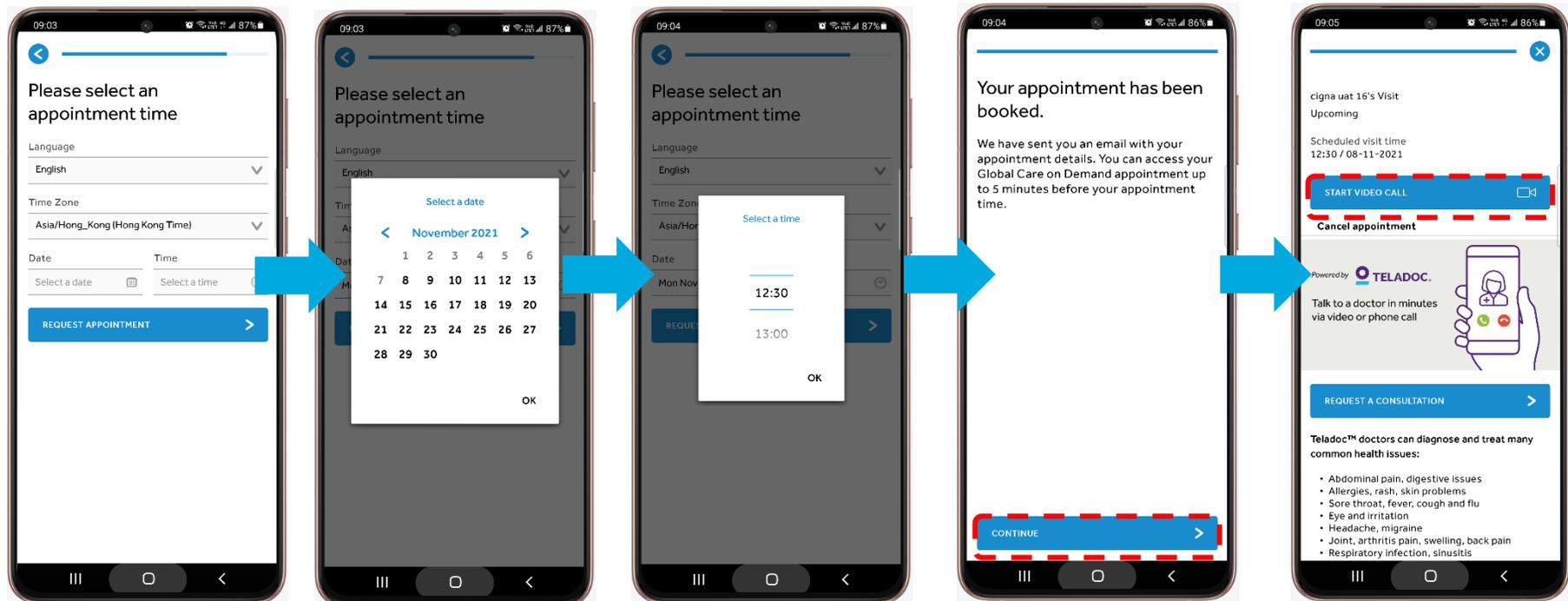


1. Select the **“Type of Consultation”** with the scroll down menu
2. Select the **“Country Code”** and input your **Telephone Number”**
3. Click **“Continue”**



- To let the doctor know more about your condition
1. Input the **“Reason of Appointment”**
 2. You can upload up to 5 pictures as well to supplement
 3. Click **“Continue”**

VIDEO CALL CONSULTATION (CONT')



You can also select the “Language” that you prefer.*

You can select the “Appointment Date”, “Time” and “Time Zone”.

Click “Continue” to confirm the booking.

The booking information will be shown in details. You can click “Start Video Call” at the scheduled time to start the consultation.

* Which languages will the service be available in?

In Hong Kong, you will be able to schedule video consultations and phone call in English and Cantonese. Outside of Hong Kong, you will be able to schedule video consultations and phone call mainly in English, while language in Cantonese will be subjected to the availability of doctor pooling when making appointment, which may be eventually arranged in English.

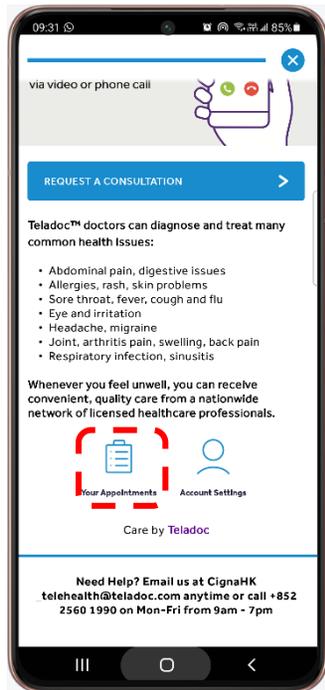
VIDEO CALL CONSULTATION (CONT')



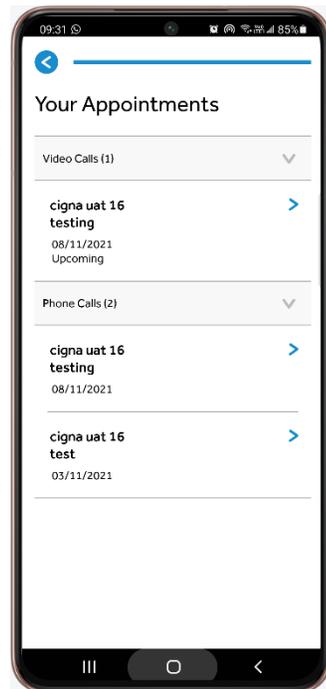
You will also receive a confirmation email

All images are for reference only. Please refer to Teladoc Health app and emails for the up-to-date information.

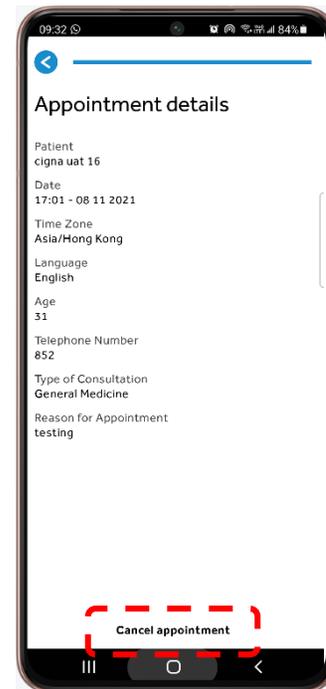
CANCEL APPOINTMENT



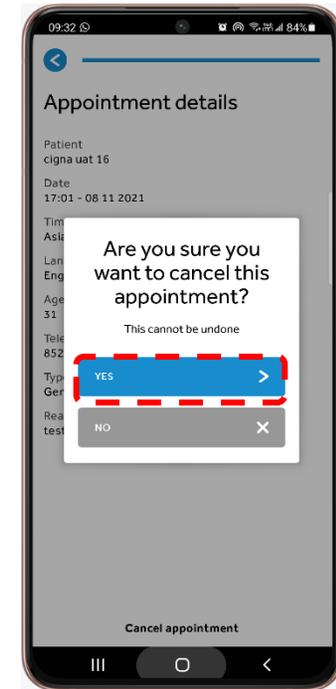
Go to **“Your Appointments”**



Click the appointment that you would like to cancel



Click **“Cancel appointment”**



Click **“Yes”**

CANCEL APPOINTMENT (CONT')

PHONE CONSULTATION CANCELLATION




Phone Consultation Appointment Cancellation of Cigna TeleHealth Service

Hello xxx

Thank you for using Cigna TeleHealth Service. We confirm that the phone consultation appointment you requested has been successfully cancelled.

To make a new appointment, please log into MyCigna app. If you have any enquiry relating to Teladoc app / prescription and medical issues, please email CignaHK_telehealth@teladoc.com or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

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VIDEO CONSULTATION CANCELLATION




Video Consultation Appointment Cancellation of Cigna TeleHealth Service

Hello xxx

Thank you for using Cigna TeleHealth Service. We confirm that the video consultation appointment you requested has been successfully cancelled.

For: xxx

Date: 15 July 2023

Time: 8:30 AM (Asia/Hong_Kong (Hong Kong Time))

Type of consultation: General Practitioner

To make a new appointment, please log into MyCigna app. If you have any enquiry relating to Teladoc app / prescription and medical issues, please email CignaHK_telehealth@teladoc.com or contact Teladoc Customer Service Hotline during 8am – 10pm (Hong Kong time) from Monday to Sunday (excluding public holidays) at +852 3168 0106. If you have any enquiry relating to use and setup of MyCigna app, please contact Cigna Customer Service Hotline during 9am – 7pm (Hong Kong time) from Monday to Friday (excluding Saturday, Sunday and public holidays) at +852 2560 1990.

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