

Media Alert



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Cigna Hong Kong Provides Special Coverage Measures

Reassurance for Hong Kong customers during Novel Coronavirus Outbreak

HONG KONG – February 20, 2020 – Cigna Corporation’s (NYSE:CI) Hong Kong business today announced the launch of additional benefits and special coverage measures for its customers in Hong Kong in response to the ongoing novel coronavirus¹ outbreak.

Committed to improving the health, well-being and peace of mind of the people in Hong Kong, Cigna is providing a series of enhanced protection and coverage measures for its customers in Hong Kong with immediate effect².

These additional measures include providing a one-off extra payment³ of HK\$2,000 to customers with a Cigna medical reimbursement 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 quarantine⁴ due to suspected or confirmed infection with novel coronavirus. Other hospitalization or outpatient expenses related to novel coronavirus will continue to be covered to the full extent of policyholders’ and members’ existing benefits.

To give customers extra peace of mind, Cigna will waive any applicable adjustment factor incurred by customers who are hospitalized due to novel coronavirus if confinement takes place in a higher class of hospital ward than is covered by their relevant plan. Cigna will prioritize the assessment of claims related to the treatment of novel coronavirus to speed up and simplify the claims procedures. Customers can submit related claims at their fingertips anytime, anywhere by logging in to Cigna’s customer portal or the “MyCigna HK” app.

In addition, Cigna HealthFirst Elite Medical Plan provides best-in-class benefits including a generous Hospital Cash benefit and a pioneering Compulsory Quarantine Cash benefit of HK\$2,000 per day (for up to 14 days) to customers who are quarantined due to notifiable diseases. This applies to compulsory quarantine ordered by a physician due to confirmed or suspected infection with the novel coronavirus, regardless of whether the compulsory quarantine takes place in an isolated hospital ward, a government-appointed isolated site, or at home.

Policyholders of Cigna’s medical plans (including Cigna VHIS Series)⁵ and members of the Cigna Local Employee Benefits Plan can also enjoy fast and convenient medical services through Cigna Virtual Consultation – a telemedicine service that allows customers to book virtual consultations with doctors, receive medical consultations through video and enjoy medicine delivery citywide and specialty service referral. With telemedicine, customers do not need to be present at the clinic and face lengthy waiting times, which might reduce the chance of acquiring infection at a crowded clinic.

Click [here](#) for more information on the newly-added benefits for Cigna Hong Kong customers.

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- ¹ "Novel coronavirus" means the 2019-nCoV virus and the related illness (COVID-19) as defined by the World Health Organization.
 - ² New benefits go into effect immediately until 1 June 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.
 - ³ 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.
 - ⁴ "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.
 - ⁵ Cigna's medical 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.

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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.