

10 SIMPLE STEPS TO A HEALTHIER YOU.

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1. Stay in-network and use Cigna Care Designated providers

- › Using doctors, hospitals and facilities that participate in the Cigna PPO network helps save money.
- › Choosing Cigna Care Designated (CCD) doctors can also help you save because they have been identified for providing cost-efficient, quality care.
- › Verify that a doctor is in-network and a CCD provider by checking the directory on **myCigna.com**. CCD providers have a “C” symbol next to their name.
- › **Have questions?** Call the customer service number on the back of your Cigna ID card anytime. Cigna is open 24/7.

2. Take your medications as prescribed*

Many people do not realize the real damage or consequences of nonadherence. When patients with chronic conditions, such as cardiovascular disease, do not take medication as directed, the problems can be severe. For example, not keeping your blood pressure in check can lead to heart disease, stroke and kidney failure.

Tips for improved Rx adherence

- › Smartphone alarms/reminders.
- › Combining medications together in one place (pill box).
- › Put medications with another routine activity (i.e., your toothbrush/toothpaste).
- › Involve family/significant others to help remind you.

* www.heart.org/HEARTORG/Conditions/More/ConsumerHealthCare/Medication-Adherence---Taking-Your-Meds-as-Directed_UCM_453329_Article.jsp (last updated July 22, 2013).

** Not all preventive care services are covered. For example, immunizations for travel are generally not covered. See your plan materials for a list of covered preventive care services.

3. Learn and follow the recommended preventive care for your age and gender

- › Choose - and use - a primary care physician (PCP). Your plan focuses on keeping you well, rather than just providing coverage for illness or injury. Remember that in-network preventive care is a covered benefit.**
- › Your doctor will determine the tests and frequencies that are right for you based on your age, gender and family history.

4. Know your numbers

Your body mass index (BMI), waist circumference, blood pressure, glucose and cholesterol numbers are all important to learn and remember. During your next checkup, ask your doctor about these numbers and, if you need to, develop a plan to make them better.

5. Take the online health assessment

Once you know your numbers, you can complete your health assessment's easy-to-answer online questionnaire that:

- › Provides a snapshot of your overall health.
- › Identifies preventable and common conditions.
- › Recommends steps for improvement.
- › Connects you to online coaching programs specific to your needs.

The health assessment takes about 15 to 30 minutes to complete. You can print a summary of the report to take to your next doctor's visit. Use it to ask your doctor questions and to learn more about your health.

To complete your online health assessment, log in to **myCigna.com**, go to the “My Health” tab and then click “Take My Health Assessment.”

Helpful hint: Look for the shooting rocket in the center of the screen. The health assessment link will be one of the rotating options on the home page.

Not registered for myCigna yet? Go to **myCigna.com**, click “Register Now,” follow the instructions to complete the short online form and click “Submit.”

6. Enroll in a Lifestyle Management Program

Your plan includes Lifestyle Management programs that provide support with managing stress, managing weight and stopping tobacco use. You may choose to enroll in an online program or telephone sessions with a wellness coach.

The online program includes motivational emails and helpful online tools, trackers and information. Visit **myCigna.com** to enroll.

With the telephone program, your coach will work with you to create a personal behavioral change plan. A workbook and at-home toolkit will help you learn strategies to better manage stress or quit using tobacco. Call **866.417.7848** to enroll.

Cigna Quit Today

The program provides interventions for all tobacco types and ready-to-change levels. It includes over-the-counter (OTC) nicotine replacement therapy (NRT) (patches or gum) at no cost to the participant, delivered via Cigna Home Delivery PharmacySM.

Strength & Resilience

The program focuses on changing behaviors and helping participants take control and cope better with the sources of stress in their lives.

Cigna Healthy Steps to Weight Loss[®]

The program offers participants a non-diet approach to weight loss that focuses on changing behavior and habits.

7. Use the Cost of Care Estimator

The Cost of Care Estimator at **myCigna.com** provides cost estimates for 200 of the most common procedures – from office visits and lab tests to more complex services like MRIs, colonoscopies and outpatient surgeries.

8. Engage with Case Management – answer the call

- › Cigna Case Management teams include specially-trained nurses and health care specialists. With the

skills and experience to help you when you need additional support for your medical or mental health needs.

- › Our case managers understand medicine and health benefits. They can help you get the care you need, including inpatient or outpatient hospital services, or in-home care.
- › You may also contact us at **800.Cigna24 (800.244.6224)** and ask for a case manager.

9. Enroll in Cigna Healthy BabiesSM if you're expecting

- › Get toll-free, around-the-clock access to information and support from maternity coaches with nursing backgrounds.
- › Engage in additional support if you are considered to be high-risk.
- › Take advantage of smoking cessation intervention, if smoking.
- › Get post-delivery support and educational materials.

10. Consider using an urgent care center or convenience care clinic

If your medical need isn't serious or life-threatening and you can't get an appointment with your doctor, you should consider an urgent care center or convenience care clinic instead of the emergency room (ER). They provide quality care like an ER, but can save you hundreds of dollars. Many convenience care clinics are located in retail stores and pharmacies and are often open nights and weekends, with no appointments needed. Urgent care centers are staffed by nurses and doctors, and usually have extended hours.

Call the number on your Cigna ID card to speak with a customer service associate or nurse who can give you more information or help you decide where to receive care.

The ER should be used for the immediate treatment of critical injuries or illness. If a situation seems life-threatening, call 911 or go to the nearest ER.

