

WUHAN CORONAVIRUS

What you should know



WHAT ARE CORONAVIRUSES?



Coronaviruses are a family of viruses that can cause various types of diseases, ranging from a common cold to more serious pathologies such as the Middle East Respiratory Syndrome (MERS) or Severe Acute Respiratory Syndrome (SARS).

The new coronavirus discovered in 2019 (2019-nCoV) is identified as the cause of an outbreak of respiratory diseases first detected in Wuhan, China. As a consequence, cases of infection have been recorded in other countries.

The Center for Disease Control and Prevention (CDC) recommends avoiding trips to China, South Korea, Iran, Japan and Italy.

HOW TO RECOGNIZE THE SYMPTOMS OF THE CORONAVIRUS??

The CDC believes that the symptoms of 2019-nCoV appear between 2 and 14 days after infection. Patients who have been diagnosed with 2019-nCoV have shown minimal respiratory problems, and in some cases more severe. Symptoms include:

- › Fever
- › Cough
- › Difficulty breathing
- › General discomfort

WHAT TO DO TO PREVENT THE SPREAD OF CORONAVIRUS?



- › Wash your hands frequently with soap and water for at least 20 seconds. If you do not have soap and water, use an alcohol-based hand sanitizer
- › Avoid touching your eyes, nose or mouth
- › Avoid contact with sick people
- › Cover your nose and mouth with a tissue when you cough or sneeze
- › Follow these tips when making a trip
- › Avoid traveling unless it is essential. In the case of being outside Spain, the protocols established by the authorities of the country of destination shall be followed. To answer any questions or queries related to this situation, our members should contact International SOS at +34 91 572 44 06
- › Avoid crowds



WHAT TO DO IF I THINK I HAVE BEEN INFECTED?

- › Cover your mouth with a tissue when you cough or sneeze, and use disposable masks
- › Stay at home
- › If you show any symptoms, contact the telephone number established by your Autonomous Community of residence:
 - › Comunidad de Madrid: 900 102 112
 - › Cataluña: 061
 - › Andalucía: 955 54 50 60
 - › Aragón: 061
 - › Canarias: 900 112 061
 - › Cantabria: 112 | 061
 - › Castilla La Mancha: 900 122 112
 - › Castilla y León: 900 222 000
 - › Ceuta: 900 720 692
 - › Comunidad Foral de Navarra: 112 (only in case of having symptoms after visiting affected areas or having had close contact with positive cases) | 948 290 290
 - › Comunidad Valenciana: 900 300 555
 - › Extremadura: 112
 - › Galicia: 061 | 900 400 116
 - › Islas Baleares: 061
 - › La Rioja: 941 298 333 | 112
 - › Melilla: 112
 - › Región de Murcia: 900 121 212 | 112
 - › País Vasco: 900 203 050
 - › Principado de Asturias: 112
- › Do not go to health centers or hospitals, unless instructed to do so by health professionals who have answered your call to the above-mentioned regional citizen assistance telephone number
- › Avoid calling the 112 emergency line, except in situations of maximum emergency, or whenever the corresponding Autonomous Community has established it as a means of contact, to prevent the service from collapsing

DO YOU HAVE ANY QUESTION REGARDING THE COVERAGE OF YOUR CIGNA INSURANCE?

- **Members have access to medical coverage.** Cigna Spain will assume the assistance and provision of medical tests and services, associated with the policy, within the agreed conditions.
- **The arranged medical network of Cigna Spain is prepared to offer assistance to these cases.** Each medical center or hospital is responsible for offering the appropriate services to respond to the medical needs that may occur.
- In the event that the competent health authorities raise the coronavirus 2019-SARS-Cov-2 to the pandemic/epidemic level, the confirmed cases shall follow the assistance protocol established by the Ministry of Health, Consumption and Social Welfare. **From Cigna Spain, we will stand next to these authorities to scrupulously comply with the protocols set.**

FOR ADDITIONAL INFORMATION

For more information about the new coronavirus, consult the following links:

- › [World Health Organization](#)

ARE YOU CONCERNED ABOUT YOUR SYMPTOMS?

If you are worried about any symptoms and would like to consult a doctor, remember that with Cigna Wellbeing App™ you can access a team of health professionals through your mobile phone

24 hours a day, in a safe and confidential manner, every day of the week, 365 days a year. You can make your inquiries wherever you are, through video consultation or phone call, in Spanish or English, without the need for travel. If you have any questions or want to resolve any doubts, our

Customer Service will help you with everything you need through the email:

servicio.cliente@cigna.com.

In case of urgent medical consultation, please contact our 24-hour service through telephone number 91 179 14 87.



Cigna Wellbeing App is not a service designed to handle medical emergencies. In case of an emergency, please call 112 immediately.

Together, all the way.®



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The telemedicine service is not appropriate for emergency situations and should only be used for minor medical conditions. The purpose of the service is not the prescription of medications, but to help the patient benefit from a trusted doctor, for an unlimited period of time, who will be available to review the case. Telemedicine service doctors may issue prescription medications only when, in their professional judgment, it is safe and appropriate to do so. Compliance with the prescription is the responsibility of the patient.

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