

# WELCOME TO CIGNA

Simple ways to make the most of your plan



When you know more about your plan, you can make better choices around health and spending. Let's dive in.

## Cigna resources to improve your whole-person health

Identity Theft protection at no additional cost (available January 1, 2022)



### First, register on myCigna.com<sup>1</sup> to activate all available programs

When your plan year begins, register on myCigna.com. That way you're ready to go whenever you need to find in-network health care providers, estimate costs and see your incentives.



### Access virtual care

Conveniently connect with board-certified doctors, therapists and psychiatrists via video or phone.<sup>2</sup>



### Connect with Cigna One Guide<sup>®</sup>

Our friendly guides have forward-thinking technology to answer questions on your plan, offer personalized advice and connect you to the right care. They can also proactively reach out.<sup>3</sup>



### Ensure in-network care

myCigna and Cigna One Guide can help you stay in-network, maximize savings and avoid any surprises.



### Get preventive care

Get preventive care, such as check-ups and biometric screenings at no additional cost to you.<sup>4</sup> It's even available virtually for maximum convenience.



### Prioritize behavioral support

214,000 behavioral health and substance use providers<sup>5</sup> can help, either in person or virtually. We also have 24/7 therapy including Talkspace and Ginger for Cigna, and digital tools such as iPrevail and Happify.<sup>6</sup>



### Call our 24/7 Health Information Line

Talk with a clinician who can help you choose the right care, whenever you need it - late nights, holidays and more.



### Simplify with mail-order medications

Express Scripts<sup>®</sup> is one of the largest pharmacies in the United States, and offers convenience, savings and stress-free prescription management.



### Bounce back with RecoveryOne<sup>™</sup> for Cigna<sup>®</sup>

Virtual physical therapy from the comfort of home that's convenient and available at no cost to you.



### Utilize case management programs

Complex medical conditions can be overwhelming. Our trained teams can help coordinate care, understand benefits and reach goals through online coaching.

Together, all the way.<sup>®</sup>





Make sure to get approval from your plan before getting care (known as prior authorization) for routine hospital stays or outpatient procedures.

Learn more at [myCigna.com](https://myCigna.com) or by calling the number on the back of your card.



### First, register on [myCigna.com](https://myCigna.com) or the [myCigna® App](#)<sup>7</sup>

Once you've registered, you can:

- › Understand what's covered in your plan
- › Find in-network doctors, hospitals and facilities and sort them by location, reviews and Cigna's quality rating
- › Get cost estimates for appointments, procedures and medications
- › Compare costs for 30- and 90-day medications and see if lower-cost alternatives are available
- › Find retail pharmacies that offer a 90-day supply
- › Manage and track claims
- › Get alerts when new plan documents are available
- › View or print a copy of your Cigna ID card
- › Access a variety of health and wellness resources, including an online health assessment, health tracking tools and My Health Assistant digital coaching

- › Go to your lab appointment and you'll get a notification when the results are available in the MDLIVE customer portal
- › Attend your virtual visit; you'll receive a summary of your screening results for your records



### Cigna One Guide

Combining digital technology with our personalized customer service, over the phone or on the myCigna App,<sup>7</sup> the Cigna One Guide support tool can:

- › Resolve health care issues
- › Save time and money
- › Get the most out of your plan
- › Find the right hospitals, dentists and other health care providers in your plan's network
- › Get cost estimates
- › Understand your bills
- › Navigate the health care system



### Virtual care<sup>2</sup>

Virtual care can be a convenient and affordable option for a wide range of care. For appointments, you can work with an in-network provider or connect with an MDLIVE<sup>®2</sup> provider at [myCigna.com](https://myCigna.com).

Right from your phone, tablet or computer, you can:

- › Connect 24/7 with board-certified doctors and pediatricians for minor medical conditions, such as seasonal allergies, colds and flu, or upper respiratory infections
- › Schedule appointments with licensed therapists or psychiatrists for behavioral or mental health conditions, such as stress and depression
- › Have a prescription sent directly to your pharmacy, if appropriate

### Virtual Wellness Screenings

Virtual wellness screenings are convenient and covered at no cost to you.<sup>8</sup>

Here's how they work:

- › Complete your MDLIVE online health assessment
- › Choose an in-network lab and schedule an appointment<sup>9</sup>
- › Choose an MDLIVE provider and schedule your virtual visit



### In-network care

Save money when you use doctors, hospitals and health facilities that are part of your plan's network. Chances are there's a network doctor or facility right in your neighborhood. It's easy to find quality, cost-effective care at [myCigna.com](https://myCigna.com).



### Preventive care

It's important to catch any issues while they're still small. That's why we cover eligible preventive care services at no extra cost, including:<sup>4</sup>

- › Screenings for blood pressure, cholesterol and diabetes
- › Testing for colon cancer
- › Clinical breast exams and mammograms
- › Pap tests
- › Additional covered procedures listed on [myCigna.com](https://myCigna.com)

Since your physical and emotional health are connected, make sure to talk about how you're feeling at your annual check-up.



## Behavioral care

214,000 in-network behavioral health care providers. 67,000 of those are virtual.<sup>5</sup> Whether you're dealing with a behavioral health condition, going through a rough time or looking for substance use support, you can find the one that fits your needs, either in person or virtually. To find a virtual provider:

- › Go to **myCigna.com** > Find Care & Cost
- › Search for "Virtual Counselor" under "Doctor by Type"
- › Call to make an appointment with your selected provider

Online visits with our behavioral health network providers cost the same as in-office visits. Costs vary by plan.



## 24/7 Health Information Line

At no extra cost, you can speak to a clinician to make more informed decisions about your care. Whether it's reviewing home treatment options, following up on a doctor's appointment or finding the nearest urgent care center in your plan's network, you can call the number on your Cigna ID card, day or night.



## Specialty medications

We can help you understand, manage and treat complex conditions that require a specialty medication. Our therapy management teams, made up of health advocates with nursing backgrounds as well as pharmacists, are specially trained to help with your specific needs.<sup>10</sup>

- › Personalized, 24/7 support
- › Condition-specific education on medication therapy and side effects
- › Help with the medication approval process
- › Financial assistance programs, if needed

For more information, call **800.351.3606**.



## Identity Theft Protection

- › We're committed to the physical, emotional and financial well-being of those we serve. That's why Cigna teamed up with IdentityForce, a top-rated provider of identity theft protection.<sup>11</sup>
- › We'll help protect you and your children against identity theft and help fix any identity theft compromises – at no additional cost for all medical subscribers
- › Two ways to enroll starting January 1, 2022:
  - Employees with Cigna medical who are registered on myCigna.com will receive an enrollment link email from IdentityForce.
  - Call 833.580.2523

Once enrolled, customers can access IdentityForce directly through the IdentityForce app or website.



## RecoveryOne for Cigna includes:<sup>6</sup>

- › Virtual physical therapy at no additional cost<sup>12</sup>
- › A private video consult with a virtual physical therapist
- › Customized plans to meet your needs – from the comfort and convenience of wherever you are
- › A multimedia app that guides you through your personalized exercises
- › Video, voice and chat conversations with your support team



## Case management programs

Take advantage of our personal services to help you with your personal health needs. A Cigna case manager, trained as a nurse, can work closely with you and your doctor to check on your progress. You can get help with conditions and illnesses such as cancer, end-stage renal disease, neonatal care and pain management.

You also have access to My Health Assistant on **myCigna.com** to help you:

- › Control stress
- › Lose weight and eat better
- › Enjoy exercise
- › Quit tobacco
- › Manage diabetes, Chronic obstructive pulmonary disease, asthma and other conditions

Enroll online today. Go to **myCigna.com** > Wellness > My Health Assistant – Online Coaching Program.

# TIPS TO HELP YOU SAVE MONEY



## Find where to get prescription drugs

- › Find the complete list of covered medications on **myCigna.com**
- › Use cost comparison tools on myCigna to compare prices and purchase mail-order prescriptions<sup>13</sup>
- › Use generics when possible
- › Know what brand-name drugs are covered in your plan
- › Ask your doctor about a 90-day supply for your maintenance medication(s) through our home delivery pharmacy service



## Know where to go for care

- › Use an emergency room for true emergencies
- › Don't wait: Locate an in-network convenience care clinic or urgent care center near you, before you need it
- › Don't be fooled: Some emergency rooms look like urgent care centers, so know what type of facilities are in your area



## Choose the right provider

- › Know which providers are in your network by going to **myCigna.com** > Find Care & Costs
- › Opt to connect with a board-certified doctor, therapist or psychiatrist via video or phone<sup>2</sup>
- › Use in-network national labs to help save money



## Be proactive about your health

- › Get information on the cost of medications and treatments to avoid surprises
- › Use your preventive care benefits, learn your core health numbers and make use of the health improvement tools at **myCigna.com**

## Find your way to better health.

Get more information on all the programs that are available to you.



When your plan year begins, register on **myCigna.com**.



Call the 24/7 customer service number on the back of your ID card.



Download the **myCigna App**.<sup>7</sup>

1. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. 2. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs. 3. Not available with all plans. 4. Not all preventive care services are covered and different plans may cover different things. For example, immunizations for travel are usually not covered. See your plan materials for a complete list of covered preventive care services. 5. Cigna unique provider data as of June 2021. Subject to change. 6. The program and services are provided by an independent company and not by Cigna. Program and services are subject to all applicable program terms and conditions. Program availability is subject to change. 7. The downloading and use of any mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. 8. Not applicable to exempt plans. See your plan documents for details. 9. Limited to labs contracted with MDLIVE for virtual wellness screenings. 10. Not all plans offer all of these programs and services. Please log into the myCigna App or website, or check your plan materials, to learn more about what your plan offers. The providers in Cigna's pharmacy network don't work for Cigna and are solely responsible for any treatment they provide. 11. White, A. "Best identity theft protection services of September 2021." CNBC.com. August 27, 2021. <https://www.cnbc.com/select/best-identity-theft-protection-services/>. Frankel, RS. "Best Identity Theft Protection Services Of 2021." Forbes Advisor. June 10, 2021. <https://www.forbes.com/advisor/personal-finance/best-identity-theftprotection-services/>. The program and services are provided by Sontiq, Inc. and not by Cigna Corporation or its operating subsidiaries. Program and services are subject to all applicable program terms and conditions. Program availability is subject to change. References to third-party organizations or companies, and/or their products, processes or services, does not constitute an endorsement or warranty thereof. Your use of such products, processes or services are at your sole risk. Product may be updated or modified prior to availability. 12. Cost and usage of this program is covered by your plan administrator; no additional out-of-pocket expense applies. 13. Prices shown on myCigna are not a guarantee. Coverage falls under your plan terms and conditions. Visit myCigna for more information.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative.

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