



# CIGNA HEALTH ENGAGEMENT PROGRAMS

Patient resources that support your care plan

Some of your patients may have serious illnesses, a high risk of developing a medical condition, or other health needs that require them to closely follow your treatment plans. Some may find this challenging or need additional education, and could benefit from extra support once they've left your exam room. We can help – through health engagement programs that are offered at no additional cost to you or your patients with Cigna coverage.

## Benefit to you

We understand you have a demanding schedule, so these programs don't usually require your time or resources. We've designed them to complement your treatment plans without increasing your workload or disrupting staff. Our programs provide education and the one-on-one support your patients may need to improve their health. This may help to reduce the number of calls to your office from patients seeking education. This can lead to greater productivity, allowing you to provide higher levels of care or increase patient volume to improve your bottom line.

We respect the relationship you have with your patients, and will fully support your care. We'll reinforce the evidence-based information you've already shared with them specific to their medical conditions or needs. We'll also provide personalized support that encourages them to take an active role in managing their own care.

Some of the programs that may be available to your patients through their Cigna medical plan\* are summarized below. To get started, they just need to call our toll-free number: **1.800.88Cigna** (882.4462).

## Cigna health engagement programs

### Disease management

This program helps individuals who are not efficiently managing their chronic conditions. It is:

- ▶ Designed to improve overall health, not just a chronic condition.
- ▶ A total health management delivery approach that combines the best practices of traditional chronic care management with clinical design enhancements that improve the customer experience.

### Maternity support

This program helps expectant mothers understand the key components to a healthy pregnancy by addressing prenatal care, nutrition, stress management and depression. They can:

- ▶ Speak with a nurse at any time by calling the Cigna 24-hour Health Information Line<sup>SM</sup>.
- ▶ Access our audio library to learn about pregnancy topics.
- ▶ Engage the assistance of our case management team for the duration of a high-risk pregnancy.

**Together, all the way.<sup>SM</sup>**



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

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## Case management

Patients who require services across multiple resources to facilitate their recovery will benefit from working with a case manager, who will:

- › Work with patients, their families, and their physicians to assess each case.
- › Develop and coordinate a care plan that addresses multiple needs and incorporates multiple resources (including community services such as home delivered meals and support for family members).

## Cigna 24-hour Health Information Line

Through this service, your patients have around-the-clock assistance and guidance for questions about their benefits and medical concerns. They can call us to:

- › Help them determine, after hours, whether they should seek care from the emergency room, a walk-in clinic, or wait to make an appointment with your office.
- › Learn how to prepare for a doctor visit, such as what questions to ask, or how to obtain education on specific conditions.

## Well Informed

This program focuses on disease prevention, and identifies potential gaps in care for more than 30 chronic illnesses and acute conditions to:

- › Encourage your patients to collaborate with you and other health care professionals to take the appropriate steps to improve their health.
- › Provide you with actionable information to help you manage your patients' care.

## Lifestyle management programs

We provide support and coaching (by phone or online, depending on your patient's preference) to help make lasting behavior changes in the areas of:

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

## Pharmacy management\*\*

Cigna offers your patients pharmacy programs and services that focus on improving their health and medication adherence, while making their prescription drugs more affordable.

### Cigna Home Delivery Pharmacy<sup>SM</sup>

Designed especially for our customers who regularly take medications, this program offers:

- › Licensed pharmacists who are available 24 hours a day, seven days a week.
- › Convenient home delivery or to a preferred location – at no additional cost.
- › Automatic refill reminders.

### TheraCare<sup>®</sup>

Supporting your patients who use specialty medications to treat certain chronic conditions, this program offers a personalized team of therapy support coordinators who work with you and your patients to:

- › Educate them about drug therapy and side effects.
- › Monitor compliance.
- › Encourage adherence.
- › Manage the prior authorization process.

### CoachRx

Through coaching and reminders by text, telephone or email, CoachRx may help your patients become more compliant in taking their medication and remembering required laboratory tests.

**Working together, we can help your patients with Cigna coverage attain better health outcomes.**

Learn more by logging in to the Cigna for Health Care Professionals website ([CignaforHCP.com](http://CignaforHCP.com)) or calling Cigna customer service at **1.800.88Cigna (882.4462)**.

Your patients covered under Cigna-administered plans can call the number on their Cigna ID card to learn more about the programs for which they are eligible. They can also visit [myCigna.com](http://myCigna.com) > My Health > Programs & Resources.

\* All program features may not be available to all your patients with Cigna coverage. Encourage your patients to learn more about these programs that may be available to them through their Cigna medical plan.

\*\* Cigna Pharmacy Management supports your patients who have both Cigna medical and pharmacy plans.

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