

# NAVIGATE TO A HEALTHIER YOU

For certain health conditions with your Cigna medical plan, you don't always need to be referred for treatment by a GP. It's useful to have the choice of direct access to the care you need.

We provide different ways you can access treatment for both the body and mind. And we help to make the journey easy. Here's how.



## NAVIGATE TO A HEALTHIER BODY

Do you have pain in your bones, muscles or joints that you've not experienced before? Perhaps it's related to a recent injury or illness, or maybe you've just been overdoing it. If so, you may be seeking treatment from a physiotherapist, chiropractor or osteopath to help you on the path to better health.

When you need to **refer yourself** to a Nuffield physiotherapist

When you need to **refer yourself** to a chiropractor or osteopath



**Call your helpline number - it's on your member portal**

We'll transfer you to Nuffield for a telephone assessment with a physiotherapist

We'll do a quick check over the telephone to ensure this type of treatment is right for you

Physiotherapy appointment booked

Start your treatment plan

## Referral by your chiropractor or osteopath to a specialist

If you need to see a specialist after your chiropractic or osteopathy treatment, you don't have to go back to your GP. We'll allow your chiropractor or osteopath to refer you directly onto a specialist.

## Referral by your GP to your own choice of physiotherapist

If you want to use your own physiotherapist rather than one from Nuffield, you must visit your GP for a referral. It's not quite the same process - after you've seen your GP, you call us for authorisation for the first two sessions. After this we'll liaise with your physiotherapist about their recommended treatment plan. Then you should call us again to obtain authorisation to proceed.



### New self-referral options for 2016

OneStop breast cancer and skin cancer diagnostics

Find out more by visiting the Health Navigator on your member portal.



## NAVIGATE TO A HEALTHIER MIND

Concerned about your mental health? Are you feeling the effects of stress, or perhaps symptoms of mild to moderate anxiety or depression? If your plan has a mental health benefit you can access Cognitive Behavioural Therapy (CBT). This is a talking therapy that can help you manage your problems by helping to change the way you think and behave.

**When you need to refer yourself to Cognitive Behavioural Therapy (CBT)**



Call your helpline number - it's on your member portal



Your nurse will speak to you and transfer you to CBT Services



**Start your talking therapy sessions**

### IS CBT RIGHT FOR YOU?

During your first call with CBT Services you'll have a clinical assessment to determine if cognitive behavioural therapy is appropriate. If it's not, you'll be advised to visit your GP.

### CBT 'ON THE MOVE'

If you need to arrange some sessions by video call and your therapist can support this, that's okay. We advise a maximum of two video sessions in any one treatment plan as face-to-face sessions are considered a more effective method.

### YOUR OWN CHOICE OF CBT THERAPIST VIA A GP REFERRAL

If you want to use your own CBT therapist rather than ours, you must visit your GP for a referral. It's not quite the same process - you should call us for authorisation for your first session. Then we'll liaise with your CBT therapist to determine if further sessions are needed. Then you should call us again to obtain authorisation to proceed.

Please remember to check your plan details to make sure you are eligible for this cover and to see if any limits apply.



### New mental health self-referral option for 2016

#### Detox at home

Find out more by visiting the Health Navigator on your member portal.

## CHOOSE THE ROUTE THAT SUITS YOU

Of course there's always the choice to visit your GP for a referral. Being able to refer yourself is simply another choice. Our aim is to help you to access the treatment you need whichever way suits you best.

## ALWAYS CONTACT US FIRST

For any of the treatments mentioned always contact us on your helpline number before you arrange any treatment. You'll be advised of any limits that apply to the cover your plan provides. And it's always a good idea to check the list of benefits in the 'guide to claiming and guide to our conditions' document too.

## LINKS

For a complete list of eligible self-referral diagnostics and treatments visit [www.cigna.co.uk/referral-guide](http://www.cigna.co.uk/referral-guide).

To find a Nuffield Health physiotherapy facility near you, visit [www.nuffieldphysiotherapymap.com](http://www.nuffieldphysiotherapymap.com).

Why not visit the Health Navigator online virtual assistant, on your member portal - [www.cigna.co.uk/members](http://www.cigna.co.uk/members) - and we'll help guide you through your options.

**Together, all the way.<sup>SM</sup>**



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