

# FY2024 Regular Medical Checkup

## Employees, non-affiliated medical checkup institutions at oversea

Please check this guide and make sure to visit the doctor during the prescribed period.

Application period

**1 April 2024 – 31 Dec 2024**

Checkup period

**1 April 2024 – 14 Mar 2025**

Eligibility

Regular and temporary employees on overseas assignment, who are enrolled in Cigna Global Insurance

Prep.

Check the items to be examined in your medical checkup

○ Please check Cigna Global Insurance Coverage on [page 3](#).

STEP  
01

Apply for a medical checkup institution and desired date of medical checkup

○ Please find a medical checkup institution to make an appointment by yourself.

《 Notes on booking 》

- If possible, request that the results of the medical checkup be prepared in Japanese.
- If you have additional examination items that do not fall within the age range for which you are eligible, you will be charged the full amount.

STEP  
02

Apply for completion of medical checkup appointment

○ Once the date of the medical checkup has been decided, please report the completion of your medical checkup appointment to the company using the "Application for Completion of Medical Checkup Appointment" form.

\* If this report is not received as of January 1, it will be assumed that there is no intention to undergo a medical checkup, and we will consider how to respond to the situation.

**[Application form : <https://forms.gle/bWVSZXnZKNnvwNxf9>]** ⇒



※ If you do not have access to Google forms, please contact us at the address below for the date of your medical checkup date.

FR-Global health and safety : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

This program started this year. Please be sure to do so. (Employee only)

STEP  
03

Take your medical checkup

- Please follow the instructions of the medical checkup institution to prepare for your medical checkup.
- On the day of your medical checkup, be sure to bring the following items to your medical checkup.
  - Specimen container (if you received it from the medical checkup institution)
  - Medical checkup fee (temporary replacement)
- Please follow the rules of the medical checkup institution for any changes or cancellations.

## STEP 03

### Reimburse the payment

○ The cost of the medical checkup is covered by Cigna insurance. Please file a claim with your insurance company. You will be responsible for the cost of any items not covered by insurance. [Please check here](#) for information on how to bill your insurance.

## STEP 04

### Submit questionnaire and the results of your medical checkup

○ If you visited a hospital where your medical checkup results are not automatically transferred, or if you did not submit a consent form to the hospital where you visited, please submit Questionnaire and the results in GrowBase System to the wellness center.

**Please check this information P5~6** to learn how to submit your results through the Grow Base system.

\* If you are unable to use the HSS system by any means, please submit a PDF file below.

To : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

[Click here the questionnaire](#)

### Contact for inquiries and questions about health checkups

★ If you have any questions about the medical checkups at the time of your temporary return, please contact the following

FR Global occupational health and safety : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

# Required items (Required items and Cigna coverage)

Checkup items			Required items	CIGNA coverage		
Medical examination	Interview examination		Medical questionnaire (including 4 items required for specific medical checkup)	○	○	
	Physical examination		Medical history, subjective and objective symptoms	○	○	
Physical measurements, etc.			Height, weight and BMI	○	○	
			Waist	○	○	
			Blood pressure	○	○	
			Eyesight	○	○	
Chest examination			Chest x-ray (direct)	○	○	
			Sputum		○	
Stomach examination			Barium or gastrography		○	
Hearing			Audiometer (1000/4000)	○	○	
Urine examination			Urine sugar (US), urine protein	○	○	
			Urine occult blood, urobilinogen	○	○	
Blood examination	Blood complete		Red blood cell (RBC), hemoglobin (Hb)	○	○	
			Hematocrit (Ht), (Platelet) PLT/PL, (Mean corpuscular Hemoglobin (MCH)	○	○	
			Mean corpuscular hemoglobin concentration (MCHC)		○	
			Mean corpuscular Volume (MCV), White blood cell (WBC)	○	○	
	Blood biochemistry		Lipid	Total cholesterol (T-Cho)	○	○
				Natural Fats (TG), HDL cholesterol (HDL-cho), LDL-cho	○	○
			Liver function	GOT (AST), GPT (ALT)	○	○
				γ-GTP (GGT)	○	○
			Kidney function	Uric Acid (UA), Urea Nitrogen-BUN (BUN)	○	○
				Creatinine (CRE)		○
	Blood sugar		Blood sugar (BS)	○	○	
			HbA1c	○	○	
ECG examination			ECG	○	○	
Eye examination			Funduscopy (above one eye)		○	
Options			Gynecology	Cervical Cytology		○
				Breast echo		○
				Mammography		○
			Digesters	Stomach screening		○
				Pylori check		○

- ※ If you wish to have optional items, they may not be covered by your insurance.
- ※ You will need to make your own advance payment and submit it to Cigna Global Insurance for reimbursement.  
Please access CignaEnvoy to process your insurance reimbursement.  
[https://public.cignaenvoy.com/ciepublic/home.htm?lang=ja\\_JP](https://public.cignaenvoy.com/ciepublic/home.htm?lang=ja_JP)
- ※ For more information on insurance, please see [here](#).

# Cigna Insurance Claims Procedure

If a medical checkup is performed at a medical facility not recommended by the company, you may file a claim with Cigna Global Insurance for the cost. (there is an annual limit and some items are not covered. Please contact Cigna for details.)

## [Preparation before billing: required information]

### ☑ Cigna ID

### ☑ Receipt of Medical checkup

### ☑ Ningen dock cover sheet

### ☑ Complete the initial registration for Cigna

※ Check the Insurance Guidebook for information on how to register. It also provides detailed instructions on how to apply.

<https://drive.google.com/file/d/1itp44eFovOKWxEsf8dWYdcG0N3VFsBIz/view>

## [Billing Method]

### ① Visit the Cigna Envoy site and log in

[www.cignaenvoy.com](http://www.cignaenvoy.com)

### ② Click to apply for a new claim

### ③ Verify contact information and continue

### ④ Include the following information in the application for a new billing claim

✓ 「Subject of the claim」 : Select the subject who received the medical checkup

✓ 「Symptoms and diagnosis」 : Fill out "Ningen dock"

✓ 「Possibility for the company to guarantee」 : "No"

✓ 「Is this claim due to a work-related accident or injury? 」 : "No"

✓ 「Who is eligible for a refund? 」 : Select Insured

✓ 「Upload Documents」 : Upload and save the details of health checkups  
(contents of health checkup items)

✓ Please fill out "Ningen dock cover sheet" and upload. [Click here the Cover sheet](#)

### ⑤ Choice of payment method (choose the one that suits you best)

\*ePayment Plus : Currently available in Australia, UK, New Zealand, USA, Canada, Hong Kong, Singapore Available in Denmark, Norway and Sweden

\*WireTransfer: Bank information will reflect the information at the time of initial registration. To change the remittance bank information, click "Edit".

\*Cheque: Cigna requests a local partner bank to issue a check. After the partner bank confirms the request, the check is issued and mailed. Usually takes 20 business days from the date of confirmation by the partner bank.

### ⑥ Agree to the Terms and Conditions

### ⑦ Click Continue

⇒ If the application is successful, an application number is issued and the application is closed.

# How to upload health checkup Questionnaire and results

After receiving the results of your medical checkup, you will need to submit them to the Wellness Center. Please follow the instructions below to upload your results to 「Grow Base」.

## Preparation before uploading

【For PC use】

1. Create a file name to upload with “XX fiscal year + 8-digit employee number + employee name”. ex) 202201234567tokyotaro

**One file is limited to 5 MB. If the data is large, please create two separate files.**

2. Keep it on the desktop

【For Mobile phone use】

1. Take a picture with your cell phone. (we recommend uploading a PDF file as you can only upload one photo at a time)

## Upload Method

### 1. Access to Grow Base

【For PC use】

- Enter the URL : <https://fr.karakoko.jp/login>

【For Mobile phone use】

- Scan the QR Code



(旧H.S.S.:ヘルスサポートシステム)



### 2. Log in

【For first time login】

Login ID : 8-digit employee number

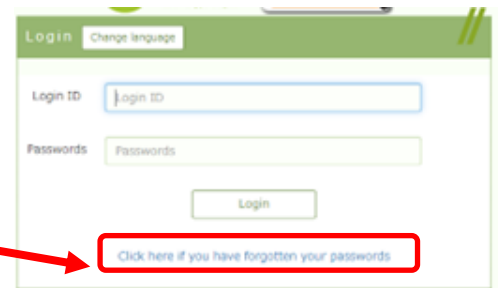
Password : Date of birth (ex : 19000101)

【After the second time】

Login ID : 8-digit employee number

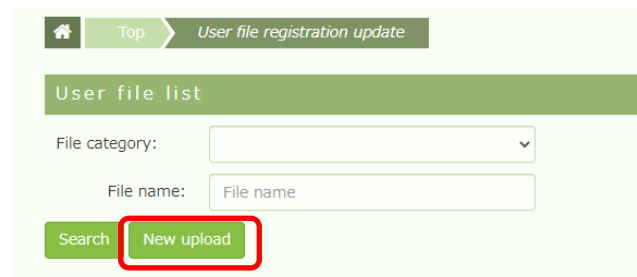
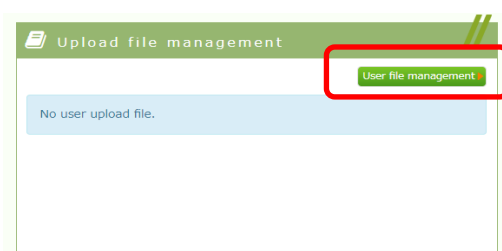
Password : Password set by yourself

※If you forgot your password, click “**Forgot your password?**”



### 3. Upload

- ①Check "Upload File Management" on the top screen.
- ②Click on "User File Management" under "Upload File Management".
- ③Click "New Upload" in the user file list.



- ④For submission of results, Select “① 健診結果 (only JPN)” of the category name.

For submission of questionnaire, Select “⑩定期健診問診票 (only JPN)”of the category name.

- ⑤Click on "Select File" for the uploaded file”.

- ⑥Select a saved file.

【For PC use】 Select the name of the file you created

【For Mobilephone use】 Select a photo from an album

※one photo is uploaded at a time.

- ⑦Click to “Registration”



## 4. Upload Complete

Registration 202201234567Tokyotaro.pdf

User file list

File category:

File name:

Search New upload

File category	Upload date	File name	Operation
① 健診結果	2022/04/15 12:51	202201234567Tokyotar...	Update Deletion

※Update or delete files from here

## 5. Answer the medical checkup questionnaire

- ① User Screen Top Page> Result of a web survey
- ② List of web surveys> For overseas implementers:Medical checkup questionnaire> Answer

List of web surveys

Top List of web surveys

	Title	Time limit for answer	Date and time of answer	Presentation of result
② NEW	For Overseas Implementers : Medical checkup questionnaire	2024/02/21	Answer	-
NEW	【海外赴任者のみ回答】 海外赴任前問診票/ Health questionnaire for Overseas Assignees	2024/03/31	Answer	-

**If you are unable to upload the results of your medical checkup due to a system malfunction or large data volume, please follow the procedure below to submit the results of your medical checkup and medical questionnaire.**

① Make PDF files of the results and the questionnaire, and name the file "FY(YYYY)(employee No)(Name)" for the results and "FY(YYYY)Questionnaire(employee No)(Name)" for the questionnaire.

② Each Documents is passworded with an 8-digit employee number.

③ Email the Wellness Center Overseas Contact

【Destination】 FR-Global Occupational Health and Safety (グローバル安全衛生) :  
FR-GlobalOccupationalHealthandSafety@fastretailing.com

[Click here for paper medical questionnaire](#)

※After submission, the results of the medical checkup will be registered in the system. Once the registration is completed, you will be able to view the results of the medical checkup from System.

Medical checkup

Do you always pay attention to warning signs of your body?  
Grasp your health condition correctly for better health.

Result

If you have any questions or concerns about uploading results, please contact us.

FR-Global Occupational Health and Safety :

[FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)