



Programs & Resources For Loyola University Maryland Employees



LOYOLA
UNIVERSITY MARYLAND

Cigna One Guide – Loyola University Maryland Concierge service to help with everything Cigna

Your *One Guide* representative will help guide you through the complexities and unclear jargon of the health care system, and help you avoid costly missteps. *Cigna's One Guide* service provides personalized assistance to help you:

- › Resolve health care issues
- › Save time and save money and get the most out of your plan
- › Find the right hospitals and other health care providers in your plan's network
- › Get cost estimates
- › Understand your bills
- › Navigate the health care system and more!

To reach a One Guide representative call:

1-888-806-5042 prior to 7/1/2018
After 7/1/2018 call the number on the back of your ID card: 1-800-244-6224

Access the Cigna One Guide support tool by downloading the **MyCigna App**.

Your Health First – Cigna Chronic Condition Support

Your *Health First* coaches are specially trained to help and provide support for individuals who have a chronic health condition such as asthma, low back pain, depression, diabetes; coronary artery disease and more. If you have a chronic condition, they can help you:

- › Make more educated decisions about your health and treatment options
- › Create a plan to help improve your health & identify the triggers that affect your condition
- › Understand medications and doctor's orders
- › Know what to expect if you need to stay in the hospital

Call 1-855-246-1873 to speak with a coach

Lifestyle Management Programs -Weight, Stress & Tobacco

Whether your goal is to lose weight, quit tobacco or lower your stress levels, you have the power to make it happen. Cigna *Lifestyle Management* programs can help - and at no cost to you. Each program is easy to use and available where and when you need it. And, you can use each program online or over the phone with a coach or both.

Call 1-855-246-1873 to enroll with a coach or **go to MyCigna.com**; under the "My Health" tab for the online programs.

My Health Assistant – Online Health Coaching programs

My Health Assistant offers online coaching programs to help you in your journey to better health and wellness. Some options include: Lose weight; Eat Better; Enjoy Exercise: Feel Happier; Conquer Stress; Quit Tobacco; Manage Diabetes; Manage Heart Disease; Manage Asthma; Manage COPD; and more. Participate in as many as you wish on myCigna.com.

Go online to MyCigna.com under the "My Health" tab to access the programs.

MyCigna.com & MyCigna Mobile App

MyCigna.com and the **MyCigna Mobile App** provide a variety of tools to make managing your health and your health finances easier! You can access ID cards for your entire family; locate an urgent care or convenience care or emergency room nearby; find doctors and compare quality-of-care ratings; get medical procedure cost estimates for nearby in-network facilities; compare drug costs among local pharmacies; view health claims and manage account and deductible balances; access the home delivery pharmacy; and the My Health tab also provides the health assessment, MotivateMe and online coaching to name a few.

Go to: www.myCigna.com to register and create a User ID & Password.

Download the MyCigna App from the App StoreSM or Google Play.

Cigna Pharmacy & Quick Switch

Cigna Home Delivery Pharmacy is designed for individuals who take prescription medications on a regular basis, such as those used for diabetes or high blood pressure to name a few.

- Fast, convenient delivery of your prescription medications to a location of your choice
- Free refill reminder service will call, text or email you when it's time to refill prescriptions
- Cigna pharmacists are available 24/7 to answer your medication questions

Quickswitch[®] makes filling a prescription simple. We will request a prescription from your doctor and once we receive it, we will fill your medication and mail it to your home or other location of your choice.

Available on **MyCigna.com** & the **mobile App**.

Call **1-800-285-4812** to *Quickswitch* your prescriptions to home delivery. With Quick switch you may have a Cigna representative change your 30 script to a 90 day prescription by contacting your doctor for you.

Telehealth – MDLIVE & AmWell

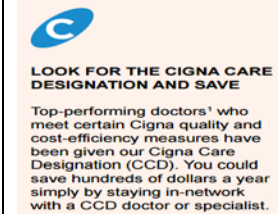
Cigna offers your choice of 2 Telehealth services – **AmWell** and **MDLIVE** - to help you get the care you need –including most prescriptions - for a wide range of minor conditions. You can connect with a board-certified doctor via video chat or phone, without leaving your home or office. Telehealth visits are covered under the medical plan and billed at the same rate or less than a regular office visit.

Create an account on *AmWellforCigna.com* and/or *MDLIVEforCigna.com*. You can also **download the Apps** on your mobile device. **Call MDLIVE at 1-888-726-3171 or AmWell at 1-855-667-9722.**

Estimate your Costs Tool - Medical and Pharmacy costs

Did you know that the costs of medical procedures can vary greatly among facilities? An MRI in one location can be \$600 and \$1200 in another. The same is true for medications! Using the **Estimate your Cost** tool on myCigna.com, you can see what your projected cost would be for an upcoming medical procedure as well as compare pricing among in network facilities nearby. Cost estimates are based on your coverage and deductible status and clearly indicate what doctors are in-network to help you make the most of your plan. **Medication cost estimates are also available on this tab.** Learn what you'll pay for your prescription based on your plan at area pharmacies or through Cigna home delivery pharmacy. You can look up prescription drug prices at over 60,000 pharmacies to find the best value.

Available on **MyCigna.com** & the **mobile App.**



Healthy Rewards – Cigna Member Discounts

Cigna offers discount programs through its *Healthy Rewards* program. It can be found on MyCigna.com under the *My Health* tab; click on *Programs & Resources* and then click on *Discount Programs-Healthy Rewards*. Discounts are available for: Jenny Craig; Gaiam Yoga and Wellness Products; Fitness Clubs; Lasik Vision Correction; Hearing Exams and Aids; Massages; Acupuncture. Using Healthy Rewards is easy. No referrals or claim forms needed! Review the program on mycigna.com or call **1-800-870-3470**.

Go to: MyCigna.com to print your *Healthy Rewards Discount Card*. Show your *Cigna ID card* or the *Healthy Rewards Discount Card* to get the discount from the providers listed on the site.

Coach by Cigna Mobile App

At Cigna, we're all about getting you to a healthy place. That's why we created the Coach by Cigna mobile app. We've brought together a team of coaches to help you with Exercise, Food, Sleep, Stress and Weight and put them in the palm of your hand to help you take control of your health.

Download the Coach by Cigna mobile app from the App StoreSM or Google Play.

Healthy Pregnancies/Healthy Babies

The Cigna maternity management program called *Healthy Pregnancies/Healthy Babies* is designed to support you throughout your pregnancy – helping to keep you and your baby healthy no matter what health risks you might have. Nurses are available over the phone 24/7 to help you with everything from morning sickness to maternity benefits. Get materials on pregnancy and babies, including a kit to chart your health throughout your pregnancy. You are also eligible for rewards for participating in the program.

Call to enroll: 1-800-615-2906. \$150 gift card if you enroll 1st trimester; \$75 gift card if you enroll second trimester. Must complete your postpartum call to redeem.

Personal Health Assessment Tool

The *Cigna Health Assessment* is an online health risk assessment tool that helps you analyze your health status. It takes approximately 10-15 minutes to complete and provides you with a personalized action plan with resources for improving your health and reducing your risks.

Find it on **MyCigna.com**

24/7 Nurse Line & Health Information

Not sure if you need to go to the doctor? Have a health concern and need some advice? The *24/7 Nurse Line* provides toll-free access to specially trained staff any time of day or night to answer health questions and give guidance with health concerns.

Call: 1-800-564-9286