

Congratulations on your international assignment!

Important Things to Know once your global authorization process has commenced.

- 1. New record set up in Workday.** After your arrival in the United States (U.S.), the HR Operations Team will finalize your beginning of assignment record in Workday. Please direct any questions regarding Workday to your HR business partner.
- 2. Apply for a Social Security number.** Additionally, upon arrival in the U.S., you MUST apply for your U.S. national ID number (Social Security number or SSN). The destination service provider (DSP) will assist; however, it takes approximately 10 -15 days for your visa to appear in the government’s system. As a result, DSPs will wait at least that long before accompanying you to the Social Security office.
- 3. Update your Workday record.** Once you receive your SSN and obtain a U.S. local mailing address, please update your record in Workday. Caterpillar will not be able to process your health care enrollment until Workday is updated with a U.S. SSN and U.S.-based mailing address. Please log into [Workday](#) and search for the “Add/Update Government or National ID” article for instructions on steps to follow.
- 4. Health care plan enrollment.** Once your personal and job record information is correct in Workday, Caterpillar will advise the Caterpillar Benefits Center of your eligibility for the Cigna Global health care plan. They will process your eligibility and send your enrollment information to Cigna Global for health care plan enrollment. The effective date of your Cigna plan will be backdated to the date you made your final move to the U.S.
 - ID card.** Once Cigna receives and processes your information, you will receive a welcome email directly from them. This will include registration instructions for Cigna Envoy and your new membership ID number. Cigna will also mail you a physical copy of your ID card, so be certain Workday always has a U.S.-based mailing address.
 - If you need care before your ID card arrives.** If you do have a medical emergency prior to receiving your Cigna ID cards, seek medical attention. Please note some providers may require you to pay for the service up front. However, since the Cigna plan will be retroactive to the date you made your final move to the U.S., you will be able to work with Cigna for reimbursement. You should always ask the provider to bill you and advise them that you are awaiting your member ID cards from Cigna as a Caterpillar employee on international assignment.
- 5. Assistance and questions.**

General assistance from Cigna prior to receiving your enrollment materials	Review the Guided Health Advisor document from Cigna.
General assignee health care information	Visit the Inbound International Assignees page to view webinars about your Cigna benefits, Frequently Asked Questions (FAQs), contact details, documents as well as a summary of the benefits.
Questions	Contact Cigna Global: 1-800-441-2668 or www.CignaEnvoy.com .