Answering the call for better health.



Why is Cigna Healthcare calling me?

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

Why should I answer the call?

Cigna Healthcare is here to help you manage your health in many ways, but if you want the most personalized support be sure to answer our call. When we call, we want to start a conversation so we can learn what's important to you – whether that's a chronic condition or making healthy choices.

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 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. This service is included as part of your medical plan and at no extra cost to you.

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 Healthcare 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.

Sometimes, we use an automated calling system to reach out to you. This is not a telemarketing service. We'll 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 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 getting you in touch with a health advocate or reminding you about an appointment.

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, and hold coaching calls during convenient 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 Healthcare caller to remove you from the contact list, or call the number on the back of your ID card and ask for customer service.

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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 such as your health assessment answers and claim information.

STRESS MANAGEMENT, WEIGHT MANAGEMENT AND TOBACCO CESSATION

You'll be connected with a health advocate 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 an advocate who will help you get started.

Your health advocate 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 Healthcare 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 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 Healthcare, 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 during a regular coaching call to see how we can help.

CASE MANAGEMENT

If you're already taking part in Cigna Healthcare'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.



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