ANSWERING THE CALL FOR BETTER HEALTH

Why is Cigna calling me?

Your employer offers you Cigna programs to help you get healthy and live well. We're excited to get to know you, so we call you at home to talk about ways we can work together to help you manage your health.

Why do I get so many phone calls?

Your employer may offer you many 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. Someone is always available to answer any immediate questions you have about your health. *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 advocate 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. Free 1:1 coaching begins during the first coaching session.

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 advocate so you can make a coaching appointment and get started working on your health goals.

Health advocates are trained as registered nurses, behavioral specialists, health educators, exercise specialists or nutritionists – 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 advocate. You can always request to talk to a live health advocate 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 health right away. You can call us any time, day or night, by dialing the number on the back of your ID card. We're available 24/7 to serve you, but only do 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 advocate 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.℠

Cigna®

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

848226 b 12/14

What programs might you call me about?

Below is a list of programs we might call you about. These are programs your employer has 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, claim information, or if you miss preventive care a like mammogram or prostate exam.

Lifestyle Management Programs

You'll be connected to a health advocate who will work with you to create a personalized plan to quit smoking, maintain a healthier weight, or manage your stress.

TOBACCO

You'll be connected to a health advocate who will work with you to create a personalized plan to help you quit using tobacco.

WEIGHT MANAGEMENT

You'll be connected to a health advocate who will work with you to create a personalized program to help you maintain a healthier weight.

STRESS MANAGEMENT

You'll be connected to a health advocate who will work with you to create a personalized program to help you manage your stress.

CIGNA PHARMACY

If you've signed up for Cigna's CoachRx Service or participate in TheraCare, you may get calls that remind you to fill your prescription medication or calls from 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.

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 advocate will help you create a personal care 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 doctor's 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 about gaps 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.

"Cigna" and the "Tree of Life" logo are registered service marks and "Together, all the way." is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided exclusively by such operating subsidiaries and not by Cigna Corporation. All models are used for illustrative purposes only.

848226 b 12/14 © 2014 Cigna. Some content provided under license.