

## Which CIGNA program is right for you?

CIGNA Behavioral Advantage  
CIGNA Cancer Support Program  
Healthy Pregnancies, Healthy Babies®  
CIGNA Home Delivery Pharmacy  
24-Hour Health Information Line  
Coach RX

One-on-one  
care every step  
of the way



# CIGNA Cancer Support Program

## Planning every stage

The CIGNA Cancer Support Program is designed to support people and their families facing all types of cancer, based on each person's specific care needs.

### Surveillance

This level supports cancer survivors by offering survivorship information and the option to call a specialized nurse at any time.

### Maintenance

This level is for people who have had cancer in the past and still take medication or have ongoing preventive treatment. People at this level receive outreach phone calls and survivorship information in the mail.

### Active and Active with Complications

This is for people currently living with cancer, and those who have cancer and other complications like diabetes or chronic obstructive pulmonary disease. These people receive support over the phone and work with specially trained nurses to create personalized care plans.

## Dedicated care

The CIGNA Cancer Support Program provides a specially trained cancer nurse to work with you one-on-one. Your nurse can help you understand your diagnosis, medications, treatment options, and answer any questions you may have. In addition, your dedicated nurse can help you coordinate your care, understand your insurance coverage, and find additional resources like local support groups and facilities.

### The CIGNA Cancer Support Program provides:

Print and online resources include a wide variety of articles and other materials focused on cancer prevention, treatment options and side effects. Additional information on support services is also available.

**Cancer Condition Center** located on [myCIGNA.com](http://myCIGNA.com), this online resource offers information and tools that can help prevent future illness.

**24 Hour Health Information Line<sup>SM</sup>** offers the option to speak directly to a nurse 24 hours a day, 7 days a week. The Health Information Line can also be used to access educational audio tapes on topics of interest.

### Provider and Facility Directories

Help individuals find superior care through CIGNA's partnership with the National Comprehensive Cancer Network.

## End-of-life care

The CIGNA Cancer Support Program helps people and their families who are facing end-of-life care. We provide help in the following areas:

- Helping individuals voice desires and choices
- Emotional and clinical support for patients and their families in coordinating end-of-life care
- Access to an extensive network of quality end-of-life care options
- End-of-life component focused on supporting individuals and their families as they transition to hospice or palliative care by:
  - Encouraging individuals to talk about their choices before they make this transition.
  - Providing emotional and clinical support to members and their families in planning this care.

This program is not meant to replace the care you would receive from your doctor, but to provide additional support if you need it. To learn more about the Cancer Care Support program and how to take advantage of all this program has to offer, please call **1.800.CIGNA24 (1.800.244.6224)**.



## **CIGNA Behavioral Advantage**

CIGNA Behavioral Advantage helps you take control of your health and wellness. In most health plans, medical and behavioral health are treated separately. Health care professionals from each side often have no contact with each other until an emergency takes place – and sometimes not even then.

From the moment you enroll, medical and mental health practitioners and case managers work together to support you on your path to wellness.

### **Collaboration can take many forms.**

For example, if you suffer a debilitating illness, we coordinate care to help you cope with the anxiety and depression that often accompany – and complicate – major illness.

CIGNA Behavioral Advantage also offers access to tools that empower you to take charge of your own health and life – whether you want to hash out a problem with the help of a counselor, learn about stress management or find information to enhance your well-being.

### **Make the Connection**

Your health has a profound effect on your happiness – and vice versa. The CIGNA Behavioral Advantage is a powerful platform to improve both your physical and mental health. Connect with us – we'd be happy to tell you more about the program.

**For more information**, visit [myCIGNA.com](https://myCIGNA.com) or call the toll-free number on your CIGNA ID card.

# CIGNA Healthy Pregnancies, Healthy Babies<sup>®</sup>

You're expecting! That means you're going to be choosing a name, looking for a pediatrician, and seeing big changes – to your body and your lifestyle. Where do you start? Enroll in this program designed to help you and your baby stay healthy during your pregnancy and in the days and weeks following your baby's birth.

## Find support early and often

- Tell us about you and your pregnancy so we can meet your needs.
- Ask us anything – your nurse is there to support you during your whole pregnancy.
- Get a pregnancy packet to learn more about having a healthy 9 months.

## Learn as much as you want

Get live support 24 hours a day, 7 days a week. Just call the number on your CIGNA ID Card to:

- Talk to a nurse who can help you with everything from tips on how to handle your discomfort during pregnancy to what foods to enjoy and which to avoid; and information on delivery options, birthing classes and maternity benefits.

- Access an audio library of maternity and general health topics, including:

- Morning sickness
- Prenatal care
- Premature deliveries
- Overcoming fear of childbirth
- Childproofing your home
- Choosing child care
- Diet, exercising and working during pregnancy
- For a complete list of topics, go to the "My Health" tab on [myCIGNA.com](http://myCIGNA.com)

## Get rewarded for a good decision

When you participate and complete the program you'll be eligible to receive:

- \$150 rebate if you enroll by the end of your first trimester; or
- \$75 rebate if you enroll by the end of your second trimester.

Call **1.800.615.2906** to enroll as soon as you know you are pregnant.

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## Comprehensive Condition Management

### Initial Risk Assessment

All pregnant members undergo an initial risk assessment designed to identify possible health risks during pregnancy, such as gestational diabetes or premature labor. Based on this assessment, the member's level of risk is determined to be low, moderate or high, and she will receive the appropriate prenatal education and care support.

### Follow-up Assessment

After the initial assessment, all members receive four additional interventions: at five months, seven months, post-delivery, and three weeks postpartum. Members determined to be at moderate risk receive additional nurse interventions as appropriate. High-risk members receive an intensive care assistance plan and nurse support at least once a month. Case managers help make sure members understand and comply with their doctor's care plan. They also ensure the care plan follows evidence-based guidelines.

### Postpartum Assessment

At the postpartum assessment, members are screened for postpartum depression and are provided with any needed counseling for common postpartum or newborn concerns, including breast-feeding.

# CIGNA Home Delivery Pharmacy

CIGNA Home Delivery Pharmacy is designed especially for individuals who take prescription medications on an ongoing basis. When you choose CIGNA Home Delivery Pharmacy to fill your ongoing medications, you can take advantage of the following:

- Licensed pharmacists available 24/7
- Up to 90-day supply in one fill
- Standard delivery to your home or other preferred location at no additional cost
- Likely lower out-of-pocket costs for your medication
- Reminders if you forget to fill your prescriptions
- Specialty medications available, including those that require refrigeration and overnight delivery
- FDA-approved medications

## Manage your medications 24 hours a day, 7 days a week.

On myCIGNA.com you can compare prices, track order and ship dates, see the number of refills you have left, and much more. Call **1.800.835.3784**, Option 1 to place an order for a refill or Option 2 to check the status of an existing order.

CIGNA Home Delivery Pharmacy can help you save on your out-of-pocket expenses. Log in to myCIGNA.com and visit the Prescription Drug Price Quote tool on the pharmacy home page; or call **1.800.285.4812**, Option 1, ext. 508 and ask for a price quote.

## CoachRx

CIGNA Home Delivery Pharmacy offers a 90-day supply of most ongoing prescription medications. Enroll with CoachRx and we'll also send you reminders if you forget to fill your prescription.

### Need additional help?

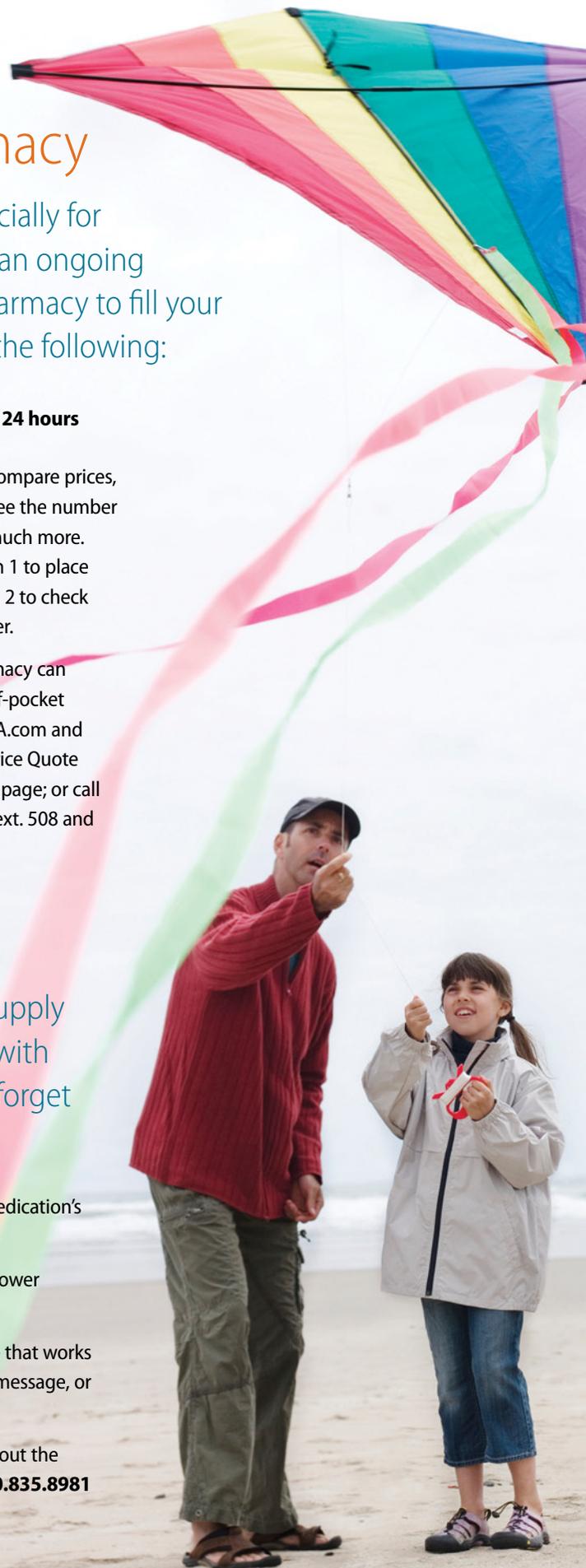
Call a CoachRx medication coach today.

CoachRx is a free service available to CIGNA Home Delivery Pharmacy customers

- Set up daily reminders to help you take your medication
- Use a free pill box to better organize your medications
- Receive messages to remind you of medical appointments

- Learn more about your medication's side effects
- Use coupons to help you lower medication costs
- Choose the reminder type that works best for you – email, text message, or voice mail

If you'd like to learn more about the CoachRx program, call **1.800.835.8981** or visit [cigna.com/coachrx](http://cigna.com/coachrx).





## 24-Hour Health Information Line

Need answers? Make the call. Whether it is guidance on medical treatment, or assistance with a health question, you can always call the health information line and get live support 24 hours a day, 7 days a week.

### Registered nurses are on duty around the clock

When you call the 24-Hour Health Information Line, you can choose to speak with a registered nurse. The nurse will ask you a few questions about your symptoms and situation, then direct you to the type of care that should make you more comfortable.

- If your condition doesn't require immediate care, the nurse will give you self-care tips to use until you see the doctor.
- If you need urgent care, the nurse will direct you to the nearest CIGNA HealthCare participating provider and help you with any necessary authorization.

- If it appears that you need emergency care, the nurse will direct you to call 911 or other emergency services in your area. The nurse will help you access the appropriate services.
- If you are directed to seek immediate medical attention, we'll provide your Primary Care Physician with the details.

Call **1.800.CIGNA24 (1.800.244.6224)** and you'll be connected directly to a specialist trained as a nurse who is ready to help answer your health questions.

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