

HEALTHIER STARTS HERE

How Cigna makes a difference



Cigna makes it easy to be healthier.

Cigna offers so much more than your employer's medical coverage. From helping you answer health questions 24 hours a day to a virtual team of health and wellness coaches, we're here for you.

24/7/365 service

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

- › Get answers to health, claims and plan questions.
- › Order an ID card, update information and check claim status.
- › Find a health advocate for help with improving specific health issues.
- › Speak with a Spanish speaking service representative or someone who can translate one of 200 languages.

Health Information Line

Have a health question? You can talk with a clinician 24 hours a day, seven days a week.

- › Get help deciding where and when you should get treatment for your immediate care needs.
- › Call if you 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 listen via live-stream on your computer via myCigna.com.

Network of quality doctors

You can save money when you use a doctor, hospital or facility that's part of your plan's Cigna network. It's easy to find quality, cost-effective care right where you need it. You can find a doctor right on Cigna.com or on the myCigna® website or app once enrolled.

Together, all the way.®

Preventive care covered 100% in-network

Getting and staying healthy is important. That's why certain preventive care services are totally covered when you use an in-network doctor. These services may include:¹

- › Screenings for blood pressure, cholesterol and diabetes.
- › Testing for colon cancer.
- › Mammograms and Pap tests.

For a complete list of covered preventive care services, see your plan materials or, for more information, go to Cigna.com/takecontrol.

Answers by Cigna for Amazon Alexa

Need help with health plan or insurance terms? Just ask Alexa on all Amazon Echo devices. Enable the Answers by Cigna skill and take health care into your own hands - without so much as lifting a finger.²



myCigna

Where you will find everything you need to stay on top of your plan, and your health.

- › Find in-network doctors and medical services.
- › View ID card information.
- › Manage and review your coverage.



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

- › Manage and track claims.
- › Take your health assessment.
- › Compare cost and quality information for doctors and hospitals.
- › Access a variety of health and wellness tools and resources.

You can also access myCigna on the go by downloading the myCigna App.³

Telehealth for 24/7 care

Cigna Telehealth Connection helps you get the care you need – including most prescriptions (when appropriate) – for a wide range of minor conditions. You can connect with a board-certified provider via video chat or phone, when, where and how it works best for you.⁴

- › **Choose when:** 24/7/365. Day or night, weekdays, weekends and holidays.
- › **Choose where:** Home, work or on the go.
- › **Choose how:** Phone or video chat.

See your enrollment materials for details.

Know before you go

Here's an at-a-glance view of your options when you need medical care.⁵ In an emergency, always dial 911 or visit the nearest emergency room.

	Cost	Wait time	Severity
Cigna Telehealth Connection	\$	🕒	+
Convenience care clinic	\$	🕒🕒	+
Primary care provider	\$ \$	🕒🕒🕒	++
Urgent care center	\$ \$ \$	🕒🕒	+++
Emergency room	\$ \$ \$ \$	🕒🕒🕒🕒	++++

Cigna Healthy Rewards^{®6}

Get discounts on the health products and programs you use every day for weight management, nutrition, vision, hearing care and more.

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

7. Message and data rates may apply. To view our Privacy policy, please visit Cigna.com/Privacy. This service is for educational purposes only. Medical advice is not provided.

Health care providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients; they are not agents of Cigna. 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 complete details of coverage, see your plan materials.

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Cigna Veteran Support Line

This free hotline is available 24/7/365 to all veterans, their families and caregivers. No need to be a Cigna customer. Cigna stands ready to connect you with:

- › Pain management resources.
- › Substance use counseling.
- › Financial support.
- › Food, clothing, housing.
- › Legal assistance.
- › Parenting and child care.
- › Aging services.
- › Weekly Mindfulness for Vets sessions by phone and more.

Call **855.244.6211**.

Pain management resources

Visit Cigna.com/helpwithpain or text 25792 to receive tips for healthy pain management⁷

1. Plans may vary and not all preventive services are covered. For example, immunizations for travel are generally not covered. Other non-covered services/supplies may include any service or device that is not medically necessary or services/supplies that are unproven (experimental or investigational). See your plan materials for a complete list of covered preventive care services.
2. The Answers by Cigna skill is for informational and educational purposes only. You are encouraged to consult a licensed insurance agent and review your plan documents for the details of your specific health plan or insurance policy.
3. The downloading and use of the myCigna 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.
4. Telehealth services are provided by independent third-party providers. These services are provided exclusively by such third-party providers, and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities and video chat is not available in all areas. Telehealth services may not be available to all plan types or in all areas. A primary care provider referral is not required for this service.
5. This chart is for illustrative purposes only and is not medical advice. Actual costs and wait times may vary. Always consult your doctor for appropriate examinations, treatment, testing and care recommendations, including prior to choosing a provider for care. In an emergency, dial 911 or visit the nearest emergency room.
6. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your 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.

