

Crisis Support for staff in Sudan

In light of the recent conflict in Sudan, Cigna and HLIS wish to reaffirm their commitment to helping impacted staff members.

Global Telehealth

Cigna's Global Telehealth service offers 24/7 access for you and your family members on the plan to speak to a doctor by phone or video for non-emergency health issues. This service is available for any health concerns and the doctors are usually available within 24 hours (depending on language preference).

The Cigna Wellbeing® app is the easiest way to access Global Telehealth. You can download the app for free from the **App Store** (https://urldefense.com/v3/_https://apps.apple.com/gb/app/cigna-wellbeing/id1188092624?utm_campaign=im1399_sudan_conflict_TH-helpline-members&utm_medium=email&utm_source=Eloqua&e=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbfd4c794080ff54d4&utm_campaign=IM0346-india_covid_customer_comms_telehealth_only&utm_medium=email&utm_source=Eloqua&elqTrackId=5d453e0b7e81434eab6556427f918b23&elq=cffb83353f) or **Google Play** (https://urldefense.com/v3/_https://play.google.com/store/apps/details?utm_campaign=im1399_sudan_conflict_TH-helpline-members&utm_medium=email&utm_source=Eloqua&e=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbfd4c794080ff54d4&id=com.cigna.mobile.wel-india_covid_customer_comms_telehealth_only&utm_medium=email&utm_source=Eloqua&elqTrackId=37ab185936c845f6bbcd69b96da34036&elq=cffb83353f).

Dedicated Support Helpline & Email

Cigna has activated a 24/7 crisis support line through which you and your family members can access free counselling support. This line can be used when being confronted with trauma, feelings of anxiety or distress. Counsellors will attend the call in English & Arabic.

- To access counselling support in English, please call: **+44 208 987 6273** (tel:+442089876273)
- To access counselling support in Arabic, please call: **+44 12 8722 1871** (tel:+441287221871)
- To access support via email: **support@resourcesforyourlife.com** (mailto:support@resourcesforyourlife.com)


Cases eligible for nurse case management coming out of Sudan will be treated with priority.

To allow for quicker access to medical care, Guarantee of Payment (GOP) requests should be submitted via telephone where possible as per the emergency GOP procedure.

During these difficult times if you have specific questions or concerns in relation to accessing care, please contact Cigna, HLIS or your HR department.

(/)

[DONATE \(HTTPS://WWW.UN.ORG/EN/ABOUT-US/HOW-TO-DONATE-TO-THE-UN-SYSTEM\)](https://www.un.org/en/about-us/how-to-donate-to-the-un-system)

 (<https://www.facebook.com/unitednations>)

 (<https://twitter.com/un>)

 (<https://www.youtube.com/unitednations>)

 (https://www.flickr.com/photos/un_photo/)

 (<https://instagram.com/unitednations>)