

# UNV MEDICAL PLAN MANUAL FOR FIELD UNITS

## What you need to know to assist volunteers

### I. CIGNA FOR YOU

#### 1. WHO IS CIGNA?

Since the 1950s, Cigna IGO Health Benefits has been the leading provider of employee benefits for IGOs, with its headquarters in Antwerp, Belgium.

We provide our clients with expert advice and tailor-made worldwide coverage, such as medical and dental care, short and long-term disability, long-term care and pension plans.

We serve our customers 24/7/365 in more than 40 languages, including all major languages and have claims processing offices in Antwerp, Kuala Lumpur, Miami and Madrid as well as a claims intake office in Nairobi.

### II. CIGNA FOR UN VOLUNTEERS

#### 1. CIGNA PERSONAL REFERENCE NUMBER & MEMBERSHIP CARD

Cigna membership cards with a photo and personal information are available for volunteers in the following duty stations: Turkey, Kenya, Somalia and South Sudan.

Non-personalised Cigna membership cards (without photo and without personal information) are distributed by UNV HQ to volunteers in all other duty stations.

All volunteers are sent a Welcome email once they are entered in our eligibility system. This email contains all important information about the plan, including their Cigna personal reference number. This number allows volunteers to access the Cigna personal webpages, where they can download, print or email an electronic membership card that can be used as proof of cover when a volunteer visits a health care provider.

#### 2. CONTACT DETAILS FOR YOU

##### **For all your questions about medical claims:**

Mrs Vanessa Vermeulen, Head of Medical Claims Unit

Tel: +32 3 217 66 95

Email: [vanessa.vermeulen@cigna.com](mailto:vanessa.vermeulen@cigna.com)

##### **For all your questions about non-medical claims:**

Mrs Inge Van Asch, Head of Non-medical Claims Unit

Tel: +32 3 217 57 57

Email: [clientservice1@cigna.com](mailto:clientservice1@cigna.com)

##### **For all your questions about premiums & eligibility:**

Mrs Stephanie Horsten, Customer Service representative

Tel: +32 3 217 63 96

Email: [clientservice1@cigna.com](mailto:clientservice1@cigna.com)



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## 2. PLAN-RELATED INFORMATION AND ONLINE SERVICES

### Website

All information and services are gathered on the personal webpages at <https://cignahealthbenefits.com>. The website is available in 4 languages: English, Spanish, French and Russian.

The following features are available to you and UN volunteers:

- › Checking benefits
- › Instructions on how to submit a claim
- › Searching for a doctor or hospital nearby
- › Downloading useful documents (claim form, individual continuation form, etc.)
- › Finding our contact details
- › Downloading, printing or emailing an electronic membership card, which can be used as proof of cover when a volunteer visits a health care provider
- › Changing personal information (phone number, email address, etc.)
- › Tracking the progress of claims

### Mobile app

The following features are also available on the Cigna Health Benefits app:

- › Search for a doctor or hospital nearby
- › Find our contact details
- › Download, print or email an electronic membership card, which can be used as proof of cover when a volunteer visits a health care provider
- › Track the progress of claims

For more information on how to download and use the app, see <https://www.cignahealthbenefits.com/en/cignahealthbenefitsapp>



### How to log in?

- › Go to <https://cignahealthbenefits.com> and click 'Plan members' or open the mobile app.
- › Use the following login data depending on the volunteer's situation:

The volunteer doesn't have a Cigna personal reference number yet + UNV portfolio assistants/managers			The volunteer has a Cigna personal reference number
› Online services are in demo mode, i.e. they are not personalised			› Online services are personalised
International volunteers	International volunteers under CPS	National volunteers	
› Personal reference number: 002/UNVEXT › Password: 01/01/2000	› Personal reference number: 246/UNVEXT › Password: 01/01/2000	› Personal reference number: 247/UNVEXT › Password: 01/01/2000	Own personal reference number



### 3. PULSE - NEWSLETTER

Four times a year Pulse provides UN volunteers with tips and information on well-being and shows them how to best use our services.

Pulse is sent by email directly to UN volunteers. It is also published on their personal webpages.

### 4. INDIVIDUAL CONTINUATION

International volunteers have the possibility to extend the Cigna cover for themselves and their family for an additional 6 months after the end of their contract with UNV, provided they inform Cigna at least 31 days before the end date of the contract.

Read more about [individual continuation](#)

### 5. CONTACT DETAILS FOR VOLUNTEERS

Our dedicated Customer Services team is available 24/7 to answer any questions UN volunteers may have.

#### National volunteers

#### International volunteers



+ 32 3 217 69 64

Toll-free numbers: see the full list on the personal webpages at <https://cignahealthbenefits.com>.



+ 32 3 663 28 57



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