

# Media Alert



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## **Cigna Hong Kong Launches Cigna Health Services At Home**

*Comprehensive program includes a series of first-in-market at home health services supporting at home cancer treatment to reduce the risk of hospital-acquired infection during COVID-19*

**HONG KONG – July 30, 2020** – Cigna Corporation’s (NYSE:CI) Hong Kong business today announced the launch of Cigna Health Services At Home – a series of in-home health services to Cigna customers during the COVID-19 pandemic. This program includes a first-in-market “Cigna Cancer and Chronic Diseases Care Program At Home” to provide Hong Kong customers who require cancer treatments during the COVID-19 pandemic access to specialist cancer treatments at home.

Julian Mengual, Chief Executive Officer, South East Asia & Regional Health Solutions at Cigna, said, “COVID-19 is disrupting all walks of life while everyone is advised to stay home wherever possible. We understand the dilemma facing those who have to visit hospitals regularly for treatment, particularly when leaving home poses a greater risk of infection for themselves and their family members, but staying home could derail the progress of their treatment. As COVID-19 continues to spread in the community and around the world, Cigna is ready to overcome this challenge together with our customers by taking a further step to introduce the new program to help lower their risk of exposure to COVID-19 while ensuring they obtain the treatments they need to manage.”

### **First-in-Market Cancer and Chronic Diseases Care Program At Home**

Cigna Hong Kong customers can now access this service in times of need. Cancer patients can contact our customer service hotline and be referred to a Cigna Care Manager for further evaluation. Oncologists will analyze each case based on their condition and possible side effects of all recommended treatments. Subject to the doctor’s recommendations, the member may receive chemotherapy in the comfort of their own home. Patients with chronic diseases can also contact our customer service hotline where they can be referred to the Cigna TeleHealth Service for virtual consultation with doctors as well as medicine delivery.

### **Cigna Telehealth Service and At-Home COVID-19 test kit service**

Customers can use the Cigna Telehealth Service to gain access to virtual consultations with general practitioners and specialist doctors all at their fingertips without leaving home. They can enjoy same-day medicine delivery service for free. In light of the ongoing COVID-19 pandemic, subject to doctor’s recommendations, COVID-19 deep throat saliva test kit can be delivered to customers’ doorsteps to enable testing at home without putting themselves at risk. The test kit

fee can be claimed according to the benefit limits and terms and conditions of their Cigna health insurance plan.

### **Other in-home health services**

To help customers better understand the state of their physical and mental health, Cigna Hong Kong is also providing a free online Health Risk Assessment with a summary report and useful tips for well-being management. If the assessment recommends a more detailed follow-up, a registered nurse will contact the customer by phone to offer advice on how to improve their health. In addition, our 24/7 Customer Service Chatbot 'Chloe' can help customers to locate and make appointments with a nearby general practitioner or specialist doctor. Customers can also enter keywords of interest to get health tips from Chloe. For members of Local Employee Benefits Group Schemes, Chloe is also able to track their claim or retrieve their claim history anytime, anywhere. Partnering with Switch & Co, Cigna has created a Stay Active playlist comprising instructor-led workouts, yoga and relaxing wellness exercise videos to encourage customers to keep active and healthy.

### **Free Cigna COVID-19 Income Protection and special coverage measures**

Cigna Hong Kong has also previously launched "Free Cigna COVID-19 Income Protection" and a series of additional benefits and special coverage measures in response to the ongoing COVID-19 outbreak. Free Cigna COVID-19 Income Protection provides income protection to Hong Kong residents when they are hospitalized due to a COVID-19 diagnosis. The first 100,000 Hong Kong identity cardholders aged between 18 and 65 who are residing in Hong Kong and have successfully registered for the new product online can receive a monthly benefit of HK\$10,000 if they are diagnosed with COVID-19 and admitted to hospital in Hong Kong for COVID-19 treatment<sup>1</sup>. The benefit is payable for three months and offers income protection to help cover their living expenses to alleviate their financial stress. The registration period of the product has now been extended to 31 October 2020.

The special coverage measures<sup>2</sup> include extending the grace period for premium payment from 30 days to 90 days for policyholders of its medical insurance plans<sup>3</sup>, providing a one-off extra payment<sup>4</sup> of HK\$2,000 to customers with a Cigna medical insurance plan under Cigna VHIS Series or Cigna HealthFirst Medical Plan Series, or members of the Cigna Local Employee Benefits Plan who are placed under compulsory quarantine<sup>5</sup> due to suspected or confirmed infection with COVID-19, and prioritizing the assessment of claims related to the treatment of COVID-19 to speed up and simplify the claims procedures. These measures are effective over an extended period until 31 October 2020.

For more information about the new Cigna Health Services At Home program, Free Cigna COVID-19 Income Protection and Cigna's special coverage measures, please refer to Cigna's website:

- Cigna Health Services At Home program: <https://www.cigna.com.hk/en/cigna-health-services-at-home>
- Free Cigna COVID-19 Income Protection: <https://www.cigna.com.hk/en/free-covid-19-benefit>
- Cigna's special coverage measures: <https://www.cigna.com.hk/en/novel-coronavirus-special-coverage-measures>

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- <sup>1</sup> Covered individuals must be diagnosed with COVID-19 in Hong Kong and admitted to a Hong Kong hospital for COVID-19 treatment in order to be eligible to receive the cash benefit. COVID-19 shall mean confirmed COVID-19 cases as defined by the World Health Organization (“WHO”). The diagnosis must always be supported and confirmed by a relevant medical test report. Clinical diagnosis alone does not meet this standard.
  - <sup>2</sup> New benefits are in effect until 31 October 2020. The above-mentioned benefits are subject to terms and conditions. For details of the existing benefits, please refer to the relevant product brochure and policy provision.
  - <sup>3</sup> Medical insurance plans include Cigna HealthFirst Elite Medical Plan, Cigna HealthFirst Choice Medical Plan, Cigna Plus Medical Plan, Cigna HealthFirst TopUp Medical Plan, and Cigna HealthFirst DiaMedic Medical Plan under Cigna HealthFirst Medical Plan Series and Standard Plan, Flexi Plan (SMM), and Flexi Plan (Superior) under Cigna VHIS Series.
  - <sup>4</sup> One-off extra payment is applicable to Cigna HealthFirst Choice Medical Plan, Cigna Plus Medical Plan, Cigna HealthFirst TopUp Medical Plan, and Cigna HealthFirst DiaMedic Medical Plan under Cigna HealthFirst Medical Plan Series and Standard Plan, Flexi Plan (SMM), and Flexi Plan (Superior) under Cigna VHIS Series. The one-off extra payment is also applicable to members of the Cigna Local Employee Benefits Plan.
  - <sup>5</sup> "Compulsory quarantine" means the insured person is confirmed or suspected to have contracted novel coronavirus as certified by any Physician, and the insured person is being confined in an isolated ward of a hospital or kept in an isolated site appointed by the government or at home quarantine for at least twenty-four (24) consecutive hours and continuously stays in there until discharged from the quarantine. Compulsory quarantine order by the government due to travel history alone does not apply.

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### **About Cigna Worldwide Life Insurance Company Limited and Cigna Worldwide General Insurance Company Limited (Cigna Hong Kong)**

Since 1933, Cigna Hong Kong has been offering insurance solutions at the right place and the right time, providing advice to customers throughout the different stages of their life journeys. Cigna delivers comprehensive health and wellness solutions to employers, employees and individual customers. Leveraging an extensive global healthcare network, Cigna provides group medical benefits that are suitable for international companies with a worldwide workforce, but also offers tailored and packaged group medical insurance plans to local small and medium-sized enterprises that fit specific needs of the company and its employees. For individual customers, Cigna offers a full suite of health insurance products that caters to consumers’ diverse needs. For more details, please visit [www.cigna.com.hk](http://www.cigna.com.hk).