



LANGUAGE ASSISTANCE SERVICES

How Cigna supports your employees



Cigna offers Language Assistance Services for your Cigna-covered employees and their covered dependents with limited English proficiency (LEP) to help improve communication and health outcomes.

Offered through certified, professional vendors and Cigna staff, language services help your LEP employees and their covered dependents:



Gain better access to their health care coverage through increased engagement in preventive health services.



Obtain health information in their preferred language, which helps reduce health disparities.



Improve their overall health by reducing and addressing language barriers that lead to adverse health effects.

How Cigna ensures compliance with the law

When your Cigna-covered employees and their covered dependents contact Cigna, such as through Customer Service, we offer the following language assistance services at no additional charge:



Access to qualified **professional interpreters** that have knowledge of medical terminology and health care benefits in the employee's preferred spoken language.



Access to **bilingual staff** members that have passed an oral proficiency assessment.



At the request of the employee, **written translation of health and benefit related documents** in more than 33 languages including Braille, large print, alternative fonts, and audio.*



Inclusion of notices with the mailing of documents that inform them about the availability of free language assistance services, nondiscrimination rights, and how to file a complaint.

Additionally, annual communications are made available to Cigna participating providers about their responsibilities for language assistance compliance. Cultural competency training and resources are also available, such as Tips for Working with a Language Interpreter and Discounts for Language Assistance Services.

*For all other translations requests, such as specific client needs, please contact your Account Manager for details on potential costs and translation processing timelines.

Interpretation Services

Free interpreter services are available by phone **in any language, 24 hours a day, seven days a week** when your employees and their covered dependents engage with Cigna. They simply call the number on their Cigna ID card or call Cigna Customer Service at 1.800.88Cigna (882.4462).

Cigna coordinates and provides accommodations for face-to-face interpreters, including American Sign Language, in our **Direct HealthCare Entities (DHCEs)**, such as Cigna Clinics and Cigna Onsite Health Settings, at no cost to the Cigna-covered employee or their covered dependents. Because these services must be booked in advance, they should indicate the need for language assistance services when they schedule their appointment.

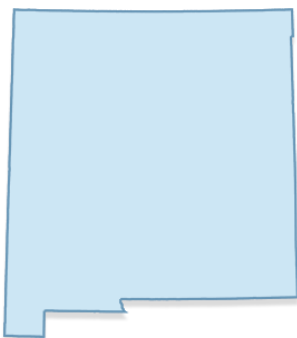
State Laws for Interpreter Services

California

In California, Cigna provides free professional telephonic interpreter services to your employees, their covered dependents, and their health care providers in the health care setting.

Under special circumstances, face-to-face interpreters may be provided to California Language Assistance Program (CALAP) eligible employees and covered dependents upon their request or the request of a health care provider. These circumstances may include:

- Sensitive topics such as end-of-life conversations, or complex medical procedure preparation such as a kidney transplant
- Legal issues
- Employee requires an in-person demonstration (e.g., how to use an insulin pump or glucometer)
- Employee or provider feels that the telephonic services did not meet the needs of their situation
- Cultural issues



New Mexico

In New Mexico, your Cigna-covered employees and their covered dependents have access to free professional telephonic and Face-to-Face Interpreter Services, including American Sign Language, in the health care setting.

Client Face-to-Face Interpreter Services

Clients may request a face-to-face interpreter for events such as health fairs and enrollment meetings to accommodate the language needs of your Cigna-covered employees.

To learn more about language services at a client event, including how to request a face-to-face interpreter, please contact your Account Manager for details and potential costs.



Questions?

If you have questions about the law or language assistance services, please contact your Account Manager.



The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against individuals with disabilities in day-to-day activities, including accessing medical services and facilities.

Section 1557 of the Affordable Care Act (Nondiscrimination Provision)

Section 1557 of the Affordable Care Act (ACA), also referred to as the nondiscrimination rule, prohibits discrimination in health programs and activities on the basis of race, color, national origin, sex, age, or disability.

Under Section 1557, it is unlawful to delay or deny effective language assistance services to individuals with limited English proficiency (LEP). Covered entities, such as Cigna, are required to take reasonable steps to assist in providing language assistance services or written translations for LEP individuals who are eligible to be served in health programs and activities. Additionally, when language services are required, they must be provided free of charge and in a timely manner.

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