

# GET THE CARE YOU NEED

Discover valuable health engagement programs that may be available to you



As a Cigna customer, you may have access to helpful health engagement programs at no extra cost.<sup>1</sup> The programs support your doctor's care and help you to take an active role in managing your own health. To see if you're eligible, just log in to **myCigna.com**, use the **myCigna® app** or call us at the customer service number on your Cigna ID card. Here are some of the programs that may be available to you.

## Chronic Condition Management

Cigna doctors and nurses take a comprehensive view of your health, including emotional, lifestyle, social and physical factors. They then create a customized health engagement plan and work with you to help you meet your goals.

Cigna offers individualized support and education for the following chronic conditions:

- › Asthma
- › Chronic obstructive pulmonary disease (COPD)
- › Heart concerns
- › Diabetes
- › Weight complications (metabolic syndrome)
- › Depression, anxiety and bipolar disorder
- › Low back pain
- › Osteoarthritis
- › Peripheral arterial disease

## Lifestyle Management Program

Access support and coaching – by phone with a trained health coach or online for a more self-guided approach – to help you set goals and make lasting changes focused on:

- › Stress management
- › Weight management
- › Tobacco cessation

## Treatment Decision Support

Cigna health coaches provide counseling and education on treatment options for common health conditions including:

- › Back pain and arthritis of the hip or knee
- › Heart conditions
- › Benign uterine conditions (fibroids, abnormal bleeding)
- › Breast cancer
- › Prostate cancer

Cigna also has tools on **myCigna.com** that allow you to easily compare the cost of services – including services provided by the same doctor or for the same medication treatment.

## Wellness Coaching

Cigna has a team of experts – including nutritionists, behaviorists, nurses and exercise specialists – to help you. Wellness coaching can be used for support with:

- › High cholesterol
- › High blood pressure
- › Exercise regimens
- › Nutrition guidelines
- › Prediabetes

You'll also have access to digital wellness resources, such as informative podcasts and more.

**Together, all the way.®**



Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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## Care Management

Cigna care management helps you access the right care, at the right time, in the right setting. We'll work with you and your family to provide support as you recover after a hospital stay or outpatient procedure.

### Case managers and coaches can help you:

- › Save money by providing a list of preferred facilities in your plan's network
- › Coordinate your care prior to surgery or a hospital stay and your post-discharge care
- › Better understand your illness or injury
- › Identify community resources when needed
- › Obtain health education materials and provide answers to health-related questions

In addition, specialty case managers focus on specific health concerns and populations including **cancer, transplants and other complex medical conditions; behavioral health conditions; and high-risk babies.**

## Cigna Healthy Pregnancies, Healthy Babies®

Participants in the program have access to a nurse at any time – through the **Cigna Healthy Pregnancy app**<sup>2</sup> or over the phone. The program enables you to easily track your pregnancy, learn more about it and stay healthy every step of the way. You'll also receive an educational mailing that provides prenatal care education, infertility support, and information about depression, stress, and dental care during pregnancy.

## Cigna 24-Hour Health Information Line

Talk with a clinician at no extra cost, 24 hours a day, 365 days a year.

Cigna's Health Information Line is personal and confidential. Instead of worrying and waiting, call and speak directly with a nurse. We're here with support and guidance for any non-emergency situations when your doctor's office is closed. In an emergency, always dial 911 or visit the nearest hospital.

Call **800.Cigna24 (800.244.6224)** to access:

- › Information to help you decide whether to go to urgent care, see your doctor, visit the emergency room or care for yourself at home
- › Services for non-English-speaking and hearing-impaired callers

1. All program features may not be available to all customers with Cigna coverage. You can learn more about the programs available to you through your Cigna medical plan. 2. The App is for educational purposes only. Medical advice isn't provided. Don't use information in this App to diagnose yourself. Always check with your health care provider for information about examinations, treatment, testing, and care recommendations. In an emergency, dial 911 or visit the nearest emergency room. App/online store terms and mobile phone carrier/data charges apply. 3. Programs and services support customers with Cigna medical, behavioral or pharmacy plans. 4. Standard shipping costs are included as part of your prescription plan. 5. Express Scripts Pharmacy can automatically refill certain medications. Log in to the myCigna App or website or call 800.835.3784 to sign up. 6. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.

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## Pharmacy Management<sup>3</sup>

Our pharmacy programs and services focus on improving health and coaching you on the best ways to take your medications while making medications more affordable.

### Home delivery pharmacy

Express Scripts® Pharmacy – our home delivery pharmacy – is a convenient option when you're taking a medication on a regular basis. From your phone, tablet or computer, you can easily:

- › Fill up to a 90-day supply and get it delivered with standard shipping at no extra cost to you<sup>4</sup>
- › Get 24/7 access to pharmacists who can answer your questions
- › Sign up for automatic refills or refill reminders so you don't miss a dose<sup>5</sup>

### Specialty condition support

Specialty medications are used to treat complex medical conditions. They're typically injected or infused and may need special handling, such as refrigeration.

If you're using a specialty medication, Accredo® – a Cigna specialty pharmacy – can help. Accredo's team of specialty-trained pharmacists and nurses will provide you with the personalized care and support you need to manage your therapy – at no extra cost. They'll also fill and ship your medication to your home or doctor's office.<sup>6</sup> You can also get important counseling focused on your unique medical condition.

### Medication coaching program

Have questions about your prescriptions? A team of pharmacists is available to speak with you about the best way to take your medications, minimizing side effects, possible medication interactions and more.

## Let's get to better outcomes, together

In many cases, these programs are included in your health plan. To learn more or to enroll, just log in to **myCigna.com**, use the **myCigna app** or call us at the customer service number on your Cigna ID card.

