



# ANSWERING THE CALL FOR BETTER HEALTH

## Why is Cigna calling me?

You're being offered Cigna programs to help you get healthy and live well. We're excited to get to know you, so we call you to talk about ways we can work together to help you manage your health.

## Why do I get so many phone calls?

You may be offered different Cigna health programs, so you may receive calls from different Cigna specialists. They are all equally important, and designed to help in different ways.

## Why should I answer the call?

Cigna's here to help you manage your health however you need us, but we can't help if you don't pick up. When we call, we want to start a conversation so we can learn what's important to you – whether that's a chronic condition, making healthy choices or filling a prescription.

If you aren't able to answer the call right away, feel free to call when you have time. Our coaching programs are open for coaching appointments during the day and the evenings.

If you have urgent or immediate concerns we are here to help you 24/7 to answer any questions you have about your health and well-being. *Every phone call is private and confidential.* We always talk in easy-to-understand terms. And we're not trying to sell you anything – we're just calling to help you live a healthier life.

## What happens on the call?

When you answer, you'll be connected with a health coach who will tell you their name and why they're calling. They will help you determine the best way Cigna can assist you. If you decide you want to join the program, you'll set up an appointment for your first coaching call. One-on-one coaching begins during the first coaching session. This service is included as part of your medical plan and at no extra cost to you.

Sometimes, we use an automated calling system to reach out to you. This is not a telemarketing service. We'll ask you a few questions, then connect you with a live health coach so you can make a coaching appointment and get started working on your health goals.

**Health coaches are a cross-functional team of clinical experts – all supported by doctors and pharmacists.**

## Is it private?

Yes. Every call is private and confidential.

## Why do you use an automated phone system?

To make a quick connection with you – like reminding you about an appointment or verifying your personal information before connecting you with a health coach. You can always request to talk with a live health coach at any time.

## Do I have to wait for you to call me?

No! We're happy you want to get started taking steps on the path to better health right away. You can call us anytime, day or night, by dialing the number on the back of your ID card. We're available 24/7 to serve you, but only hold coaching calls during working hours. If you call late at night or early in the morning, we'll help you schedule a call during a time your health coach is available.

## What if I don't want to get any more phone calls?

Ask the Cigna caller to remove you from the contact list, or call the number on the back of your ID card and ask for customer service.

**Together, all the way.®**



## What programs might you call me about?

Below is a list of programs we might call you about. These programs have been chosen to help you take steps toward a healthier life, and you may be eligible for an incentive when you participate. We do our best to suggest programs you might be interested in by listening to you and looking at information like your health assessment answers and claim information.

### STRESS MANAGEMENT, WEIGHT MANAGEMENT AND TOBACCO CESSATION

You'll be connected with a health coach who will work with you to identify your health care priorities and set smart goals to quit smoking, maintain a healthier weight or manage stress.

### HEALTH COACHING, TREATMENT DECISION SUPPORT

You may receive a call to verify personal information about a specific condition. Then, you'll be connected with a health coach who will help you get started.

Your health coach will help you understand your condition, discuss treatment options, remind you to refill your prescription, visit your doctor or follow-up on other forms of care, or just help you learn how to develop healthier habits for a healthier you.

### CHRONIC CONDITION SUPPORT

If you have a chronic condition, Cigna may be notified if you miss care you should have received based on evidence-based guidelines. If this happens, we might call you to talk about ways we can help you manage your care and your condition.

Your health coach will help you create a personal care support plan, understand medications or your doctor's orders, identify triggers that affect your condition, learn your treatment options and know what to expect if you need to spend time in the hospital.

### COACHING TO CLOSE GAPS IN CARE

At Cigna, we want to help you do everything you can to improve or maintain your health. If we notice that you've missed a doctors appointment in your care plan, haven't refilled a prescription or have had a gap in your care that could affect your health, we may start a conversation during a regular coaching call to see how we can help.

### CASE MANAGEMENT

If you're already taking part in Cigna's Case Management program, you'll continue to receive your regular calls. If there's been a gap in your care that could affect your health, your case manager may bring it up during your regular call.

### PHARMACY

If you've signed up for medication coaching, you may get calls that remind you to fill prescriptions or a call from a Cigna pharmacist or your personalized therapy support coordinators. You may also get calls explaining the benefits of filling your prescriptions at Cigna Home Delivery Pharmacy. If you already fill your prescriptions through Cigna Home Delivery Pharmacy, you may get calls regarding your order status, refills and prescription renewals.

### MISSED THE CALL?

Get in touch today by calling 855.246.1873



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# GET READY. GET SET. GET HEALTHIER.

## What to expect from your health coaching experience.

You've taken an important first step toward living a healthier life. To keep the momentum going, here are some simple tips and information that will help you understand what to expect from your coaching experience – and how to make the most of it.



### About coaching

Health coaching is personalized, goal-driven support to help you take steps to improve your health.

- › Your coach is a health care provider with training and experience in a variety of clinical specialties.
- › Your sessions are one-on-one and strictly confidential. Only you and your coach will ever know what you talk about.
- › Coaching is offered by Cigna at no additional cost to you, so you truly have nothing to lose and plenty to gain.

My coach has done an amazing job. The goals she had me pursue are manageable and build upon each other. I've accomplished many goals including a healthier diet, better understanding of my biometric numbers, and losing 25 pounds – I would encourage anyone who needs to work toward similar goals to pursue coaching!

Frank\*, Cigna customer



### What to expect

Your coach will not only focus on your health priorities, but will also work to help you step up your overall health. This broader, whole-person approach is designed to help you achieve your optimal wellness – physically, emotionally and even financially. Your coach can help you with:

- › Understanding treatments or medications
- › Coping with a chronic health condition
- › Overcoming secondary health challenges, such as weight loss, smoking, depression and more

I have diabetes and the Coaching program really helped me to commit to changes in diet and exercise. I was able to lose the weight I wanted and cement some good eating habits. My coach has been supportive and helpful, her suggestions have really helped keep me on track.

Valerie\*, Cigna customer

Together, all the way.®



# TIPS FOR SUCCESS



## Take time to prepare

At your first session, your coach will ask you questions about everything from your health concerns and goals to your health habits and lifestyle. To make the most of your time, start thinking about your answers now and have the answers handy for your appointment.

- › What are the health challenges that you are currently facing?
- › What goals would you hope to achieve by working with a Cigna coach?
- › What are your immediate health concerns? Long-term concerns?
- › Are you dealing with lifestyle, work or family stressors in your life?
- › Are you currently in a treatment plan to address depression, stress or other obstacles to your emotional well-being?
- › Are you currently in a treatment plan for a chronic condition or other health issue?
- › Is your preventive care on track (e.g., flu shots, regular check-ups, mammograms, colonoscopy, etc.)?
- › Do you have a primary care provider? How often do you see him or her, and when was your last visit?
- › What medications are you currently taking, if any? (It's a good idea to have a list of meds and dosages with you if you can.)
- › Do you smoke or drink alcohol? How often?
- › Do you have concerns about weight management or diet?



## Be open with your coach

When it comes to building your action plan, your coach knows one size does not fit all, and has the expertise to create a personalized plan that will deliver the most success for you. So, the more you share, the better your coach can help.



## Commit to your health

Your coach is committed to helping you achieve your goals, but it's your commitment that matters most. Keep in mind that it's likely to take a number of coaching sessions to help you meet your goals, but if it means achieving a healthier future, it's worth every minute. Make a promise to yourself now to stick with your coaching sessions until you accomplish your goals.

**You've got this!**



**For more information or to schedule a coaching session, call 855.246.1873 or the number on the back of your ID card.**



\*Customers' names have been changed to protect their privacy.

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