

# HEALTHCARE CAN BE CONFUSING.

We can help guide the way.

At Cigna, we know that health challenges can be stressful. But with our case management program, you don't have to face them alone.

You can count on your Personal Nurse Advocate\* for one-on-one support so you can worry less about your care and focus more on feeling better.

**Here are some answers to the most common questions about this program:**

## What is a Personal Nurse Advocate?

Cigna employs a clinical team of Personal Nurse Advocates who act as your one-on-one case manager and provide support for your health journey. Your conversations are private and never shared with your employer or anyone else.

## How much does it cost?

Cigna is offering this service as part of your medical benefits, there is no additional cost to you.

## Why would Cigna reach out?

If you have an upcoming surgery or any health changes, one of our Personal Nurse Advocate may reach out to offer extra support.

## How long will this program last?

You and your advocate will develop a care plan based on your needs. For some people it may be a few quick conversations, while for others it may be longer. There is no set time limit. Our goal is to help you feel confident managing your own care.

## I already have a doctor, so how is this different?

Our advocates work with your medical team to help you with your care plan, coordinate services and find ways to save you money on your health costs. We do not provide medical advice.

## What services do Personal Nurse Advocates provide?

Our goal is to help support you at each step of your journey toward whole person health – mind, body and spirit.

### › Guidance

- Helping you learn about your health benefits, lowering out-of-pocket costs, and how to be your healthiest self.
- Helping you understand your medications, finding lower costs prescriptions, or setting up home delivery.
- Helping you prepare for medical appointments, or helping you manage your chronic conditions.

### › Coordination

- Helping you find in-network specialists, home care, caregiver services, and more.
- Finding services like rides to appointments, financial assistance programs, or other ways to save money.
- Helping you plan for an upcoming hospital stay or moving to another site for care.

**Together, all the way.®**



## › Support

- Helping you and your family better understand your condition, treatment options and medications.
- Providing one-on-one emotional support and monitoring your progress.
- Answering your questions and listening to your concerns.

**If you see us reaching out, please connect so we can support you on your health journey.**



## Your rights.

Cigna is here to support customers and their families. We help you find the information you need to make the best health care choices. We also want you to know your case management rights.

### **You have the right to:**

- › Take an active part in your case management plan and learn more about your illness/disease.
- › Get help finding providers who can plan your care.
- › Learn how we may help with end-of-life and advance care planning.
- › Know why case management services are changed or ending.
- › Let us to work with your providers to support your care plan.
- › Learn about the case management program, when others may be involved, and when information will be shared.
- › Know that this program may include written/ electronic notices about case management actions and recommendations.
- › Learn how to make a complaint.
- › Choose not to participate in case management at this time, but you may choose to participate in the future.



\*These Nurse Advocates hold current nursing licensure in at least one state, but are not practicing nursing/providing medical care or medical advice in any capacity as a health advocate.

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