



Cigna Care Manager

A complimentary healthcare concierge service to support your health journey

The Cigna Care Manager Service provides comprehensive healthcare support across individual and group policy members for peace of mind, no matter the circumstances. Our compassionate in-house Care Managers are registered nurses with a wealth of clinical experience who can offer medical treatment advice and one-to-one support all at no extra cost.

How does a Care Manager take care of you?



One-To-One Healthcare Concierge Services

Under the right circumstances along your health journey, a dedicated Care Manager will be assigned to you to offer personalized healthcare concierge services. From pre-hospitalization to treatment, our Care Manager will be there every step of the way, making sure you receive the most suitable care and a speedy recovery experience.



Personalized & All-round Support

Our Care Managers provide a wide range of services depending on your medical needs:

- Assist in analyzing your health conditions
- Recommend a choice of suitable panel healthcare providers and doctors
- Design a personalized treatment and disease management plan based on the advice of medical professionals
- Accompany you during hospital admissions* whenever necessary and provide you with timely health advice
- Follow up on your case from pre-treatment to post-recovery
- Provide home care referral services if necessary and emotional support to you and your loved ones



Variety Of Specialized Treatment Programs To Give You Extra Peace Of Mind

In addition to supporting your treatment journey, our Care Managers may also recommend treatments and proactive measures to help reduce your risk of contracting a disease or speed up your recovery progress, such as the following programs:



Endoscopic
Surgery Program



Musculoskeletal
Therapy Program



Dermatology
Program



Cancer Treatment
Program



Fertility Treatment
Program

* Assisting customer in visiting clinic/hospital when necessary.

Value-Added Benefits

Our Care Managers also offer a range of other value-added services to support your healthcare journey.

- **Cashless Medical Service** – Contact our Care Manager as soon as you have an upcoming planned admission to enjoy the convenience of Cashless Medical Service arrangements across our global network of 1.5 million network providers.
- **Telehealth Consultations** – Get connected virtually with qualified doctor anywhere in the world via mobile devices for medical advice.
- **Cigna Health Services At Home** – With your attending doctor’s permission, our Care Manager will help you arrange at-home treatments.

Care Manager Service Case Study 1: Provided Emotional Support To Mr. Lee, A Liver Cancer Patient

As the family breadwinner, Mr. Lee works in a high-stress environment, like many others in Hong Kong. One day, he found himself with severe abdominal pain. He was initially admitted to a public hospital, where he was suspected to be suffering from cholelithiasis and was given intravenous painkillers. With Cigna Care Manager’s help, Mr. Lee was given a thorough examination and was diagnosed with stage 3 liver cancer. Throughout Mr. Lee’s cancer treatment journey, our Care Manager was at Mr. and Mrs. Lee’s side to provide emotional support and assistance to formulate treatment plans—including chemotherapy—and arrange his follow-up appointments with suitable oncologists, giving the couple space to focus on Mr. Lee’s recovery.



Care Manager Service Case Study 2: Recommended Suitable Doctor For Alice, An Overseas Student



Alice had been studying abroad in the UK. Upon returning to Hong Kong for the summer holidays, she told her mother, Mrs. Chan, about a lump she found on her neck. The severe pandemic situation in the UK made it necessary for Alice to be vaccinated against COVID-19 before the next school term, but Mrs. Chan was worried about whether the vaccination would affect the lump on Alice’s neck. Mrs. Chan eventually sought the help of Cigna Care Manager, who took the initiative to understand Alice’s case and arrange for a medical consultation with a head and neck surgeon. Alice was diagnosed with a benign lymph node. Surgery was not required at that point, so the family was advised to continue monitoring Alice’s health. Mrs. Chan was very grateful to Cigna Care Manager for facilitating Alice’s diagnosis.

Get in touch with your Care Manager today via Cigna’s Customer Service Hotline on 2560 1990 for any support on your health.

Remarks:

1. “Cigna Healthcare”, “We”, “our” or “us” herein refers to Cigna Worldwide General Insurance Company Limited.
2. The Care Manager Service is applicable to designated insurance plans. For enquiries, please contact Cigna’s Customer Service for details.
3. The Cashless Medical Service is a value-added service. To use the Cashless Medical Service, a Cigna Guarantee of Payment/Pre-Authorization (“GOP”) Application Form must be submitted to us for approval prior to hospital admission. Cigna Healthcare requires 5 working days upon receipt of a completed form and supporting medical documents to process the application. We will confirm your application by issuing you a Cigna Health Insurance Scheme Guarantee of Payment (Inpatient) approval letter which sets out the conditions of the GOP arrangement. We or our designated medical service providers have the absolute discretion to decline the GOP application based on information provided by the Person Insured and/or Policyholder about the Person Insured’s medical condition or if the GOP application does not include valid, sufficient and complete information for credit card authorization. All GOP approvals provided by us are subject to the deductible level and benefit limit of the Policy. The Person Insured and/or Policyholder are responsible for settling any amount not covered by their Policy.
4. Cigna Healthcare reserves the right to change any of the terms and conditions of the above healthcare concierge service (including Cigna’s Care Manager Service) or terminate the service without prior notice. In case of any disputes, Cigna Healthcare’s decision shall be final.
5. This leaflet is for distribution in Hong Kong only. It does not constitute an offer to sell, a solicitation to purchase, or the provision of any insurance product of Cigna Healthcare outside Hong Kong. The information contained in this leaflet does not constitute a contract of insurance or an offer, invitation, or solicitation to any person to enter into any contract of insurance.
6. The above content is adapted and modified from real cases. Should you have any questions regarding the above cases, please contact Cigna Healthcare for enquiries. The content of this leaflet cannot substitute the professional opinions or diagnoses of attending doctors. Should you have any questions regarding your medical treatment plan, please consult your attending doctor.
7. The above content is for reference only, and Cigna Healthcare shall not be liable for any damages, indemnities, costs, or other expenses arising from the related content and information.
8. The service location of qualified doctors of telehealth consultations are subject to the regulatory requirement of the licensed physician.
9. The English version of this leaflet shall prevail if there is any discrepancy between the English and Chinese versions.