

Seasonal Agricultural Worker Program: Government of Mexico



Platinum
member

We care about what you care about.



Agenda – April 1, 2021

- Cigna – TeleHealth
- ALAViDA (Substance Use Management Program)
- Cowan - Plan Member Website

Cigna TeleHealth

TeleHealth

How Does TeleHealth Work?

- Cigna offers global telehealth in partnership with Teladoc, a leading global provider of health care services.
- Telehealth services provide a more immediate and affordable alternative to traditional 'in person' care, such as the doctor's office or Convenience Care Clinics.
- Within 24-72 hours of the request, members will have access to our network of Telehealth doctors. Members can see a licensed doctor with private, live appointments via a secure phone or video call, which is available globally, 24/7, 365 days a year. Language availability for **Video**: English and Spanish; **Telephone** consultations include English, **Spanish**, French, German, Mandarin Chinese, Hindi, Portuguese, Japanese and Arabic.
- Telehealth doctors can provide guidance on many common health issues, ranging from acute conditions to complex chronic conditions.

Other Benefits for the Worker

- **Affordability:** Our telemedicine services provide an alternative to doctor office or clinic visits – with no deductibles or coinsurance payments.
- **Convenience:** workers can receive high-quality care without leaving the house or workplace, reducing time away from work, reducing absenteeism and increasing productivity.
- **Around-the-clock access:** workers receive 24/7/365 access to a top doctor, with appointments typically scheduled within 24 hours (times fluctuate based on language preference).
- **Flexible scheduling:** Option for Telephone Call Back or to schedule a Video Call Appointment affords the worker access at a time that is convenient for them.

TeleHealth

- TeleHealth is especially helpful in situations where the worker is in a new country and does not yet have access to a trusted primary care doctor. Typical requests include:
 - Accessing a trusted doctor, including specialists, for a medical consultation
 - Discussing medical symptoms (fever, rash, pain, etc.)
 - Reaching a working diagnosis if enough medical information is available
 - Discussing a medical report, test result or a treatment plan
 - Preparing for an upcoming consultation
 - Discussing a medication plan or side effects
 - Supporting members with navigating the local healthcare system

How Do Workers Access?

- **Request an Appointment:** Consultation scheduling is available via the Teladoc Global Health Complete App and by calling Cigna. Workers can make an appointment with a doctor anytime, anywhere, 24/7
- **Speak with a Doctor:** The initial global telehealth consultation will be with a General Practitioner. All global telehealth consultations begin with a General Practitioner (GP). Should the GP believe the patient would be better served by a specialist, the GP will engage Teladoc for a specialist referral.
- **Feel Better:** When necessary, a prescription will be sent to the customer to take to their local pharmacy.

ALAViDA

(Substance Use Management Program)

Human care delivered by technology

The ALAViDA TRAIL gives you the tools to reach your goal. With consumption tracking, progress reporting, self-guided therapy and a library of educational content, the ALAViDA TRAIL is customized to your needs.



Awareness tools

Learn more about your relationship with substances and set your own goals.



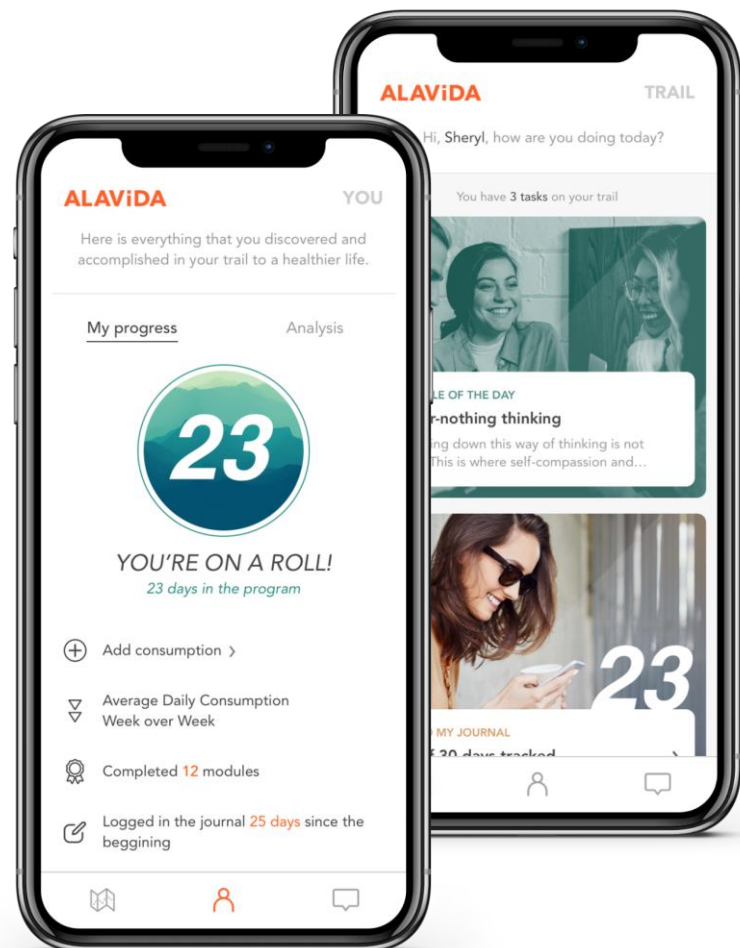
Virtual companion

Always here to guide you along your TRAIL, for an immersive experience developed by medical professionals and delivered by technology.



Internet-Based Cognitive behavioural therapy (iCBT)

Evidence-based therapeutic approaches to help you understand your substance use, strengthen decision making and take control.



ALAViDA – Substance Use Management Benefit

ALAViDA

ALAViDA es una empresa de atención virtual para personas preocupadas por su consumo de alcohol u otras sustancias. Independientemente de que esté buscando dejarlo por primera vez, que haya estado intentándolo durante años o que simplemente quiera sentir que tiene un poco más de control, ha acudido al lugar adecuado.

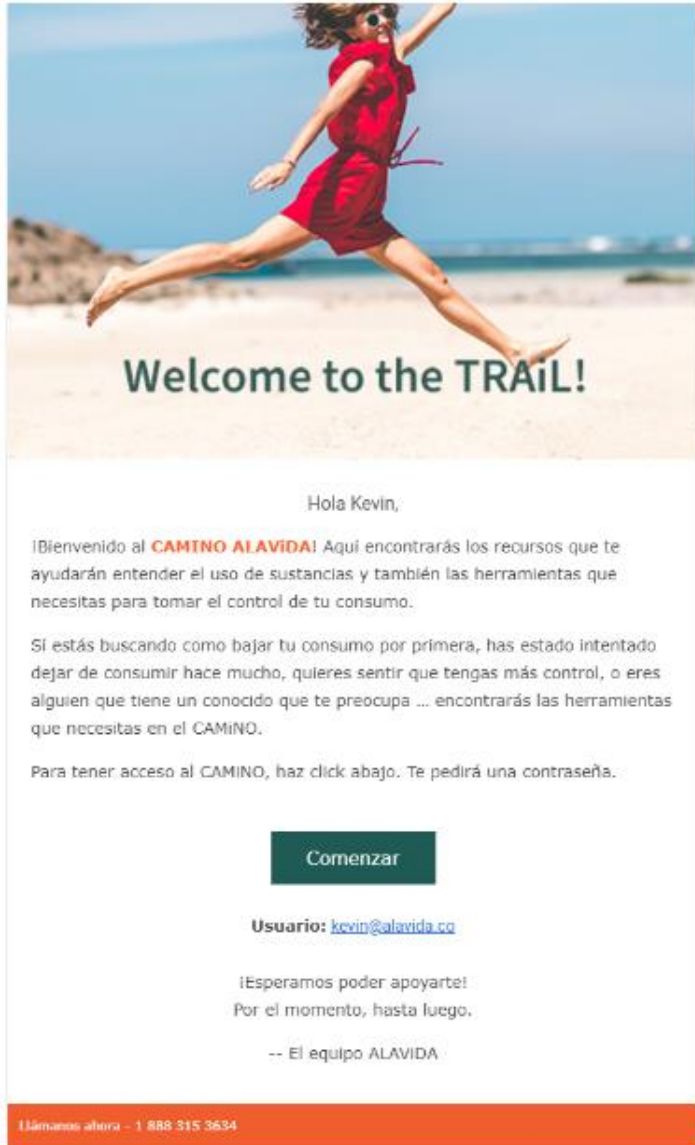
ALAViDA TRAIL es una plataforma inteligente 100% confidencial y diseñada para ofrecerle las herramientas para conseguir su objetivo. Con seguimiento de consumo, informes de progreso, terapia auto-guiada y una biblioteca de contenido educativo, ALAViDA TRAIL se personaliza en función de sus necesidades.

Para empezar su viaje con ALAViDA TRAIL:

- 1) Visite <https://try.alavida.co/hola> y haga clic en "Registrarse"
- 2) Introduzca su información
- 3) Recibirá un correo electrónico nuestro, deberá seguir las instrucciones para acceder a su TRAIL

¿Cuáles son las sustancias con las que puedo recibir ayuda?

- Alcohol
- Cannabis
- Opioides (recetados o no)
- Cocaína
- Anfetaminas
- Barbitúricos (medicamentos para dormir o para la ansiedad, etc.)
- Otros



ALAVIDA

Signing up is simple and confidential.

1. Visit <https://try.alavida.co/hola/> and click 'Sign up'
2. Enter your information
<https://hello.alavida.co/cowan-intake>
3. Receive an email from us and follow the instructions to access your TRAiL

ALAVIDA

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Password

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