MANAGING STRESS

During a Pandemic & Living and Traveling Abroad

It can be difficult to maintain a sense of control in a constantly-evolving pandemic, especially when continuously balancing work and family responsibilities. You’re not alone, our February 2021 Cigna COVID-19 Global Impact Study revealed that 49% of people are stressed about their current financial situation, which has been triggered by the pandemic and remains the biggest worry.

Cigna Global Health Benefits® is your partner for whole-person health. Read on for more resources to support your mental well-being.

Managing workplace stress during a pandemic

To help manage your stress, it can be helpful to first recognize some of the common work-related factors that can be adding stress during a pandemic.

› Concern about the risk of being exposed to the virus
› Taking care of personal and family needs while working
› Managing a different workload
› Learning new communication tools and dealing with technical difficulties
› Adapting to a different workspace and/or work schedule

Here are some ongoing tips and recommendations to help handle work stress related to COVID-19.

› Communicate with your co-workers and managers about job stress. Hear from Cigna doctors and get ideas on how to check-in with your colleagues, family and friends.
› Identify things which you do not have control over and do the best you can with the resources available to you. Increase your sense of control by developing a schedule to help maintain a routine. Learn more from Cigna about developing healthy habits.
› Know the facts about COVID-19. Understanding the risk and sharing accurate information with people you care about can reduce stress and help you make a connection with others.

Cigna Global Health Benefits®
Living and traveling abroad is an exciting experience. But it can also be stressful – especially for those living with mental health conditions, such as anxiety or depression. By doing some research now and taking a little extra precaution once you leave, you’ll have an easier time taking the change in stride. Cigna Global Health Benefits is here to help every step of the way.

What to do before you go

Take Cigna’s Pre-Departure Medical Assessment Health care can vary greatly across the globe. Whether this is your first international trip or you are an experienced traveler, there may be health-related preparations you need to make before you leave. The Pre-Departure Medical Assessment can help you develop a personalized plan to receive health care and medications you may need.

Get organized
Make a list of things you need to do, cross things off as you go and celebrate your achievements as you get things done.

Prepare your documents
Check the validity of your passport, make sure your International Certificate of Vaccination or Prophylaxis (ICVP) is up to date, confirm whether you need a visa to move, get together your medical records and translate them if necessary.

Get to know your new destination
Learn about the language, traditions, celebrations, daily life and cultures of where you’re going, including the overall attitude toward mental health.

Meet with your health care provider
At your visit, you can get any vaccinations you may need and discuss your options for any prescription medications you may be taking.

Get a referral to a behavioral health specialist
If you’ll need one, you can find a local specialist now at CignaEnvoy.com or by calling the number on your Cigna ID card. Once you find a provider, try to make an appointment as soon as possible.

What to do once you’re there

Practice self-care
Get back on a routine sleep schedule as quickly as possible, eat balanced meals and exercise regularly. Also, be aware of your stress triggers and signs so that you can take time to recognize and overcome them.

Prepare for peace of mind
Have a card in your purse or wallet with your name, blood type, allergies, emergency contact, and preferred doctors and hospitals in the local language. You can also add your emergency data to any smartphone, which can be accessed from the lock screen. In addition, take a picture of your Cigna ID card so you always have it on hand.

Take advantage of the Employee Assistance Program (EAP)
If you find yourself feeling depressed or anxious beyond what you feel is normal, you can contact the EAP 24/7/365 to schedule phone or face-to-face counseling sessions. You even have the option to text, email and chat online to get the support you need.

Find your happy places
Look up things to see and places to visit – including museums, art galleries, spas, concert halls and parks. If exercising helps keep stress and anxiety at bay, look into classes, groups or gyms that you could join.

Establish connections
If spending time with others helps, look online for expat groups that you may like to be part of. Meetup and InterNations are great resources. Consider joining a volunteer group, signing up for a sports team or enrolling in a language class.
You also have a free Employee Assistance Program (EAP) available for use. This confidential counseling benefit can guide you or your family members on personal matters that affect your well-being. EAP licensed psychologists can help you evaluate what’s going on and recommend a practical action plan that will help you.

Your benefits include:

› Access to six counseling sessions per incident, per year, per household family member
› Support for you and eligible household family members
› Can be accessed via phone, in-person or virtual visits
› Access to a licensed psychologist from the first moment – intake, assessment and counseling
› No cost to you
› Available 24/7/365
› Speaks your language

Talk to a licensed psychologist:
› Marital/family/relationship
› Other conflict resolution
› Coping with traumatic experiences
› Anxiety
› Depression
› Substance abuse
› Life changes including illness and loss

ACCESSING EAP IS EASY.
No matter when, no matter where, you have free, confidential support by phone, email, or web. Call or log on to get started.

› Reverse charge calling: +44 208 987 6230
Contact your international operator and request that the charges be reversed or dial us direct and we will call you back.

› Online: CignaEnvoy.com or the Cigna Envoy App

› Email: support@resourcesforyourlife.com
MAKE THE MOST OF CIGNA TOOLS

Cigna Envoy App
For even more support, be sure to register for Cigna Envoy® at CignaEnvoy.com and download the Cigna Envoy App, where you can:

› View your ID card information
› Email Cigna customer service
› Get help finding an in-network health care provider in your location
› Submit claims
› Access health and wellness tools and resources, including the EAP
› Download country guides with helpful country-specific information
› Look up medical terms and medication translations, and more

Cigna Wellbeing App
Use Global Telehealth® for:
› Video or phone consultations 24/7 with a licensed doctor you can trust
› Diagnosis for non-emergency health issues
› Prescriptions for common health concerns when appropriate
› Treating medical conditions like fever, cough, pain and more

Together, all the way.*

3. Please note that this program is not linked to your insurance coverage and we are therefore unable to confirm what specific benefits may or may not be covered under your policy. Once you have your Cigna ID number you will be able to verify specific benefit coverage by simply contacting Cigna at the number located on your Cigna ID card.
4. The downloading and use of the Cigna WellBeing app is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. The Apple logo is a trademark of Apple Inc., registered in the United States and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.
5. Telehealth services may not be available in all jurisdictions. In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered and prescriptions are not guaranteed to be written. Providers are solely responsible for any treatment provided and are not affiliated with Cigna. Not all providers have video chat capabilities and video chat may not be available in all areas. Telehealth providers are separate from your health plan’s provider network. Personal data is treated confidentially and securely. We do not share personal data with third parties or employers and we will not send you unsolicited marketing. For additional information regarding data privacy policies and fair processing notices, please consult CignaEnvoy.com or your employer’s privacy office.

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