



OPIOID ADDICTION AND OVERDOSE

Confronting the epidemic together.

When it comes to opioid addiction, no one is immune. What starts as a one-time pain prescription can quickly turn into a lifelong battle. So, reducing the risk of prescription opioid misuse is an important part of combating the opioid epidemic – and we've already made a lot of progress. In fact, by partnering with 1.1 million prescribers, Cigna reduced prescription opioid use among our commercial customers by 25% in two years.¹ But, we've seen an alarming trend: While the number of opioid prescriptions is decreasing, the number of Americans overdosing, and dying due to overdoses, is increasing.²

That's why Cigna is intensifying our commitment to curtail this epidemic, and setting a new goal to reduce overdoses among our commercial customers by 25% by December 2021.³

Together, all the way.[®]

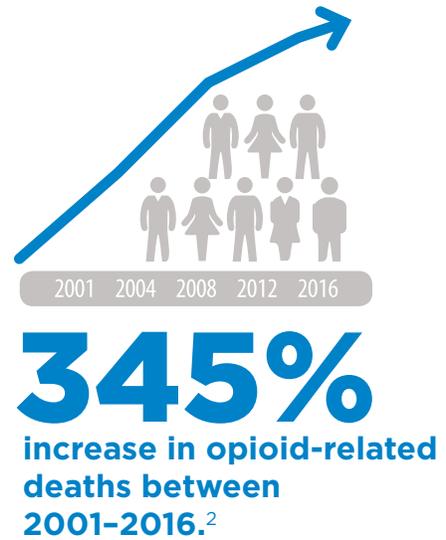
“ Behind every number, there are real people struggling along with families, employers and communities. Our commitment to reduce drug overdoses by 25% is a commitment to each and every one of them, and we look forward to working closely with our partners to meet it. ”

– David Cordani,
President and CEO
Cigna Corporation



Opioid misuse and addiction can happen fast - and it can be deadly.

- ▶ 1 in 5 people are at increased risk of opioid addiction after taking opioids for just 10 days.⁴
- ▶ 2016 was the most lethal year for opioid overdoses in U.S. history.²
- ▶ More people died from opioid overdose (42,249) in 2016 than from breast cancer (41,070).²



But, it's also preventable and treatable if we work together.

Applying our extensive, integrated experience across medical, behavioral and pharmacy benefits, Cigna collaborates closely with prescribing clinicians and dentists, pharmacists, advocacy groups, employers and regulators to make it easier for individuals and families to get the help they need to get better and stay well.



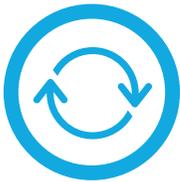
“ We know **we can't do it alone** and are collaborating with partners to curb this preventable disease by improving access to care for people with chronic pain and substance use disorders. ”

- Doug Nemecek, MD
Chief Medical Officer
Cigna Behavioral Health



Helping customers when and where they need us most.

From education and prevention to identification and evidence-based treatment support, we're intensifying our commitment to address a continuum of customer care needs.



WHOLE HEALTH SUPPORT

for **all customers** to identify those most at risk



SPECIALIZED SUPPORT

for those **struggling with chronic pain**



ENHANCED SUPPORT

for those **diagnosed with substance use disorder**



Whole health support for all customers to identify those most at risk

Through integrated analytics, we can **identify** those who may be at risk for addiction and those at high risk of possible overdose. Some of these methods include:

- ▶ **Behavioral assessment** during chronic health and other coaching sessions.
- ▶ **Predictive analytics** to identify, monitor and manage overuse/misuse.
 - Personalized daily dose calculations called MME (Morphine Milligram Equivalents), used to spot high-potency risks. MME identifies those who may benefit from closer monitoring, tapering off opioids, prescribing of detox and opioid reversal agents (e.g., naloxone) and/or other measures to reduce the risk of overdose.
 - Potential safety concerns with taking opioids with other medications that can have negative outcomes.
 - At-risk behavior of filling multiple prescriptions from multiple physicians and/or multiple pharmacies.

Once identified through integrated touchpoints and data, Cigna informs at-risk customers and providers to support an intervention and deploys experts and programs.



Specialized support for those struggling with chronic pain

- ▶ **Integrated Pain Case Management.** Designed in conjunction with Cigna's pharmacy benefit utilization management opioid oversight. Specially trained case managers who have nursing experience work with providers and customers to support care coordination needs for mechanical therapy (physical therapy, acupuncture and chiropractor services, as needed), pain management, behavioral health and other alternative therapies to reduce opioid use and ensure strong coordination of care.
- ▶ **Comprehensive Pain Management Program Pilot.** Works directly with primary care providers to manage customers with back pain (a common cause of chronic pain) to assure:
 - Consistent application of evidence-based clinical guidelines - including non-opioid options for managing pain.
 - Preferred providers are used for mechanical therapy, pain management and behavioral health services (including detox/Medication Assisted Treatment (MAT), co-management of behavioral conditions, cognitive behavioral therapy).
- ▶ **Empowered Decisions Pilot.** Tests the impact of cognitive behavioral coaching over the phone, complemented by video and print resources for customers with back pain. Currently piloting with American Specialty Health in 20 states.
- ▶ **Preferred Pain Providers.** Methodology to identify preferred pain providers - anesthesiologists, pain managers, psychiatrists - based on a series of cost and quality indicators. This helps doctors in our Cigna Collaborative Care[®] program know of high-quality providers to refer patients.



1 in 3 in the U.S. are living with chronic pain⁵



Enhanced support for those diagnosed with substance use disorder

▶ **Pharmacy benefit oversight has a triple aim**

- Find, manage and promote tapering for those taking a high daily dose
- Avoid first use
- Offer tight oversight for highly potent historically dangerous opioids

These interventions are supported with **behavioral support**, as well as **care coordination assistance** for services such as pain management alternatives, behavioral health services, counseling on covered detox therapy and easily accessed, affordable opioid reversal agents, and help in finding Cigna-designated substance use treatment providers/facilities.

▶ **Cigna's Substance Use Coaching Program**

- Early intervention/enrollment in program and **follows customer through his/her recovery journey**
- Connects customers with a team of case managers who specialize in substance use disorders (SUD)
- Helps individuals make the behavioral changes and first steps necessary – such as outpatient treatment – to initiate and engage in treatment for substance use disorders
- Care coordination along with primary care physician
- Referrals to a designated substance use treatment provider
- Referrals to pharmacy benefit experts and in-network and community resources
- Education for families about substance use, support group info and available treatments
- Monitoring of treatment adherence and progress

▶ **Medication Assisted Treatment (MAT).** Under a medical or behavioral provider, MAT can include a combination of therapy and medications to help those identified with opioid use disorder.

▶ **Cigna Rx Claims Connect** uses combined medical and pharmacy data to:

- Tightly manage use of opioids but remove prior authorizations for people who need them the most, such as people with cancer, sickle cell diseases or in hospice.

Teaming with those who can help us drive positive change.



PRESCRIBERS

We offer providers data, tools and support to help them deliver effective care.

- ▶ High-risk alerts go to 85,000+ prescribers annually whose patients have a hazardous pattern of opioid prescription use.⁵
- ▶ Opioid prescribers are informed of Cigna’s opioid formulary and utilization management changes, as well as other actions designed to reduce opioid use and support customers at risk. Providers are notified when their patients reach high daily narcotic potency level to help with intervention and pain management options.
- ▶ Playbook helps prescribers understand CDC guidelines, how to screen for behavioral concerns and check state prescription drug monitoring programs before initial script, and how to establish a pain management contract.
- ▶ More than 9,000 provider groups (representing more than 130,000 prescribing clinicians) have signed the Cigna opioid pledge,⁶ which aligns with the former U.S. Surgeon General’s “Turn the Tide” pledge and the CDC’s opioid prescribing guidelines.⁷

FACILITIES

A designated substance use treatment provider is a Cigna-contracted behavioral facility that has earned a top ranking for patient outcomes and cost efficiency, based on Cigna methodology. We offer 302 access points for treatment in 35 states, which includes 133 inpatient and/or residential facilities and 169 Partial Hospitalization Program (PHP)/Intensive Outpatient Program (IOP) locations.⁸ The program will expand to include facilities identified as designated opioid use treatment providers that offer comprehensive MAT.

COMMUNITIES

Commitments that go beyond Cigna customers.

- ▶ **A \$200,000 World of Difference grant** donated by the Cigna Foundation to Shatterproof™, a nonprofit organization committed to giving those living with addiction, and their families, resources and information to overcome addiction.
- ▶ **A \$50,000 donation** from the Cigna Foundation to the Pennsylvania District Attorneys Institute to make naloxone available for use by first responders in Pennsylvania.
- ▶ **Free national Veteran Support Line**, available 24/7/365. This hotline is for all veterans, their families and caregivers – whether or not the veteran is a Cigna customer. The support helps veterans by connecting them with services and resources for pain management, substance use counseling and treatment, financial issues, food, clothing, housing, safety, transportation, parenting and child care, aging services, health insurance, legal assistance and more.

- ▶ **Pain Resource Hub** at Cigna.com/HelpWithPain, for consumers, providers and employers, provides educational material and resources about pain, how it manifests, how it's treated and how to manage it safely.

POLICYMAKERS

We are advocating for policy solutions at state and federal levels that advance prevention and optimal treatment.

- ▶ **Modernize the sharing of addiction treatment records**, allowing providers to treat substance use disorders in a coordinated way, like other chronic diseases.
- ▶ **Provide health plans and other payers access to state prescription drug monitoring programs (PDMPs)**. PDMPs collect, monitor and analyze electronically transmitted prescribing and dispensing data submitted by pharmacies and practitioners. Access to PDMPs would greatly enhance the ability of regulators, providers, pharmacies and insurers/health plans to monitor and manage opioid utilization.
- ▶ **Encourage electronic prescribing** to aid efforts to prevent prescription tampering, improve security, reduce fraud and minimize the likelihood controlled substances will end up in the wrong hands.
- ▶ **Expand Medicare coverage for alternative pain treatments**. Coverage of alternative pain treatments and therapies could reduce demand for opioids to address chronic pain. Congress could authorize Medicare coverage of alternative therapies for the purpose of treating chronic pain in cases where beneficiaries have been identified for potential opioid misuse.

RESEARCHERS

We're committed to collaborating with researchers to continue to uncover new and innovative insights and evidence-based treatments. That's why we provided two years of de-identified integrated customer claim data to the American Society of Addiction Medicine (ASAM) to identify successful treatment and prevention guidelines and socialize to our provider network.

Addiction and overdose affect us all – individuals and families, employers and communities. To find out what you can do to help curb the epidemic within your organization, contact your Cigna representative today.

1. Cigna press release, Cigna's Partnership With Physicians Successfully Reduces Opioid Use By 25 Percent – One Year Ahead of Goal, March 2018. 2. Centers for Disease Control and Prevention: Characteristics of Initial Prescription Episodes and Likelihood of Long-Term Opioid Use – United States, 2006–2015. March 17, 2017. (<https://www.cdc.gov/mmwr/volumes/66/wr/mm6610a1.htm>) 3. Initial focus will be on the following targeted U.S. communities where a sizable number of Cigna commercial customers reside and where there are higher incidences of overdose. These include: Connecticut, Maryland, New Jersey, Virginia, Chicago, New York City, Philadelphia, Washington, DC. 4. CDC, "Morbidity and Mortality Weekly Report," March 17, 2017/66(10); 265–269. 5. CDC. Wide-ranging online data for epidemiologic research (WONDER). Atlanta, GA: National Center for Health Statistics; 2016. Available at <http://wonder.cdc.gov>. 6. Cigna national provider network review of health care providers who signed opioid prescribing pledge, June 2018. 7. CDC Guideline for Prescribing Opioids for Chronic Pain, August 29, 2017 and turnthetidex.org/ 8. Cigna Behavioral Health network data as of June 2018, subject to change.



Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna representative.

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