

Managing preventive and chronic care

A simple guide to how your plan offers practical support for prevention and long-term health.



From routine check-ups and screenings to long-term condition management, your Cigna Africa Plan supports the care you may need at different stages — helping reduce the risk of avoidable complications across the continent.

Beyond treatment: Preventive care and managing ongoing conditions

Preventive Care

The Cigna Africa Plan includes preventive services, often covered in full or with a simple co-pay. Typical examples include:

- Annual health checks and basic screening tests.
- Vaccinations for adults and children.
- Check-ups for blood pressure, blood sugar, and cholesterol.
- Lifestyle or well-being consultations, where included in your plan level.



Why it matters:

- Helps identify potential health risks early.
- Makes common health conditions easier to manage.
- Helps avoid complicated treatment later.
- Saves on long-term medical costs.



Chronic Care

Chronic conditions like diabetes, heart disease, asthma, or arthritis need regular follow-up, not just one-off treatment. These are among the key health challenges Cigna Healthcare in Africa specifically focuses on. The Cigna Africa

- Regular specialist or general practitioner visits for condition reviews.
- Ongoing medication and repeat prescriptions.
- Recommended tests to monitor control and adjust treatment.
- Access to chronic care management programmes, where available under your plan.

How to get the best from your plan:

- Follow your agreed treatment plan and attend reviews.
- Your plan helps cover eligible visits, tests, and medicines, according to your benefits and plan level.
- Cigna Healthcare's clinical and well-being teams — including through the Employee Assistance Programme (EAP) and Connect for Health platform — can provide extra guidance, coaching, or support services on some plans.



Making the most of preventive and chronic care benefits



Check what is included

Log in to the Cigna Envoy® app or portal to see which preventive services and chronic care benefits your specific plan level covers, and how often.



Create a simple health calendar

Note when your next check-up, screening, or chronic care review is due, and set reminders so appointments are not missed — particularly useful when navigating care across different African countries.



Use approved hospitals and doctors for follow-up

For regular check-ups and chronic reviews, choose from Cigna Healthcare's network of 3,000+ in-network providers across Africa to keep your out-of-pocket costs lower and claims smoother.



Ask about programmes and support

If you have a long-term condition, consult Cigna Healthcare or your HR team about whether your plan includes chronic condition management, coaching, or digital wellness tools through the Cigna Envoy® app to help you stay healthy.

