



UNDERSTAND YOUR BENEFITS.

Become a healthier you.

SCL HEALTH AND CIGNA CARE ABOUT YOUR HEALTH AND WELL-BEING



It's more than a medical plan. Your benefits include tools and resources at no additional cost to you to help you take care of your health.

myCigna – for your personal health

Find tools to help you understand your health care benefits, manage your claims, search for providers and discover incentives to help you improve your health and wellbeing. **Register or log in to myCigna.com or download the myCigna® App¹ to take advantage of these resources.**

Cigna Customer Service – there when you need help

Cigna is here to support you 24/7. Call anytime for answers to your questions or help making smart health care choices so you can get the most value from your plan. **Call 800.Cigna24 (800.244.6224) for customer service support 24/7.**

Cigna's Employee Assistance Program (EAP)² – real support for real life

Confidential assistance is available 24/7 at no additional cost to you for counseling, support and referrals to work/life resources. **Call 877.622.4327 or visit myCigna.com to get started.**

1. The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

2. Employee assistance program services are in addition to and are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply.

FIRST THINGS FIRST

CHECK IN ON YOUR HEALTH

Get regular preventive care

In-network preventive care visits – including regular check-ups and most immunizations and screenings – are **covered 100%** by your plan.³ Many tests and screenings performed at your annual check-up can help detect or prevent health issues before they become bigger problems, so be sure to schedule a visit with your primary care provider every year.

Need to find a doctor?

The **Find Care** section on **myCigna.com** or the **myCigna App** makes it easy to find doctors, hospitals and specialists for medical and mental health care. Look for Tier 1 providers to get quality care at the lowest possible cost.



HOW TO FIND TIER 1 PROVIDERS

Log in to **myCigna.com > Find Care**. Save money by choosing a Tier 1 provider.

3. Not all preventive care services are covered. For example, immunizations for travel are generally not covered. See your plan materials for details and a complete list of covered preventive care services.

KNOW BEFORE YOU GO

Knowing your options can save you time and money

Did you know that a trip to the emergency room (ER) can cost hundreds of dollars more than the same treatment at a convenience care clinic or urgent care center? When you're sick or hurt, take a minute to consider the best place to go for care so you can avoid the ER. **In an emergency, always dial 911 or go to the nearest hospital.**

Knowing your options makes it easier to get the care you need.



Your primary care provider (PCP) – Your PCP is a great place to start when you're sick or injured. Many PCP providers offer same-day appointments for emergencies.



Convenience care clinic – Provides quick access to medical attention when your doctor isn't available. You can even get a prescription, if appropriate. Use for routine conditions such as headaches, earaches or minor burns.



Urgent care center – If your condition isn't serious or life threatening, an urgent care center can be a money-saving alternative for things such as high fevers, sprains and strains, broken bones and more.

This information is for educational purposes only. It is not medical advice. You should consider all relevant factors and consult with your doctor when selecting a provider or facility for care. In an emergency, dial 911 or go to the nearest ER.

Get care from the comfort of your living room

Need to see a doctor right away for a minor illness? You have two virtual care options.

- › **SCL Health** – Video visits with SCL Health providers are available for only a \$10 copay during normal business hours.
- › **Doctor on Demand** – When your SCL Health provider is not available, connect with Doctor on Demand 24/7 for urgent care and mental health visits.

Either option lets you consult with a doctor without leaving home and get a prescription if needed.



**SCLHEALTH.ORG/VIRTUAL-CARE
OR DOCTORONDEMAND.COM**



TAKE A CLOSER LOOK AT YOUR BENEFITS

Medical coverage is just the start

It's important to know and understand your health care benefits, and how to use them. Cigna makes it easy. Simply log in to **myCigna.com** to:

- › Review your preventive care benefits (then, be sure to use them!)
- › Confirm which family members are covered under your plan
- › See how much your plan will pay for various covered services
- › See what expenses are your responsibility, such as deductibles and out-of-pocket expenses
- › Print a temporary member ID card or order replacement cards
- › Find providers to help you manage your physical and emotional health

Go to **myCigna.com > Coverage**.



Get added value from these programs

In addition to your medical coverage, Cigna provides access to additional programs that can help you stay well or improve your health – all at no additional cost to you. Here are just some of the programs you may choose from.



Caregiver Bridge – No-cost, dedicated support for anyone caring for an aging adult or loved one with a disability or special needs. **To learn more call 877.852.6139 or go to [caregiverbridge.com](https://www.caregiverbridge.com).**



Omada Diabetes Prevention Program – If you are at risk for diabetes or hypertension, this online program can help you make changes to prevent these conditions. Earn an incentive for losing weight. **To learn more, call Cigna at 800.Cigna24.**



Cigna Healthy Pregnancies, Healthy Babies® Program – Pregnancy education and support, plus an incentive after completing the program.



Cigna Healthy Rewards® Program⁴ – Discounts on many products, services AND programs not covered by your medical plan.



Cigna Personal Health Team – Get support to improve your health from a nurse, health coach, exercise specialist or nutritionist. Earn incentives for meeting healthy goals. **To learn more, go to [myCigna.com](https://www.myCigna.com) > Coverage.**

4. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Healthy Rewards programs are separate from your medical benefits. **A discount program is NOT insurance, and you must pay the entire discounted charge.** Participating providers are independent contractors solely responsible for any care or services provided.



Cigna 24/7 Customer Service

Call **800.Cigna24** (800.244.6224). Or visit **myCigna.com** or download the **myCigna App**.



Cigna's Employee Assistance Program (EAP)

Connect 24/7 by calling **877.622.4327** or visit **myCigna.com**.



Doctor on Demand

See a doctor anytime through a Doctor on Demand video visit. Visit **doctorondemand.com**.



SCL Health

Connect with your primary care provider through SCL Health online or in person. Visit **sclhealth.org/virtual-care**.

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