EMERGENCY MEDICAL EVACUATION SERVICES

Providing assistance when you need it most.
Benefits for you and your loved ones.
An emergency medical evacuation is something you may not want to think about. But, it may give you peace of mind knowing that if you need them, our services include:
› Emergency evacuation and transportation to the nearest center of medical excellence when there is an immediate threat to life or limb
› Helping immediate family members coordinate travel
› Transportation back to your home country if your condition has stabilized, but you are unable to return to work
› Assisting with the coordination of travel for unaccompanied children in the event of an emergency
› Return of mortal remains
For a full list of covered evacuation services, talk with your employer or refer to your benefits plan. Remember, all insurance policies have exclusions and limitations. Complete terms are set forth in the applicable policy.

We’re experienced at providing health care services when you need them most.
For more than 50 years, we’ve been handling medical benefits for globally mobile professionals. So when it comes to situations like these, we know how important it is to have the right resources in place. These include:
› Access to doctors and health care professionals specially trained for in-flight health care
› Evacuation management
› State-of-the-art mobile emergency equipment
› Air ambulances
› 24/7 access to private and commercial aircraft

Reach out to local emergency services first – then get in touch with us.
In the event of an emergency, call for local medical help first. Then, once you are stable, call Cigna's global service center to tell us about the emergency situation or if you are diagnosed with a serious condition. You can reverse the charges if you need to.
To contact the global service center, just call the number on the back of your Cigna ID card. Our multilingual staff is prepared to help you 24/7.

1. A specially trained emergency assistance representative works with a local health care professional to assess your condition and determine if you need to be evacuated.
2. If a medical evacuation is recommended, the treating health care professional works with an emergency assistance doctor to quickly assess your situation. They will devise a plan to handle your care, determine if you are fit for travel and discuss which health care facilities could provide care for you.
3. The trained specialists at the emergency assistance center plan the best way to transport you and keep you stable – identifying the right staff, medical equipment and more.
4. If an evacuation is deemed necessary, plans will be finalized and the evacuation will begin.
5. Your local health care professional and Cigna’s clinical team monitor your progress during transport.
6. Once you arrive at the “destination” facility, your local health care professional continues to monitor the situation and shares the information with the Cigna medical team.

Frequently asked questions.
Will my family be notified and updated?
Yes. Your family members will be told where you are going and what travel options are available to them. If transportation is urgently required, your doctor will discuss the options with you and your family.
Will travel costs for anyone else be covered if I get evacuated?
If you are hospitalized for more than seven days, transportation of one family member may be covered. For family members who aren’t covered, Cigna can help coordinate travel plans.
What happens if I don’t have an evacuation benefit?
If you or your employer did not select Cigna’s evacuation benefit, we can refer you to an emergency assistance and evacuation company. Just call Cigna’s global service center. Of course, costs will have to be paid by you or your employer.
Will Cigna help me evacuate if a natural disaster strikes?

Cigna evacuation services are limited to health situations where there is an immediate threat to life or limb. Ask your employer if you are covered separately for issues such as natural disaster or threats to your security. Of course, you can always call Cigna’s global service center and they can refer you to emergency assistance and evacuation companies in your region.

Are there exclusions and limitations I should be aware of?

Yes, below is a list of general limitations and exclusions.*

Medical evacuation benefits do not include
- Services rendered without the authorization or intervention of Cigna or its designee
- Nonemergency, routine or minor medical problems, tests and exams where there is no clear or significant risk of death or imminent serious injury or harm to you
- A condition which would allow for treatment at a future date convenient to you and which does not require emergency evacuation or repatriation
- Medical care or services scheduled for member’s or provider’s convenience, which are not considered an emergency
- Expenses incurred if the original or ancillary purpose of your trip is to obtain medical treatment
- Services provided for which no charge is normally made
- Expenses incurred while serving in the armed forces of another country

* Consult your policy booklet/certificate for a complete list of limitations and exclusions.

This material is provided for informational purposes only, is believed accurate as of the date of publication and is subject to change. It is not a contract. Terms and conditions of coverage are set forth in your policy. If there are any differences between this material and the plan documents, the information in the plan documents takes precedence. Products and services may not be available in all jurisdictions and are expressly excluded where prohibited by applicable law.

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