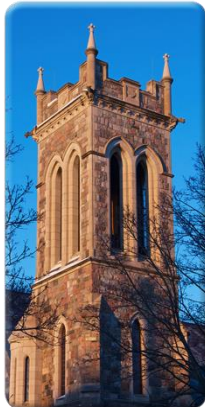




A Century of Service  
and Benefits for  
the Episcopal Church



## Cigna's Clinical Approach: *Who to call and when?*



**Dr. Craig Coenson**  
National Medical Executive

**Andy Brutnell**  
National Account Executive



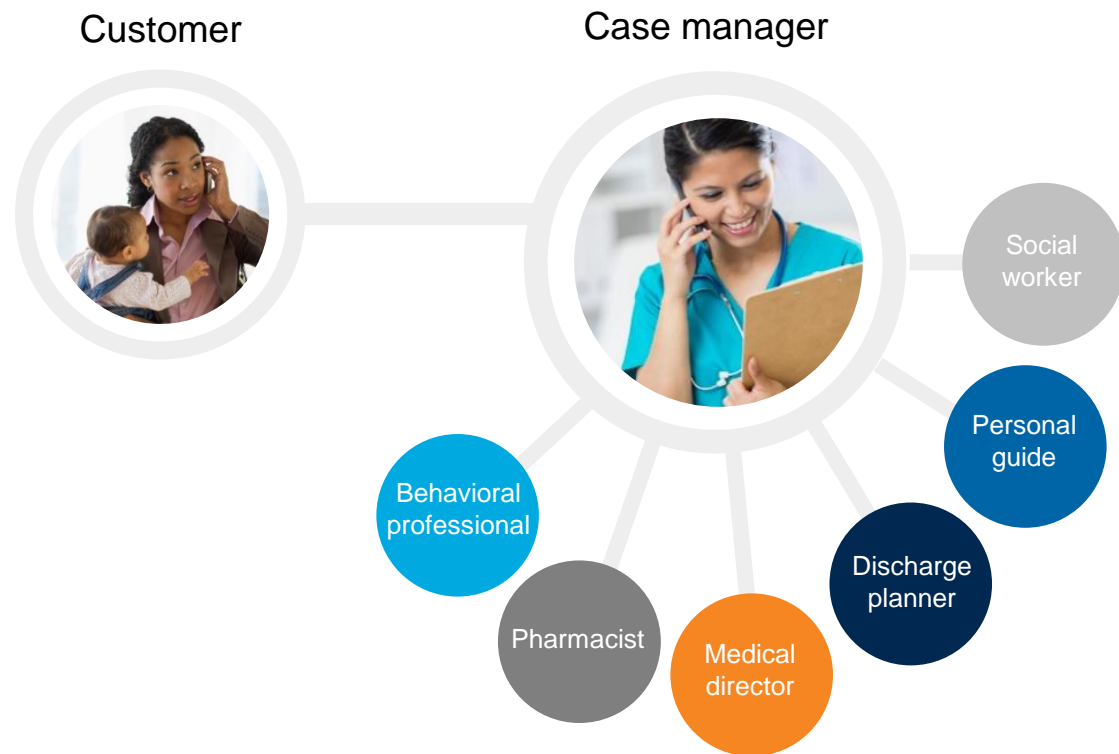
October 2, 2019  
Episcopal Business Administration Conference

**EBAC**2019

## Clinical Resources

# Your Personal Health Team.

A holistic view for better health.



Single point of contact

Prioritized opportunities

Shared 360° view of the customer

Multi-disciplinary case review

Collaboration tools

Referral and resource connections

# Your Personal Health Team.

Clinicians will address all of the influencers affecting improved health:

- **Medical** (biometrics, disease, and injury)
- **Social** (workplace, family, environment)
- **Behavioral** (self-image, readiness to change, motivation).



## Cigna Care Coaching<sup>®</sup>

### 6. Control

I can control my health and well-being, and the health care system around me

### 4. Expectation

I know how to get ahead of you if I am confused, fail at changing, get in trouble or experience a setback

### 2. Recognition

I know who you are and why you are contacting me

### 7. Power

I am empowered to stay healthy and vital

### 5. Trust

You are credible, and what we discuss is important to me

### 3. Capability

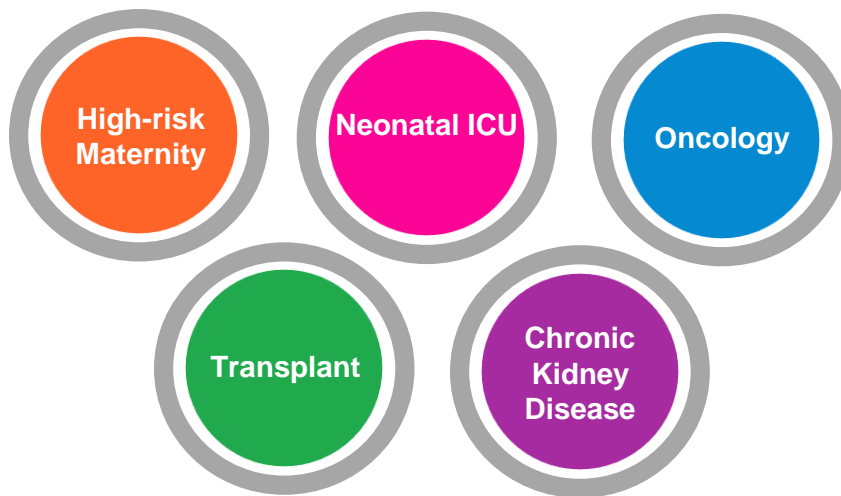
Your guidance gives me realistic choices that can be practically implemented in my life

### 1. Knowledge

I am as aware of my health as you are

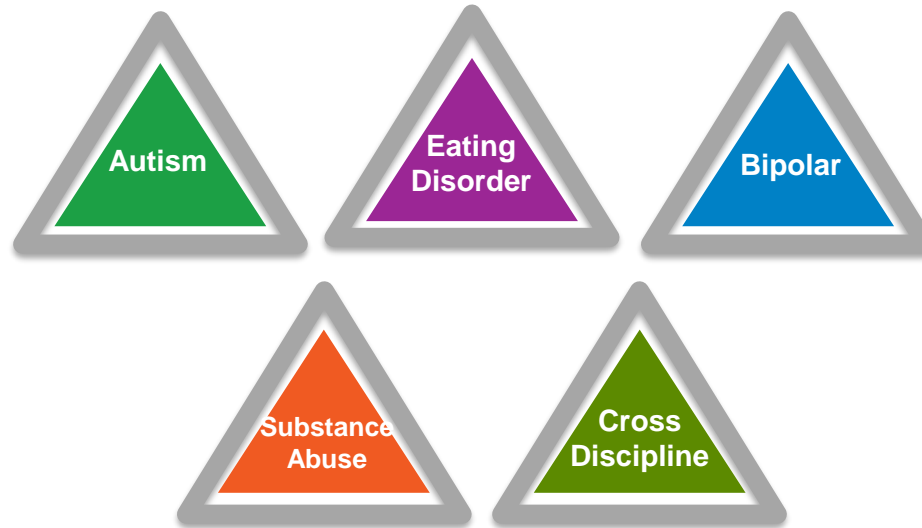
# Case Management - Specialty

Specialty Case Management capitalizes on expertise and utilize resources that are tailored to those conditions.



# Case Management - Behavioral

Beyond traditional medical short-term case management, Cigna provides specialized case management to assist with behavioral needs





# SANDY

Personal Nurse Advocate

Assesses emotional state and offers support.

Consults with oncology provider

Informs Eileen on what to expect before, during and after treatment


Shares information on Cigna's coverage and cancer benefits

## **Accessing Cigna's Clinical Resources**



# Personal, proactive and predictive.

## Cigna One Guide®



**Proactive connections**  
to high-value care

**Healthy nudges**  
at just the right moment

**360° view of health information**  
to drive precise actions

**Specialized support**  
for complex situations

**Guidance on cost-savings opportunities and programs**

Helpful guidance. Intelligent technology. Empathetic support.

# Easy to reach us, how and when they want.

Proactive outreach

Personal guides

Customer service 24/7

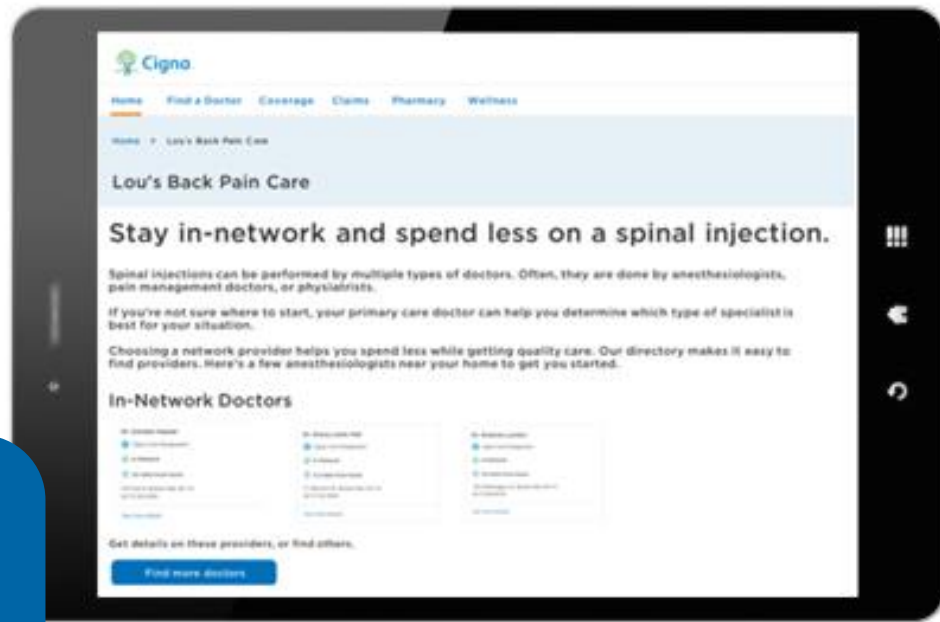
Clinical service 24/7

Mobile/Web

Click to Chat

Hi Lou,  
Based on your recent health care activity, it looks like you may be considering treatment for your back pain.

We can help you find quality, in-network care and spend less.



# Simplifying Guidance

- A customer's highest weighted "next best actions" powered by Cigna's OneGuide program display under the "Latest Updates" section.
- "Connect Now" where customers can immediately receive guidance or medical care 24/7.
- Customers can quickly connect with a Personal Guide via "click to chat" for any help they may need along the way from 9AM to 8PM (ET).

The screenshot shows the Cigna OneGuide member portal for a user named Lou. The top navigation bar includes links for Home, Find Care & Costs, Coverage, Claims, Spending Accounts, Prescriptions, and Wellness. The user's ID is 82 and their name is Hi, Lou. The main content area is divided into several sections:

- Welcome Lou**: A header section.
- Medical Coverage Status**: Shows the In-Network Deductible Remaining as \$1,000.00. A note states: "You pay the deductible. This is a family deductible. Costs for covered services paid by each family member contribute to this until it's met. Eligible in-network preventive care is covered 100% by your plan." A link "View coverage details" is provided.
- Spending Accounts**: Shows the Health Reimbursement Account (HRA) balance as \$5,915.00 as of 3/28/19. A link "View account details" is provided.
- Family Incentives**: Shows HRA earned: \$0.00 out of \$1,850 and Gift Card earned: \$0.00 out of \$225. A note says "You haven't earned any incentives yet." and a link "Start earning" is provided.
- Latest Updates**: A section with a tabbed interface (All (8), Savings Tips, Appointments (1), Prescriptions (1), Claims, Messages (6)). It contains several updates:
  - A notification about participating in the Just Walk 10,000 Steps-A-Day Walking Program to receive points towards a wellness Incentive Points Program.
  - A notification about JOHNNY's Braces Consultation with Luis Rodriguez on 7/2/2019 at 5:00 PM is PENDING, with a link to "Manage appointments".
  - A notification about a prescription (ABILIFY TAB 10MG) being eligible for refill, with a link to "See details".
  - A notification about getting fit for just \$25 a month, with a link to "See details".
  - A notification about an MRI being expensive, with a link to "See details".
- My Health Team**: A section showing the primary care provider (David D. Renaud, MD) and the dentist (David J. Hayutin, DDS), both with "Change" links. A link "Manage My Health Team" is also present.
- Connect Now**: A button to "Talk to a doctor or nurse 24/7" using a phone, tablet, or computer.
- My Health**: A section showing a heart icon, a score of 81/100, and the text "My Wellness Score Last taken Jul 2, 2019".

# Simplifying Guidance

Find care and cost estimates in [Denver, CO](#)

1



Primary Care



Doctor by Type



Doctor by Name



Reason for Visit



Locations

sinus infection|



**Sinus Infection**

[Child Sinus Infection](#)

[Child Sinus Problems](#)

[Sinus Problems](#)

[Sinus X-ray](#)

[Diagnostic Nasal/Sinus Endoscopy](#)

2



**Primary Care Provider**

\$\$\$

A PCP may treat your health concerns without the need to see a higher cost specialist, saving you time and money. They can provide an initial diagnosis and treatment plan, order X-rays or other tests, and recommend specialists and coordinate care.

[View 255 Results](#)



**Otologist (Ear Doctor)**

Otologists are ear doctors who specialize in the diagnosis and treatment of diseases related to the ear. They're also trained to provide medical and surgical care for conditions including dizziness, hearing loss, and ear tumors.

[View 20 Results](#)



**Talk to a Doctor Now**

FREE

Talk to a doctor or nurse from the convenience of your home 24/7. Get help with minor, non-life-threatening conditions, as well as prescription refills today.

[Learn More](#)

3

## Talk to a Doctor or Nurse 24/7

Connect anytime with a doctor or nurse using your phone, tablet, or computer

**Talk to a Nurse**

FREE

Choose this option if you're not sure what type of care you need. Talking to a nurse can help you determine the right care plan.

[Call 800-244-6224](#)

**Online Doctor Visits**

\$\$\$

**Choose this option** to talk directly with a board-certified doctor for help with minor, non-life threatening conditions. Click here for a [list of commonly treated conditions](#).

[Connect Now](#)

MDLIVE for Cigna®

# Simplifying Guidance

1

Find care and cost estimates in [Denver, CO](#)



Primary Care



Doctor by Type



Doctor by Name



Reason for Visit



Locations

behavioral health counselor



## Behavioral Health Counselor

Virtual **Behavioral Health Counselor**

Home-Based **Behavioral Health Counselor**

Child **Behavioral Health Counselor**: ADD/ADHD

Child **Behavioral Health Counselor**: Conduct/Disruptive Behavior Therapy

Child **Behavioral Health Counselor**: Developmental Disorders

2

What would you like help with today?

- |  |  |   |
|--|--|---|
| <input type="radio"/> ADD/ADHD                         | <input type="radio"/> Depression                   | <input type="radio"/> Marriage/Couples Counseling           |
| <input type="radio"/> Addiction                        | <input type="radio"/> Domestic Violence Counseling | <input type="radio"/> Medication Management                 |
| <input type="radio"/> Adoption Counseling              | <input type="radio"/> Eating Disorders             | <input type="radio"/> Neuropsychology Testing               |
| <input type="radio"/> Anger Management                 | <input type="radio"/> Faith-Based Counseling       | <input type="radio"/> Post-Traumatic Stress Disorder (PTSD) |
| <input type="radio"/> Anxiety                          | <input type="radio"/> Family Counseling            | <input type="radio"/> Sexual Abuse Counseling               |
| <input type="radio"/> Autism                           | <input type="radio"/> Grief and Loss Counseling    | <input type="radio"/> Sexual Health Counseling              |
| <input type="radio"/> Child/Teen Behavioral Counseling | <input type="radio"/> LGBTQ Counseling             | <input type="radio"/> Virtual Counseling                    |

Next

Skip

3

What type of care are you looking for?



## Licensed Therapists

Licensed therapists can diagnose and treat mental health or substance use concerns. They can help develop coping skills in addition to providing other care and services. Includes psychologists, counselors, and social workers.

Choose



## Psychiatrists & Nurse Practitioners

Psychiatrists and mental health nurse practitioners can diagnose and treat mental health or substance use concerns, typically by prescribing and monitoring medication, in addition to other care and services.

Choose



## Behavioral Facilities or Programs

Behavioral health facilities typically include hospitals and clinics that offer specialized inpatient and outpatient treatment for detox, rehab, and other behavioral programs.

Choose

# Resources for Members

## ■ **Electronic: myCigna.com**

- Enhancements made in 2019 to make the user experience friendlier
- Chat online with an advocate through myCigna
- Access through Cigna mobile app

## ■ **Telephonic: OneGuide Team 1-800-Cigna24 (1-800-244-6224)**

- Personal Health Team, 24 hour Health Information Line and Behavioral can all be reached through the OneGuide team.
- Express Scripts can be warm transferred through the OneGuide team: 1-800-841-3361