

ANSWERING THE CALL for better health



Why is Cigna calling me?

Your employer offers you Cigna programs to help you get healthy and live well. We're excited to get to know you, so we call you at home to talk about ways we can work together to help you manage your health.

Why do I get so many phone calls?

Your employer may offer you many different Cigna health programs, so you may receive calls from different Cigna specialists. They are all equally important, and designed to help in different ways.

Why should I answer the call?

Cigna's here to help you manage your health however you need us, but we can't help if you don't pick up. When we call, we want to start a conversation so we can learn what's important to you – whether that's a chronic condition, making healthy choices, or filling a prescription. You may also be eligible for incentives for your participation.

If you aren't able to answer the call right away, feel free to call when you have time. Our coaching programs are open for coaching appointments during the day and the evenings. Someone is always available to answer any immediate questions you have about your health. **Every phone call is private and confidential.** We always talk in easy-to-understand terms. And we're not trying to sell you anything – we're just calling to help you live a healthier life.

Health advocates
are trained as
registered nurses,
behavioral
specialists,
health educators,
exercise specialists
or nutritionists –
all supported by
doctors and
pharmacists.

What happens on the call?

When you answer, you'll be connected with a health advocate who will tell you their name and why they're calling. They will help you determine the best way Cigna can assist you. If you decide you want to join the program, you'll set up an appointment for your first coaching call. Free 1:1 coaching begins during the first coaching session.

Sometimes, we use an automated calling system to reach out to you. This is not a telemarketing service. We'll ask you a few questions, then connect you with a live health advocate so you can make a coaching appointment and get started working on your health goals.

Is it private?

Yes. Every call is private and confidential.

Why do you use an automated phone system?

To make a quick connection with you – like reminding you about an appointment or verifying your personal information before connecting you with a health advocate. You can always request to talk to a live health advocate at any time.

Do I have to wait for you to call me?

No! We're happy you want to get started taking steps on the path to health right away. You can call us any time, day or night, by dialing the number on the back of your ID card. We're available 24/7 to serve you, but only do coaching calls during working hours. If you call late at night or early in the morning, we'll help you schedule a call during a time your health advocate is available.

GO YOUSM



**What if I don't want to get any more
phone calls?**

What programs might you call me about?



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