

## **Pre-Assignment Assistance – Program Overview**

In an effort to promote early identification and outreach, Cigna Global Health Benefits developed the Pre-Assignment Assistance program. Early assessment, planning, ongoing support, and expert coaching are all key elements of keeping our globally mobile members healthy and productive so that they can optimize the success of their assignment. To support this approach, we employ our innovative Pre-Assignment Assistance program to help identify and proactively outreach to members who may have medical conditions or overall lifestyle choices that negatively impact their overall health and wellness. Our confidential online questionnaire includes questions regarding the employee's health conditions, lifestyle choices and country of assignment. We utilize automated algorithms that calculate risk levels based on our members' responses to questions, and risk levels are classified as low, medium, or high.

Low-risk individuals receive relevant information that they can immediately review and download to help them prepare for their assignment, and are invited to call our in-house nurse case managers with any questions or information needs.

Medium-risk individuals also immediately receive information online to help prepare them for their assignment plus proactive outreach encouraging them to contact a member of our global, in-house clinical operations team.

High-risk individuals receive a personalized email notifying them that a nurse will be calling them; the email is followed by a proactive outreach by a member of the team.

Key features of our Pre-Assignment Assistance program include:

- Access to valuable country and health care information prior to departure.
- Medication assistance before leaving the home country as well as while in the assignment country. Medication assistance may include identifying appropriate availability of medications in host country, host country customs and controlled substance regulations, concerns regarding quality, risk of counterfeit medications as well as drug name translations. Additionally, a Cigna nurse can help to coordinate the attainment and shipping of medication to country of assignment within legal and customs regulations to best ensure appropriate medication compliance and condition management.
- Assistance and support to best manage any medical conditions that employees and their family members have.
- Contact with a member of Cigna's clinical team who serves as the single clinical touch-point throughout the employee's assignment.