

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

**You have a right to:**

- › Take an active part in your case management plan
- › Refuse case management and other services\*
- › Learn how Cigna may help with end-of-life and advance care directives
- › Get information about how Cigna makes the decision to end case management services
- › Receive notice and information about why case management services are changed or ended
- › Have access to alternative service approaches if you or your family are not able to fully participate
- › Understand the nature of the case management relationship, when other parties may be involved in the process, and when information will be disclosed
- › Be aware of and understand that the case management process may include written/electronic notification of case management actions and recommendations
- › Know how to access the complaint process
- › Receive information on how to access clinicians accountable for coordinating your care



**Peace of mind**

If you or a family member were suddenly faced with a complex medical condition, where would you turn?

How would you deal with all the decisions you would have to make?

An experienced Cigna case manager can help.

**Call us at  
800.244.6224, anytime.**



\*When you refuse case management, you are also refusing other helpful services. For example, outreach calls, coordination between Cigna and your doctor, educational materials and more.

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**ON THE PATH**

**TO RECOVERY**

**Cigna case management offers the care and support you need.**

**Together, all the way.®**



**Offered by Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.**

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### How we work

Cigna case managers work closely with customers, family members and doctors. They have the support of Cigna's nationwide team of board-certified health care professionals. So they can stay informed about the latest medical treatments and resources.

Our case managers understand medicine *and* medical insurance. They can help you get the care you need – including inpatient or outpatient hospital services, or in-home care.

### Caring personal service

**Your case manager will work closely with you to:**

- › Find answers to your medical questions
- › Help you and your family understand your condition, treatment options and medications
- › Work with your doctor and other medical specialists
- › Coordinate your care as you work on getting better
- › Help you deal with changes and make decisions
- › Help you get the most from your health plan
- › Help you communicate with your health plan or employer
- › Coordinate home care services needed for recovery
- › Monitor your progress and follow your recovery

### Focused on your recovery

When you or a loved one is ill, you have lots to think about. At Cigna, the first thing we want you to think about is *recovery*. Our job is to take care of almost everything else. So you can receive the medical care you need, when you need it most. Enjoy greater peace of mind. And get back on the path to good health.

Case management is a service offered to customers at no additional cost to you. Our 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.

At Cigna, we care about you and your recovery. And we'll be here when you need us.

### We're here for you

Your Cigna case manager is here to support you and your family. Case management is a voluntary program. That means you have the option of participating. You and your doctor can say yes or no to any recommendations your case manager makes.

If you have any questions about Cigna or this program, please ask your case manager. Or call us at **800.244.6224**, anytime.

#### 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. We may call you at home to talk about helping you manage your health.

#### What happens on the call?

When you answer, a case manager will come on the line. This person will tell you their name and why they're calling. Talking with you is how your case manager can find the best ways to help in your recovery.

**Questions? Call us at 800.244.6224 anytime**

