

# Crisis Support Helpline for staff in Israel, Palestine and Lebanon

In light of the ongoing conflict in Israel, Palestine and Lebanon, Cigna and HLIS wish to reaffirm their commitment to helping impacted staff members and their family 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=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbffd4c794080ff54d4&utm\\_campaign=IM0346-india\\_covid\\_customer\\_comms\\_telehealth\\_only&utm\\_medium=email&utm\\_source=Eloqua&elqTrackId=5d453e0b7e81434eab6556427f918b23&elq=cffb83353f](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=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbffd4c794080ff54d4&utm_campaign=IM0346-india_covid_customer_comms_telehealth_only&utm_medium=email&utm_source=Eloqua&elqTrackId=5d453e0b7e81434eab6556427f918b23&elq=cffb83353f)) or **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=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbffd4c794080ff54d4&id=com.cigna.mobile.wellbeing&utm\\_medium=email&utm\\_source=Eloqua&elqTrackId=37ab185936c845f6bbcd69b96da34036&elq=cffb83353f](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=70894fa4e64dbbc23427bbaf4c4c2b1c29c7eb68f395dfbffd4c794080ff54d4&id=com.cigna.mobile.wellbeing&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, please:

- **Toll-free numbers for Israel or Palestine only:**  
Toll-free number (English answer): 1800015018  
Toll-free number (Arabic answer): 1809494155
- **Phone numbers for all impacted members:**  
Local DID number (English answer): +1-9193410236  
Local DID number (Arabic answer): +1-9842982736  
Please note that charges will apply when calling DID numbers. However, you may request a call back as soon as you connect with a counsellor.
- **Email: [support@resourcesforyourlife.com](mailto:support@resourcesforyourlife.com) (<http://resourcesforyourlife.com>)**  
This support is available if you are requesting help via email or if you wish to be called back. You will need to ensure you leave your contact details. All emails are responded to within 24 hours.

Cases eligible for nurse case management coming out of Israel, Palestine and Lebanon 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.

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