



BY YOUR SIDE AND ON YOUR SIDE

Get the most from your Cigna health benefits plan.

Life can be busy and complicated.

As part of your Cigna plan, we give you a variety of programs and services to help make your life easier – and healthier.

myCigna

Nothing is more important than your good health.

That's why there's myCigna – your online home for assessment tools, plan management, medical updates and much more. On myCigna you can:

- › Find doctors and medical services
- › View ID card information
- › Review your coverage
- › Manage and track claims
- › Order refills or talk to a pharmacist at Cigna Home Delivery PharmacySM
- › Use our Prescription Drug Price Quote tool to compare real-time drug pricing specific to your plan
- › Take your health assessment
- › Compare cost and quality information for doctors and hospitals
- › Access a variety of health and wellness tools and resources
- › Sign up to receive alerts when new plan documents are available
- › Track your account balances and deductible

You can also access myCigna on the go by downloading the myCigna App*.

* The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

24/7/365 service

Whenever you need us, just call the toll-free number printed on the back of your Cigna ID card for customer assistance 24 hours a day, seven days a week, 365 days a year. You can call to:

- › Get answers to health, claims and benefit questions
- › Order an ID card, update insurance information and check claim status
- › Ask for a Spanish speaking service representative or someone who can translate one of 200 languages

Questions?



Want to learn more about these programs and services – as well as the many other benefits in your Cigna health plan?

Call 800.244.6224

Visit Mycigna.com

Together, all the way.®



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

24-hour Health Information Line

Call the 24-hour Health Information Line (24 hours a day, seven days a week) to speak with a nurse who is ready to provide information and help answer your health questions. This toll-free number is printed on the back of your Cigna ID card.

- › Get information to help you decide where and when you should get treatment.
- › Need general health information or have a specific health concern.
- › You can also listen to hundreds of podcasts to help you stay informed about your health.

Select a topic and download podcasts to your mobile device* or listen via live-stream on your computer via **myCigna.com**.

* Standard mobile phone carrier and data usage charges apply.

In-network care

You can save money by using doctors, hospitals and health facilities that are part of your Cigna plan's network. And when you use our online directory, quality and cost-effective care is easy to find. Chances are there's a network doctor or facility right in your neighborhood.

The more you take advantage of the many benefits of your Cigna plan, the more opportunities you'll have to make more informed choices about your health. And when you need us, we'll be there – by your side – making sure you have what you need to achieve what matters most..

You can use telehealth for 24/7 care

See a doctor 24/7/365 with telehealth services. So, whether you're at home, at work or on vacation, and you can't see your doctor, a board-certified doctor will treat you by phone or online video chat for minor, non-emergency conditions like cold and flu symptoms, nausea and vomiting, sore throat, earache or sinus pain. The doctor can even prescribe most medications if appropriate. Prescriptions are not guaranteed to be written and telehealth may not be available in all areas, so see your enrollment materials for details.

Cigna Lifestyle Management Programs

If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes. A health coach can provide you with personalized support to help you:

- › Learn to manage your weight using a non-diet approach that helps you build confidence, change habits, eat healthier and become more active

- › Develop a personal quit plan to become and remain tobacco free
- › Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job

You can use an online or telephone coaching program – or both – for the support you need.

Health assessment

Taking a health assessment is a quick and easy way to learn more about your health today, and to figure out how you can improve your health in the future. After completing the health assessment you'll get a report that includes your wellness score, along with recommended programs. This report is a great tool to share with your doctor and use as a guide to help you set and achieve healthy goals..

Because the information learned through a health assessment can be such a valuable tool, your employer requires that you complete it before you enroll in your medical plan.

You may receive an incentive for completing the health assessment, which may reduce the amount you will have to pay for your benefits.

Cigna Healthy Rewards^{®*}

Get discounts on the health products and programs you use every day for:

- › Weight management and nutrition
- › Vision and hearing care
- › Alternative medicine
- › Healthy lifestyle and fitness

Just use your ID card when you pay and let the savings begin.

* Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. **A discount program is NOT insurance and you must pay the entire discounted charge.**

Biometric screenings

Knowing certain test results will help you and your doctor better understand your health and where you might need to make improvements. So, during regular checkups with your doctor, be sure to get the right screenings and remember your numbers for:

- › Blood pressure ideally should be lower than 120/80
- › Body Mass Index (BMI) will vary by gender and age, but generally a normal BMI falls between 18.5 and 24.9
- › Desirable lipid profile values include:
Total cholesterol < 200; LDL – cholesterol < 100

- ▶ HDL cholesterol should be ≥ 40 for men and women; triglycerides should be < 150

These numbers will also be helpful when you take the health assessment – another great tool to help you manage your health. These numbers are general guidelines only and you should speak to your doctor about appropriate treatment, testing, and care recommendations.

Flu clinics

Help protect yourself against the flu. Germs can spread fast, especially around the workplace. So help protect yourself and others by getting a flu shot.

Chronic health condition support

Health advocates are professionals trained as coaches, nutritionists and clinicians. They are here to listen to you, understand your needs and help you find solutions. Even when you're not sure where to start, you can get confidential support from reliable health care professionals:

- ▶ Anticipate your symptoms and manage them better
- ▶ Reduce the risk of complications
- ▶ Understand treatment options
- ▶ Focus on stress, weight management or smoking cessation

If you need to stay in the hospital, you'll receive support before and after. Understanding and managing your symptoms sooner could ultimately give you back more time and zest for life.

Cigna Health Advisor®

Health advocates are professionals trained as coaches, nutritionists and clinicians. They are here to listen to you, understand your needs and help you find solutions. Even when you're not sure where to start, you can get confidential support from reliable health care professionals.

Partner with a health advocate to take an active role in your health:

- ▶ Discuss your health assessment results
- ▶ Learn how to access telephone seminars
- ▶ Maintain better eating and exercise habits
- ▶ Learn to better manage health conditions
- ▶ Get information on treatment options so you and your doctor can make decisions that meet your health needs and work best for you
- ▶ Access support 24 hours a day when you need guidance
- ▶ Understand how preventive screenings and annual exams can help you get and stay healthy
- ▶ Ask personal questions about your health coverage
- ▶ Get help finding your way through the health care system

Preventive care

Getting and staying healthy is important. That's why preventive care services are covered at no added cost to you, when you receive them from a doctor who participates in your Cigna plan's network. Covered preventive care services include, but are not limited to:*

- ▶ Screenings for blood pressure, cholesterol and diabetes
- ▶ Testing for colon cancer
- ▶ Clinical breast exams and mammograms
- ▶ Pap tests



All group health insurance policies and health benefit plans contain exclusions and limitations. Plan deductible, copayment and/or coinsurance requirements may apply. For costs and complete details of coverage, see your plan materials.

The health care professionals and facilities that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna.

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