



TAKE CONTROL OF YOUR HEALTH.

You can rely on Cigna to help.

Cigna has the programs and services you need to help make life easier – and healthier.

myCigna®

Once you register for **myCigna.com**, you'll get all the tools and resources you need to manage your plan – and your health. On **myCigna.com** you can:

- › Find in-network health care providers and medical services, including your closest Paladina Health clinic
- › Review your coverage
- › Manage and track claims
- › Take your health assessment
- › Compare cost and quality information for providers and hospitals
- › Track your account balances and deductible

You can also access **myCigna** on the go by downloading the **myCigna® App**.¹

24/7/365 service

Whenever you need us, just call the toll-free number printed on the back of your Cigna ID card for customer assistance. You can call to:

- › Get answers to health, claims and benefit questions
- › Order an ID card, update plan information and check claim status
- › Ask for a Spanish-speaking service representative or someone who can translate one of 200 languages

The Open Access Plus (OAP) network

The Cigna OAP network in New Mexico closely mirrors the Presbyterian system with many of the same hospitals and providers in the network. With over 1M providers across the country, it includes Designated Centers of Excellence for Inpatient Services and Substance Abuse Treatment.²

- › National access to in- and out-of-network care without a referral – as easy as accessing care in your home state.
- › Virtual care and telehealth providers for both medical and emotional well-being needs; easy, safe and convenient.
- › Comprehensive national network of specialist providers to include dialysis, hearing aids, laboratories and more.

Preventive care

Getting and staying healthy is important. That's why preventive care services are covered at no added cost to you when you receive them from a provider who participates in your plan's network. Covered preventive care services include, but are not limited to:³

- › Screenings for blood pressure, cholesterol and diabetes
- › Testing for colon cancer
- › Clinical breast exams and mammograms
- › Pap tests

Together, all the way.®



Medical and Behavioral Virtual Care

Whether it's late at night and your provider or therapist isn't available, or you just don't have the time or energy to leave the house, with virtual care you can:⁴

- › Access care from anywhere via video or phone
- › Get medical virtual care 24/7/365
- › Schedule a behavioral health virtual care appointment online in minutes
- › Connect with quality board-certified providers and pediatricians, as well as licensed counselors and psychiatrists
- › Have a prescription sent directly to your local pharmacy, if appropriate

MDLIVE® – medical and behavioral health. **888.726.3171**

To talk with a provider or schedule an appointment online, go to **myCigna.com**

Cigna Total Behavioral Health

If you or a family member needs assistance with emotional health and/or substance use, Cigna is here for you. Our comprehensive program provides:

- › Help with life events, including children, family and financial support
- › Virtual counseling by phone or face-to-face
- › Lifestyle coaching
- › Online tools, which include digital partners such as Happify and iPrevail

We are available 24/7 by calling the toll-free number on your Cigna ID card, or call Cigna Behavioral Health at **800.274.7603**.

Questions?

Call us anytime if you have questions about enrollment or the programs and services available to you.



Call **888.806.5042**.



Visit **myCigna.com**.

Cigna Lifestyle Management programs

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. A health coach can provide you with personalized support to help you:

- › 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

Chronic health condition support

Health advocates are professionals trained as coaches, nutritionists and clinicians, and here to listen to you, understand your needs and help you find solutions. Even when you're not sure where to start, you can get confidential support from reliable health care providers.⁵

- › Anticipate your symptoms and manage them better
- › Help reduce the risk of complications
- › Understand treatment options

If you need to stay in the hospital, you'll receive support before and after.

Transition of Care

With Transition of Care, you may be able to continue to receive services at in-network coverage levels, for specific medical and behavioral conditions with health care providers who are not in the Cigna network. This care is for a defined period of time until the safe transfer of care to an in-network provider or facility can be arranged. You must already be under treatment for the condition identified on the Transition of Care request form. Please contact Cigna Customer Assistance for more details.

Cigna MotivateMe® Program

Get rewarded for the healthy actions you take. The more you do, the more you can earn. 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 and getting annual preventive screenings.⁶

1. The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. 2. Based on Cigna internal provider data for OAP service area as of February 2020. Subject to change. 3. Not all preventive care services are covered. For example, immunizations for travel are generally not covered. See your plan materials for a complete list of covered preventive care services.

4. Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas. A primary care provider referral is not required for this service. 5. This is available only to those employees who have been diagnosed with a chronic health condition. 6. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact Cigna at **888.806.5042**.

The information provided in this document is for educational purposes only. It is not medical advice. Always consult with your provider for appropriate examinations, treatment, testing and care recommendations.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna representative.

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