

# YOUR OPINION MATTERS

## TURNING INSIGHTS INTO ACTION



Our medical members said...



Cigna took action...

We want a simplified authorisation process for medical claims

**We made it easier**

- > Claims authorisation by text and email

GP access is an issue

**We innovated**

- > The choice to self-refer for treatments like physiotherapy and talking therapies (CBT)



Our dental members said...



Cigna took action...

We want to limit shortfalls

**We introduced**

- > Full cover dentists
- > 20% saving with Healthy Discounts

We want cover for other dental treatments

**We added**

- > Implant cover
- > Orthodontics for children

## Cigna is a company...



that listens



that takes action



with clinical expertise