

# COMMUNICATING WITH YOU IN YOUR LANGUAGE AND COMMUNICATION PREFERENCE

## CIGNA LANGUAGE ASSISTANCE SERVICES



At Cigna, we're committed to creating a health care experience that's easy to navigate and easy to understand. That means not only communicating in clear, simple language, but also in the language that you and your covered dependents prefer. Offered at no extra cost to you, the following language assistance services can help.\*

### Interpretation services

When you interact with Cigna, interpretation services are available and provided by qualified, professional interpreters. Your options to access interpretation services include:

- › **By phone:** Available in more than 240 languages, **24/7**.
- › **In person:** Available in more than 33 languages, including American Sign Language (ASL), in locations such as Cigna clinics,\*\* onsite services,\*\* and home care visits through Alegis Care®.
- › **Video Remote Interpretation (VRI):** Real-time, convenient virtual interpreting services using your smart phone, tablet or laptop for virtual care when in-person services are not an option.

### Written translation and formatting services

Translation of benefits and coverage-related documents in your preferred written language or format, including options for deaf, hard of hearing, blind or low vision customers, as well as customers with speech and language disorders.

These services are available in:

- › More than 200 languages
- › Braille
- › Large print
- › Audio
- › Alternative fonts
- › Accessible electronic formats

### We're here to help

**Call** the number on your Cigna ID card or Cigna Customer Service at 1 (800) 244.6224. A Cigna Customer Service Advocate can help you find the language services you need.

**Or live chat** on **myCigna.com** or the myCigna® mobile app. Once you're registered with myCigna®, you can use your online account to chat about language services, your benefits, claims and coverage, or health and wellness.

If you are deaf, hard of hearing, or have a speech and language disorder, Telecommunications Relay Services (TRS) are available to you. Dial 711 to connect with a TRS operator.

\* To comply with state laws, additional services are available in California and New Mexico.

\*\* Cigna Medical Group, LEON Medical Centers.

\*\*\* Wellness centers and coaching programs provided by Evernorth Direct Health, LLC, A Cigna Company; Client Health Engagement services provided by Cigna employees at customer work sites.

**Together, all the way.®**



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