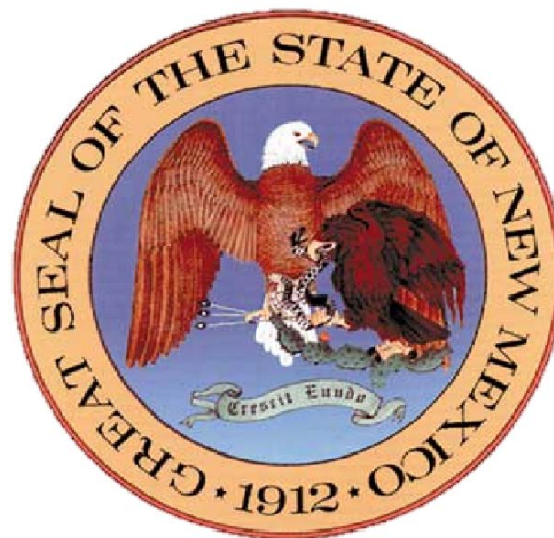


BY YOUR SIDE AND ON YOUR SIDE

Get the most from your health benefits plan.

January 1, 2021 – December 31, 2021



State of New Mexico



Offered by Life Insurance Company of North America or Cigna Life Insurance Company of New York.
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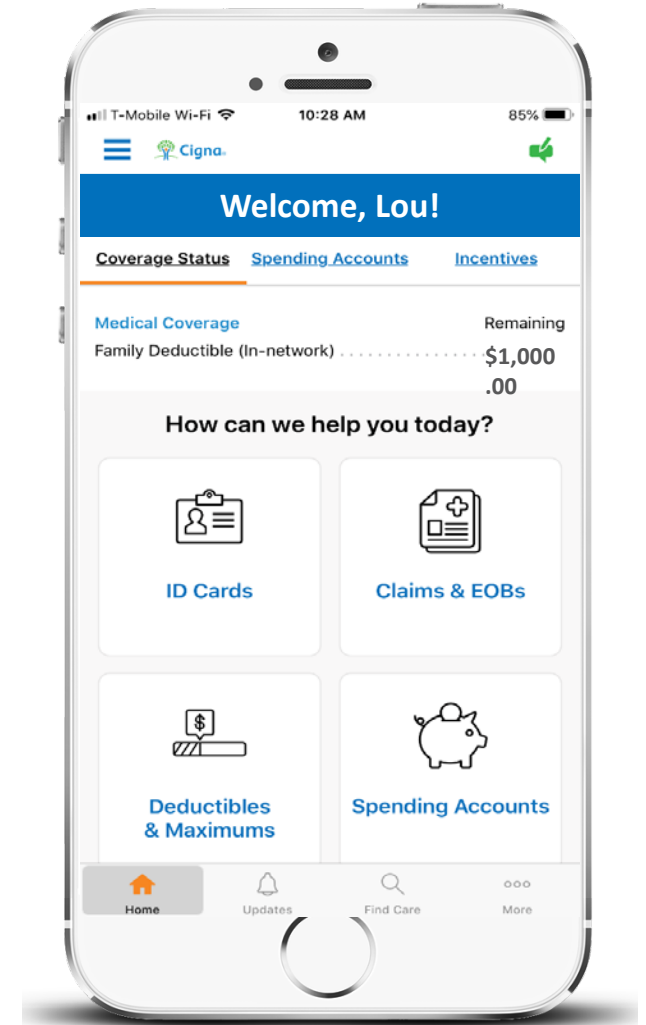
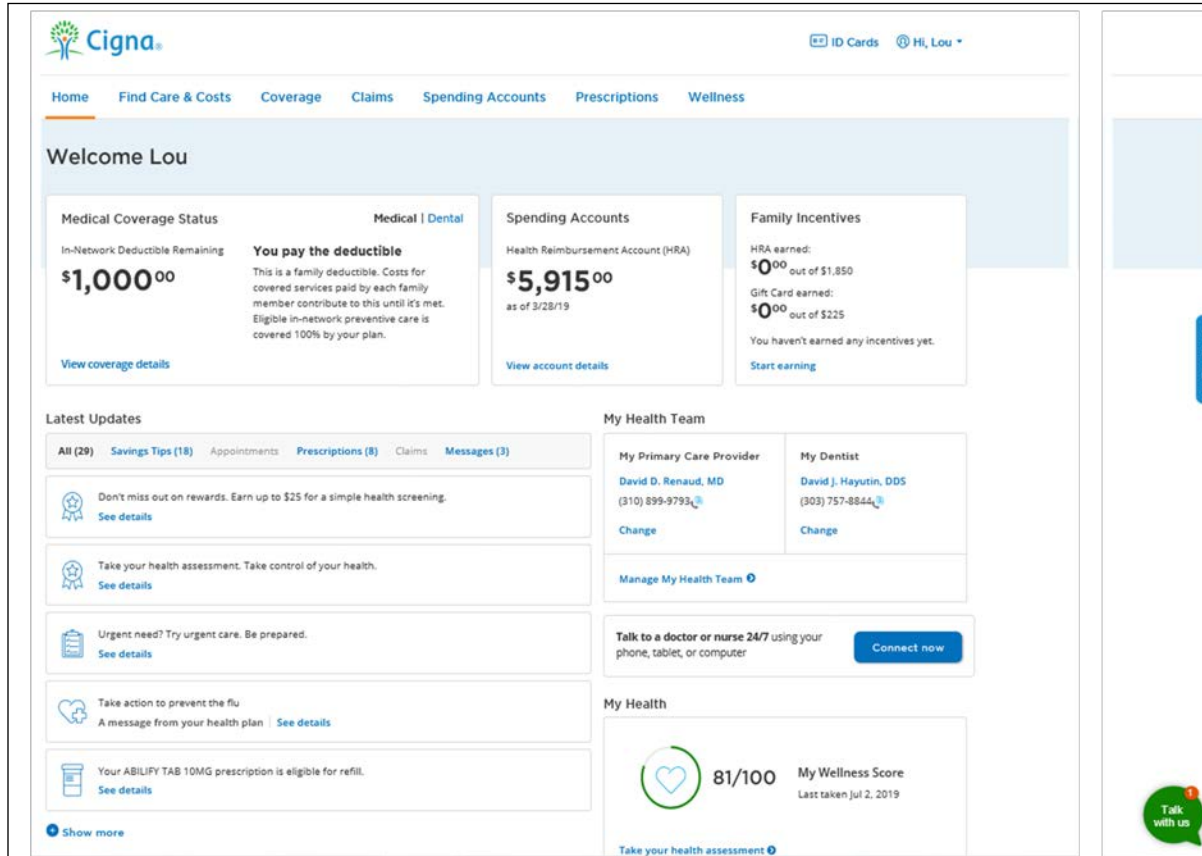
IN-NETWORK CARE

- You can save money by using doctors, hospitals and health facilities that are part of your plan's network.
- The more you take advantage of the many benefits of your plan, the more opportunities you'll have to make informed choices about your health.
- When you need us, we'll be there – by your side – to help make sure you have what you need to achieve what matters most.



MYCIGNA

TODAY'S SIMPLIFIED DIGITAL EXPERIENCE



Example used for illustrative purposes only. Subject to change. Actual costs and coverage will vary.
926520 12/19

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VIRTUAL CARE

For 24/7 access

See a doctor 24/7/365 with virtual care services. You will usually get an appointment in an hour or less, anytime, day or night.

So, whether you're at home, at work or on vacation, and you can't see your doctor, a board-certified doctor will treat you by phone or online video chat for minor, nonemergency conditions such as cold and flu symptoms, nausea and vomiting, sore throats, earaches or sinus pain.





24-HOUR HEALTH INFORMATION LINE

Call to speak with a trained nurse who is ready to provide information and help answer your health questions. This toll-free number is printed on the back of your Cigna ID card.

Get information to help you decide where and when you should get treatment.

If you need general health information or have a specific health concern.

You can also listen to hundreds of podcasts anytime to help you stay informed about your health.

Select a topic and download podcasts to your mobile device* or listen via live-stream on your computer via myCigna.com.

*Standard mobile phone carrier and data usage charges apply.

ENGAGEMENT & WELLNESS



One contact. Many connections.

YOU

One-on-one sessions,
personalized based on
your health goals

YOUR COACH

- Appointment reminders – email or text
- Works with a team of experts – registered dietitians, exercise physiologists, pharmacists and medical directors
- Plan resources and program referrals

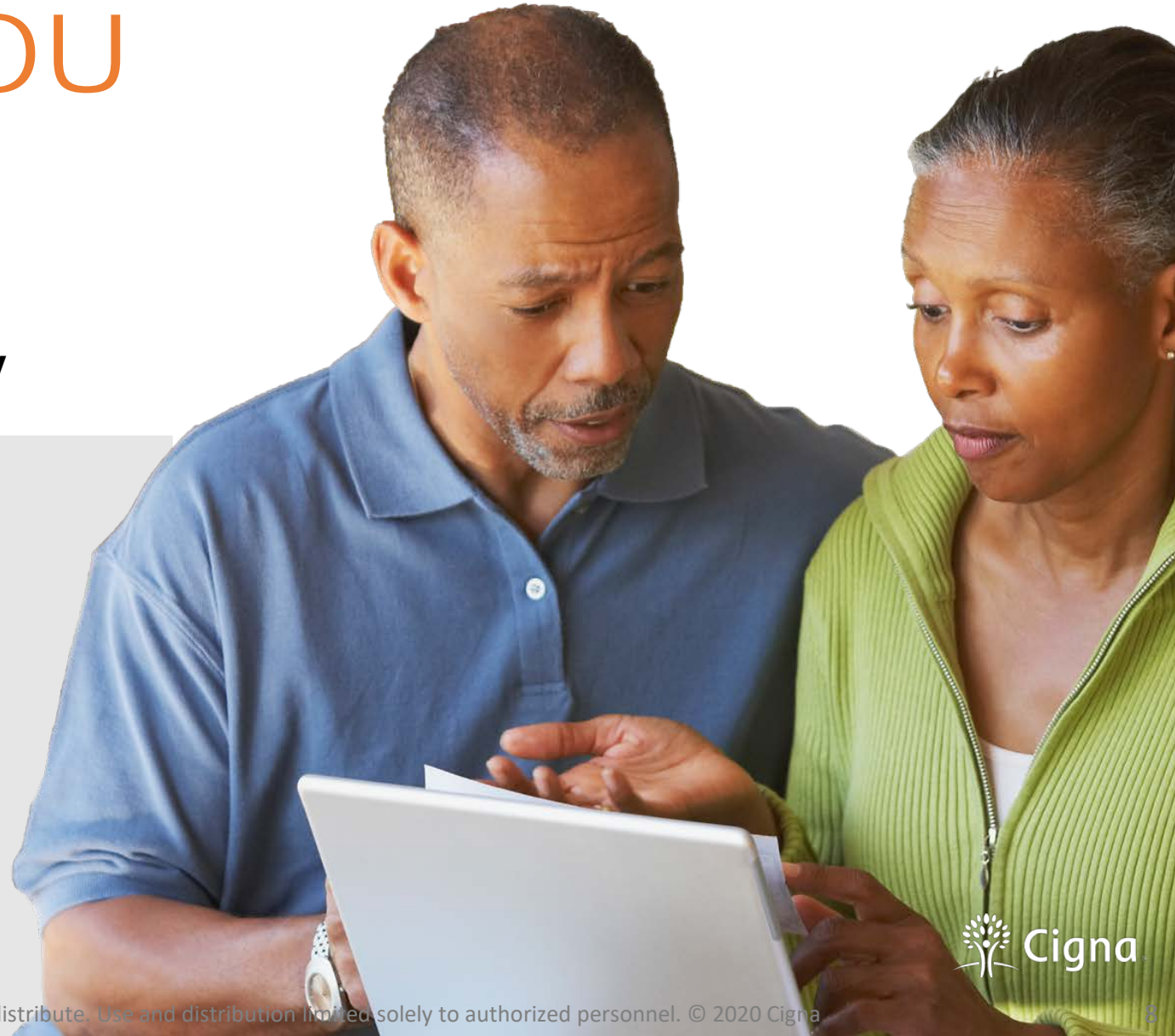
ACCESS TO BEHAVIORAL CARE WHEN YOU NEED IT.

Access and guidance for you and your family

Easy to find the right provider. Use the myCigna[®] search/directory or talk with a personal guide*

- Licensed counselors
- Nurse practitioners
- Psychologists
- EAP counselors
- Psychiatrists
- Substance use Centers of Excellence
- Specialized coaching and counselors (oncology, fertility, etc.)

*Personal guide available with Cigna One Guide. Cigna One Guide[®] is available as a buy-up service with most Cigna-administered medical plans.



HEALTHY INCENTIVES

Get rewarded for the healthy actions you take. When you achieve certain health and wellness goals, you'll automatically receive rewards.

Depending on your plan, you can earn rewards for things such as:

Taking a health
assessment

Getting a
biometric
screening

Participating in a
wellness program

Getting annual
preventive
screenings



CIGNA HEALTHY REWARDS[®]*

Get discounts on the health products and programs you use every day, for:

- Weight management and nutrition
- Vision and hearing care
- Daily Burn
- Fitness clubs and equipment
- Mind/body programs and equipment
- Alternative medicine
- Vitamins, and health and wellness products
- Online food delivery (MOMS)



*Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance and you must pay the entire discounted charge.

ENROLL WITH CIGNA AND RECEIVE A FITBIT!

- Employees who enroll in a plan administered by Cigna are eligible to receive a Fitbit Versa 3.
- Once we've verified your enrollment and you've registered on **myCigna.com**, we'll send you a link where you can order your Fitbit at no cost to you. It's that easy!



WANT TO LEARN MORE?

PRE EFFECTIVE: 888.806.5024 | CIGNA.COM

POST EFFECTIVE: 800.244.6224 | MYCIGNA.COM

HOW TO ACCESS?

POST EFFECTIVE: 800.244.6224 | MYCIGNA.COM



Thank You



Appendix

A smiling man with curly hair, wearing a light blue button-down shirt, is talking on a black mobile phone. He is looking down and to the side with a pleasant expression.

CIGNA LIFESTYLE MANAGEMENT PROGRAMS

The support you need to change your life.

- If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes.
- Learn to manage your weight using a non-diet approach that helps you build confidence, change habits, eat healthier and become more active.
- Develop a personal quit plan to become and remain tobacco-free.
- Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job.

To learn more about our Lifestyle Management programs please call us using the number in your enrollment materials.

CIGNA'S YOUR HEALTH FIRST® PROGRAM PROVIDES WHOLE PERSON SUPPORT – BODY AND MIND.

Cigna health coaches can help you navigate the challenges of living with chronic conditions

Coaches are trained to support 16 common conditions that can be impacted by behavioral change

- Asthma
- Coronary artery disease (CAD), angina, acute myocardial infarction (AMI), heart disease
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Diabetes I and II
- Metabolic syndrome
- Peripheral arterial disease
- Low back pain
- Osteoarthritis
- Depression, anxiety, bipolar disorder

Cigna chronic care coaches are trained to:

- Provide support for co-occurring conditions
- Engage and educate through a range of online tools and evidence-based resources

Evidence-based health coaching

Helps you:

- Create plans to achieve your goals
- Maintain compliance with your plan
- Adhere to medications as needed