



State of New Mexico

YOUR MEDICAL PLAN OPTIONS



Plan year: January – December 2023

Offered by Cigna Health and Life Insurance Company
or its affiliates

963675 a 06/22

A health plan that lets you choose which doctors to see and when

Open Access Plus (OAP)

- You have the option of choosing a primary care provider (PCP) to guide your care (it is recommended but not required)
- You can see a specialist without a referral
- Using doctors and health care facilities in the Cigna OAP network may keep your costs lower
- [Your plan also offers a benefit that could save you more money by seeing a Tier-1 health care provider]
- You can choose doctors or facilities not part of the Cigna OAP network, but your costs may be higher
- You have access to Cigna's national network of labs, x-ray and radiology centers – plus 70% potential savings through in-network national labs (LabCorp or Quest)*
- Nationwide in-network coverage for emergency care
- You may pay an annual amount – a deductible – before your health plan begins to pay for covered health care costs.** Only services covered by the health plan count toward the deductible
- Once you meet your deductible, you will pay a portion of covered health care costs and the plan pays the rest
- Once you meet an annual limit on your payments – out-of-pocket maximum – your plan pays 100% of covered costs

*Savings based on average in-network national lab costs compared with out-of-network labs using internal Cigna national claims data: DOS January–December 2018. Savings will vary.

**Plans may vary; see your employer's plan documents for details related to your specific medical plan.



A health plan that offers a large network of health care providers

Open Access Plus In-network (OAPIN)

- You have the option of choosing a primary care provider (PCP) to guide your care (it is recommended but not required)
- You can see a specialist in the Cigna OAP network without a referral
- For your care to be covered you must use health care professionals and health care facilities in the Cigna OAP network
- [Your plan also offers a benefit that could save you more money by seeing a Tier-1 health care provider]
- You have access to Cigna's national network of labs, x-ray and radiology centers – plus 70% potential savings through in-network national labs (LabCorp or Quest)*
- Nationwide in-network coverage for emergency care
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**Plans may vary; see your employer's plan documents for details related to your specific medical plan.



PLANNING FOR YOUR MEDICAL COSTS

	OAP IN Plan			OAP Plan		
	Individual	Employee/Two-Person	Family	Single	Employee/Two-Person	Family
Deductible	\$500 In-network	\$1,000 In-network	\$1,500 In-network	\$750 In-network \$3,000 Out-of-network	\$1,500 In-network \$6,000 Out-of-network	\$2,250 In-network \$9,000 Out-of-network
Out-of-pocket maximum¹	\$5,000 In-network	\$10,000 In-network	\$15,000 In-network	\$5,000 In-network \$9,000 Out-of-network	\$10,000 In-network \$18,000 Out-of-network	\$15,000 In-network \$27,000 Out-of-network
Lifetime maximum	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

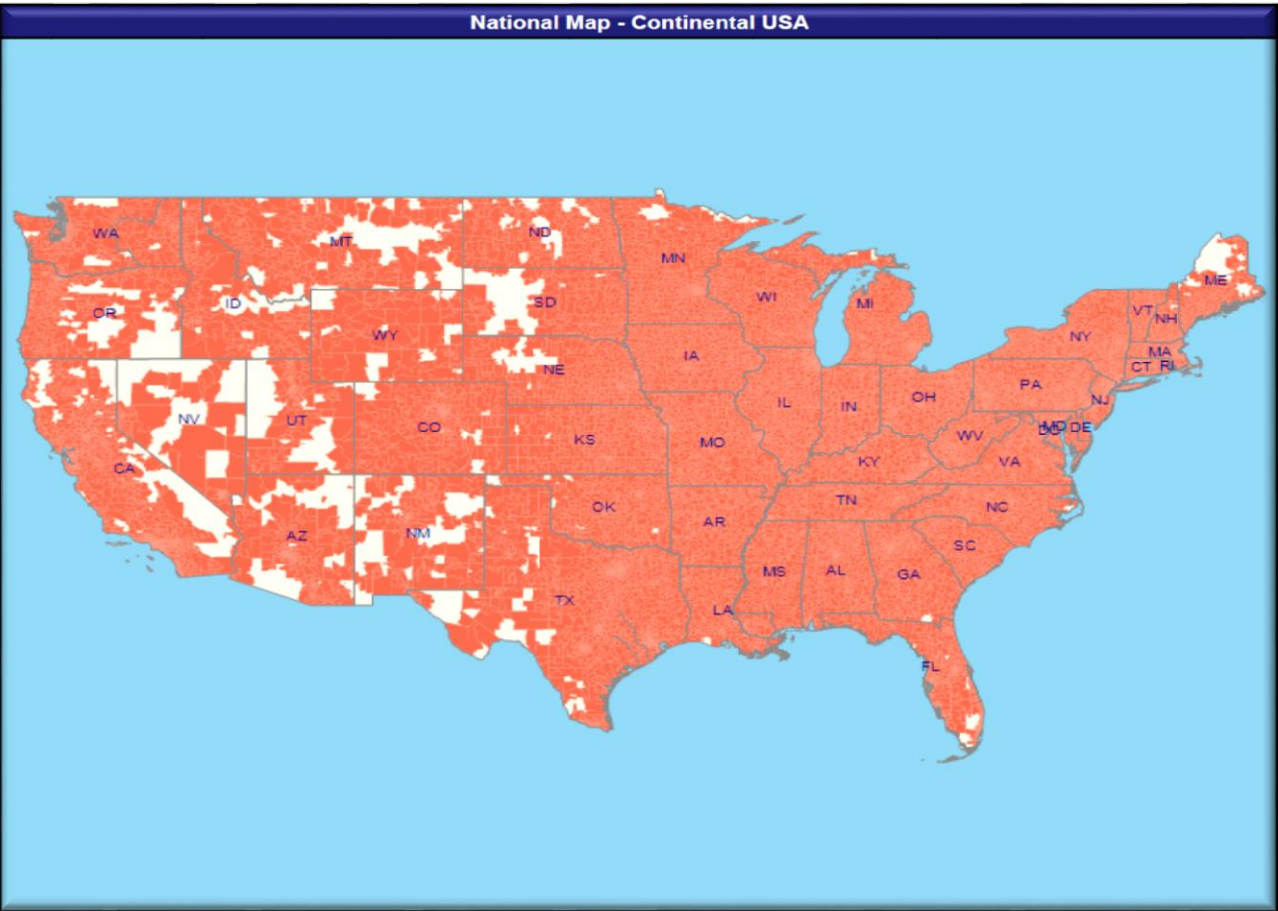
If you choose to receive care outside of your plan's network, only covered expenses will be applied to your deductible – subject to your plan's Maximum Reimbursable Charge provisions. **All plans have exclusions and limitations.** See your enrollment materials for more information about costs and details about covered and non-covered services, including plan exclusions and limitations.

1. This is the most a family (employees plus covered family members) will pay for in-network, out-of-pocket expenses. It's important to note that each individual family member's out-of-pocket costs are capped at \$8,700 for 2022 health plans, and overall family in-network costs are capped by the IRS at \$17,400. The out-of-pocket costs for people with individual coverage are capped at \$7,050 for 2022.

To see examples of how this works, please visit www.InformedOnReform.com > Federal Regulations > Cost Sharing Limits, or Cigna.com/health-care-reform/embedded-oop-customer-impacts.



OAP Service Area Map



**We truly are
Nationwide!
As you can see by
the map, the
areas covered in
red are where you
can find Cigna
coverage.**



THE CLAIM PROCESS



**Visit an in-network
doctor/hospital/facility**

**Show your
Cigna ID card**

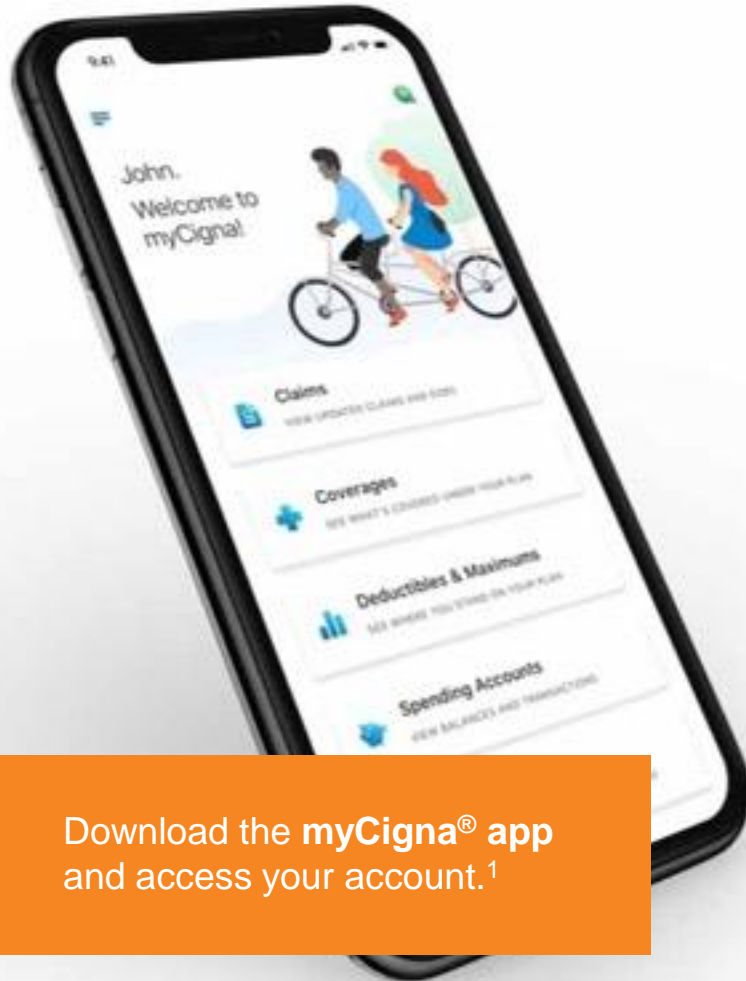
**Pay copay or
co-insurance¹
as required**

**Your doctor
will send Cigna
the claim**

**Cigna will send you
an explanation of
benefits (EOB)
as your receipt**

1. Your plan may apply a deductible. Copays are paid at the time of service. If a coinsurance applies, it is not paid at the time of service and is billed to you or charged to an HSA/HRA after the claim is processed and the EOB is issued.

MYCIGNA.COM[®]



Download the **myCigna[®]** app
and access your account.¹

Your online home for assessment tools, plan management, medical updates and much more:

- Find in-network doctors, dentists and medical services
- View ID card information
- Review your coverage
- Manage and track claims, account balances and deductibles
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources
- Receive alerts when new plan documents are available

For illustrative purposes only.

1. App/online store terms and mobile phone carrier/data charges apply. Actual myCigna[®] features may vary depending on your plan and individual security profile.



VIRTUAL CARE¹



Cigna has partnered with MDLIVE® to offer a comprehensive suite of convenient virtual care options — available by phone or video whenever it works for you.

Primary Care

Preventive care, routine care and specialist referrals

- Preventive care checkups/wellness screenings available at no additional cost²
- Prescriptions available through home delivery or at local pharmacies, if appropriate
- Receive orders for biometrics, blood work and screenings at local facilities³

Behavioral Care

Talk therapy and psychiatry from the privacy of home

- Access to psychiatrists and therapists
- Schedule an appointment that works for you
- Option to select the same provider for every session
- Care for issues such as anxiety, stress, grief and depression

Urgent Care

On-demand care for minor medical conditions

- On-demand 24/7/365, including holidays
- Care for hundreds of minor medical conditions
- A convenient and affordable alternative to urgent care centers and the ER
- Prescriptions available, if appropriate

Dermatology⁴

Fast, customized care for skin, hair and nail conditions — no appointment required

- Board-certified dermatologists review pictures and symptoms
- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more
- Diagnosis and customized treatment plan, usually within 24 hours

1. Cigna provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. Virtual primary care through MDLIVE is only available for Cigna medical members aged 18 and older.
2. For customers who have a non-zero preventive care benefit, MDLIVE virtual wellness screenings will not cost \$0 and will follow their preventive benefit.
3. Limited to labs contracted with MDLIVE for virtual wellness screenings.
4. Virtual dermatological visits through MDLIVE are completed via asynchronous messaging. Diagnoses requiring testing cannot be confirmed. Customers will be referred to seek in-person care. Treatment plans will be completed within a maximum of 3 business days, but usually within 24 hours.



VIRTUAL MEDICAL CARE¹



Cigna has partnered with MDLIVE® to offer a comprehensive suite of convenient virtual care options — available by phone or video whenever it works for you. Conditions treated include:²

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold and flu
- Constipation
- Diarrhea
- Earaches
- Fever
- Headaches
- Insect bites
- Joint aches
- Nausea
- Pink eye
- Rashes
- Respiratory and sinus infections
- Sore throats
- Urinary tract infections

1. Cigna provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. Virtual primary care through MDLIVE is only available for Cigna medical members aged 18 and older.

2. This is not an all inclusive list. See your plan documents or contact Cigna for complete program details.



VIRTUAL BEHAVIORAL CARE¹



Now you don't have to wait — or travel — for behavioral care. Cigna has partnered with MDLIVE® so you can connect by video or phone to licensed therapists and psychiatrists, all from the privacy of home. Non-emergency behavioral/mental health conditions treated include:

- Addiction
- Bipolar disorder
- Child/adolescent issues
- Depression
- Eating issues
- Grief/loss
- Life changes
- Men's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma/PTSD
- Women's issues

1. This is not a full list and is subject to change. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs.





BEHAVIORAL HEALTH SUPPORT



CIGNA TOTAL BEHAVIORAL HEALTH (CTBH)¹

Clinical support

Three sessions to connect with licensed clinicians in our network, at no additional cost to you²

Happify™ offered through Cigna

Digital self-guidance tool to help increase resilience through activities, games and guided meditations. Designed to help reduce stress and anxiety while encouraging confidence³

iPrevail offered through Cigna

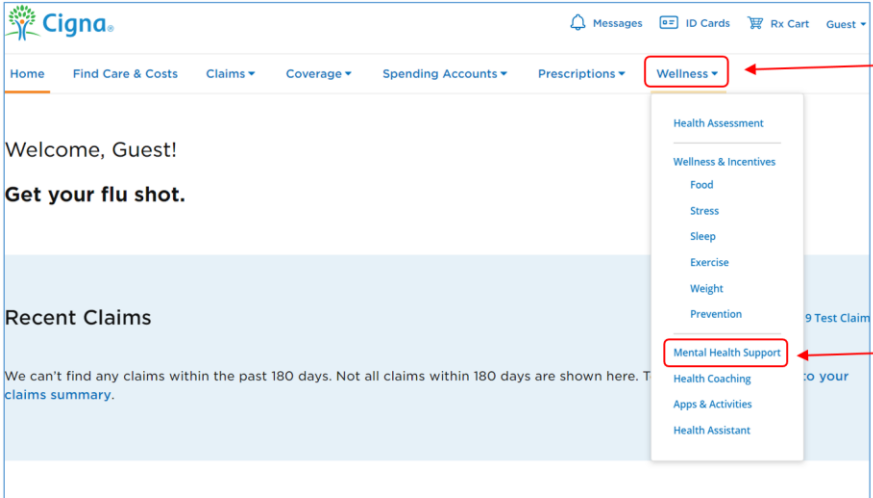
On-demand peer coaching and personalized learning to help boost your mood and improve mental health care³

1. All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Evernorth Care Solutions, Inc., and Evernorth Behavioral Health, Inc. Use and distribution limited solely to authorized personnel.
2. Three visits per issue per year. Restrictions apply to fully insured business sites in New York.
3. Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.



Mental Health Assessment Tool - myCigna

1



From myCigna Home Page, click on "Wellness"

From the dropdown select "Mental Health Support"

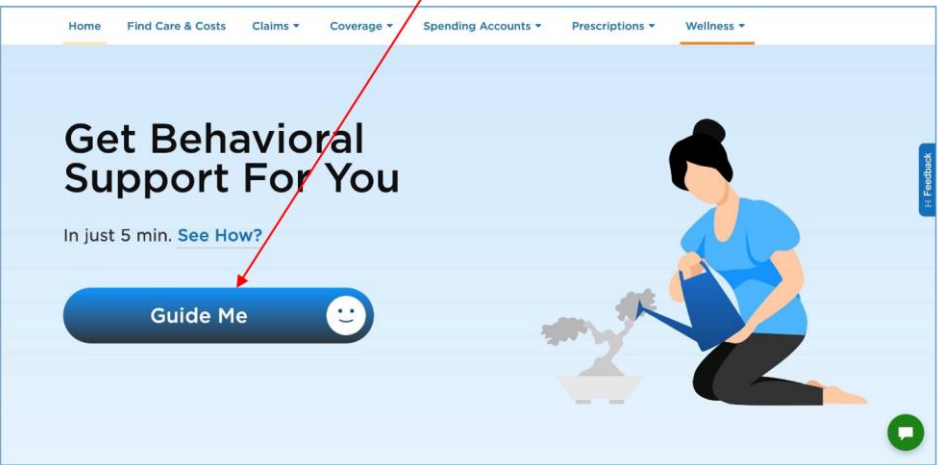
2



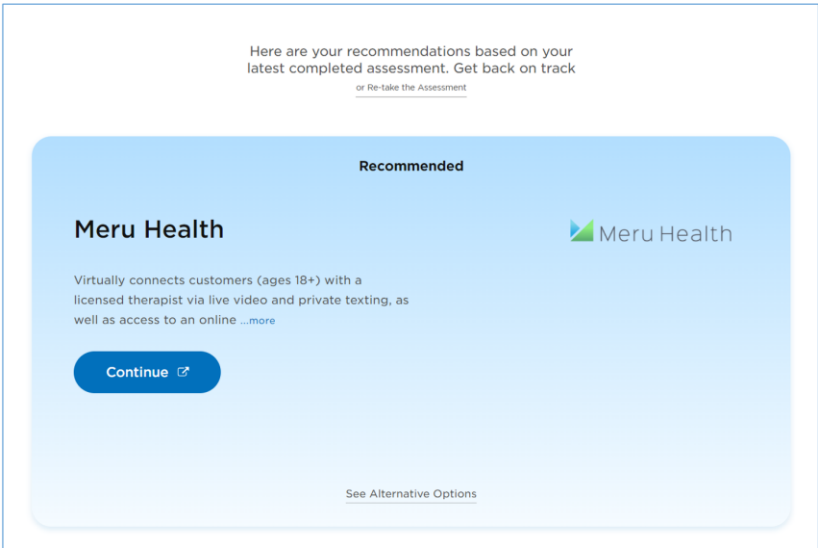
After each question, select the answer that best describes how you feel.

This is the landing page you will see. Click **Guide Me** to begin the assessment.

3



4





State of New Mexico



SUPPORT TO IMPROVE YOUR HEALTH AND WELL-BEING



CIGNA ONE GUIDE®

Cigna One Guide helps you make informed choices and get the most from your plan, offering personalized support to help you stay healthy and save money.

During enrollment, we're just a call away to help:

**One Guide Pre-Enrollment Line
1-888-806-5042**

- Answer questions about the basics of coverage for Cigna medical plans and products
- Identify the types of Cigna health plans available to you to help you choose the one that best meets your needs
- Find out if your doctors are in network to help you avoid unnecessary costs
- Get answers to any other questions you may have about the plans or provider networks available to you



CIGNA ONE GUIDE®

After enrollment, personalized support helps you:

- Resolve health care questions and issues
- Save time and money
- Get the most out of your Cigna plan
- Find in-network providers, hospitals and labs
- Get cost estimates
- Understand your bills
- Navigate the health care system

After you've enrolled, access Cigna One Guide the way that's most convenient to you.



myCigna® website or app¹



Live chat



Phone (800) 244-6224

1. App/online store terms and mobile phone carrier/data charges apply.

24/7 CUSTOMER ASSISTANCE



Reach us 24 hours a day,
seven days a week



Get answers to your
health, claims and
benefit questions



Ask for a Spanish-speaking
service representative, or
someone who can translate
one of 200 languages



Order an ID card,
update insurance
information, check claim
status and more

The answers you need are just a phone call away. Anytime you need us,
feel free to call the toll-free number on your Cigna ID card.



HEALTH INFORMATION LINE



**Call the number on your
Cigna ID card, 24/7/365**

- Offers access to a trained clinician¹ to help you determine when and where to get treatment for immediate health care needs
- Provides guidance and education about both specific health concerns and general health topics



**Chat via myCigna.com[®] website or app
Mon-Fri 9:00 am – 8:00 pm EST²**

- Provides suggestions for online tools or local resources to help support your physical and mental health needs
- Delivers access to audio health library (both in English and Spanish), as well as podcasts

1. These health advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing medical advice in any capacity as a health advocate.

2. Excluding holidays.



PREVENTIVE CARE

Many preventive services from in-network providers are covered 100% by your health plan.¹ That means you won't pay anything out of your own pocket.

Covered preventive care services can include, but are not limited to:¹

- Screenings for blood pressure, cholesterol and diabetes
- Screenings for colon/rectal cancer
- Mammograms and Pap tests
- PSA blood tests

1. Includes eligible in-network preventive care services. Some preventive care services may not be covered, including most immunizations for travel. Reference plan documents for a list of covered and non-covered preventive care service.



YOUR HEALTH FIRST



Provides whole person support – body and mind

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



CIGNA HEALTHY BABIES



Available at no additional cost to you, Cigna Healthy Babies supports you throughout your pregnancy journey — and works to keep you and your baby healthy.

You'll get:

- A downloadable guide to help you learn about important pregnancy topics, including prenatal care, exercise, stress and depression
- 24/7 telephone access to a maternity specialist
- Access to information on the myCigna® website or from the Cigna Healthy Pregnancy® app¹
- Personalized support from a case manager if you're hospitalized during pregnancy or if your baby is in the NICU

You'll learn how to:

- Plan for a healthy pregnancy
- Monitor your pregnancy week by week
- Prepare for labor and delivery
- Care for your new baby

For more information about Cigna Healthy Babies, just call the number on your Cigna ID card.

1. The app is for educational purposes only. Medical advice isn't provided. Don't use information in this app to diagnose yourself. Always check with your health care provider for information about examinations, treatment, testing, and care recommendations. In an emergency, dial 911 or visit the nearest emergency room. App/online store terms and mobile phone carrier/data charges apply.

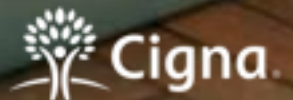
CIGNA LIFESTYLE MANAGEMENT PROGRAMS

Our health advocates provide personalized support to help you make lasting changes.

- **Weight management:** Learn to manage your weight using a non-diet approach that helps you change habits, eat healthier and become more active
- **Quit tobacco:** Develop a personal quit plan to become — and stay — tobacco-free
- **Reduce stress:** Understand the sources of your stress and learn coping techniques to better manage it in all areas of your life



Use an online or telephone coaching program (or both) for the support you need.



HEALTH ASSESSMENT

1. First, complete your quick and easy online health assessment.
2. Then, get a wellness score, as well as recommendations to start on a path to better health.
3. Share your report with your doctor at your next visit.



For illustrative purposes only.



CIGNA HEALTHY REWARDS[®] PROGRAM¹

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



Weight management and nutrition



Alternative medicine



Vision and hearing care



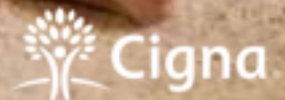
Fitness memberships and devices



Yoga products and virtual workouts

1. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.

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OMADA® FOR CIGNA¹

Omada is a digital lifestyle change program focused on building healthy, long-lasting habits.

- Designed to help you lose weight, gain energy and reduce the risks of type 2 diabetes and heart disease
- Surrounds you with the tools and support you need to make lasting, meaningful changes to the way you eat, move, sleep and manage stress — one small step at a time
- Teaches healthy habits — guided by interactive online lessons and support groups, professional health coaching and a digitally connected scale
- Receive the program at no additional cost if you or your covered adult dependents are enrolled in the company medical plan offered through Cigna, are at risk for type 2 diabetes or heart disease, and are accepted into the program

1. The Omada® program is administered by Omada Health, Inc., an independent third-party service provider. Cigna does not endorse or guarantee the products or services of any third parties and assumes no liability with respect to any such products or services.





Rewards for healthy actions

Cigna's MotivateMe® Program¹ rewards you for going the extra mile. When you achieve certain health and wellness goals, you'll receive rewards.

Depending on your plan, you can earn rewards for actions like taking a health assessment, getting a biometric screening, participating in a wellness program and getting annual preventive screenings.

1. If you are unable to participate in any of the program events, activities or goals due to a disability or other reason, you may be able to get a reasonable accommodation for participation, or a different standard for rewards. Contact Cigna for more information. Incentives are funded by your employer and may be considered taxable income. Contact your personal tax advisor if you have questions.



THANK YOU!

