

# Help us provide better health for all.

Update your directory profile to designate that you are an LGBTQ+ inclusive provider.

Despite having the same basic health needs as the general population, LGBTQ+ individuals can experience health disparities and barriers because of their sexual orientation and/or gender identity or expression. Because of this, many avoid or delay care, or receive inappropriate or inferior care.\*

Cigna remains committed to working side-by-side with our health care providers and customers to reduce barriers to health care and promote access to providers who are interested and able to be an advocate for inclusive, equitable treatment, regardless of sexual orientation, gender expression, or gender identity.

## What does it mean to have health care experience and interest in caring for LGBTQ+ patients?

Health care providers can take positive steps to promote the health of their LGBTQ+ patients by examining their practices, offices, policies and staff training for ways to improve inclusivity and access to quality health care. It also means being willing to have open, supportive, and compassionate conversations – without bias. It does not mean additional certifications or training from Cigna or any other entity.

More than 10,000 of your peers have already updated their display preferences to indicate they offer inclusive care and may be seeing more patients as a result.

## Update your provider directory profile today.

Complete the steps below to add one or more of the LGBTQ+ attributes (lesbian, gay, bisexual [LGB]; transgender; gender non-conforming; gender dysphoria; and/or HIV/AIDS) to your Cigna Healthcare directory profile for the providers in your group:

### I. Use your existing roster and add the following five columns:

- LGB
- Gender dysphoria
- Transgender
- HIV/AIDS
- Gender non-conforming

2. Add a “Yes” in each column for the providers who want to be added to our directory for that specific attribute. If “No” is indicated, that attribute will not be added to the provider’s directory profile.

3. Email your roster to [Intake\\_PDM@Cigna.com](mailto:Intake_PDM@Cigna.com) and copy your Provider Relations Representative (if applicable).

If you currently do not use a roster to submit updates, please email the following information to

[Intake\\_PDM@Cigna.com](mailto:Intake_PDM@Cigna.com):

- Your full name
- Taxpayer Identification Number
- Attributes you would like added to your directory profile

**Note:** Updates will be made to your directory profile approximately 30 days after we receive your request.



“All people, including those who are LGBTQ+, deserve health care that is effective and delivered by people who truly care and understand their needs.”

— Dr. Renee McLaughlin, MD,  
National Medical Director at Cigna

## Frequently asked questions for physicians

### What's happening?

- Cigna has a mission to ensure that all people have an opportunity to achieve their full health potential regardless of possible health disparities, including social, economic, or environmental circumstances. Our mission includes reducing health disparities.
- Cigna has enhanced the online directory capability to display providers who have self-identified as interested and experienced in caring for LGBTQ+ patients.
- Providers can add one or more of the LGBTQ+ attributes (LGB, transgender, gender dysphoria, gender non-conforming, and/or HIV/AIDS) to their Cigna directory profile by updating their information in a few easy steps.
- This information is important to meet the demand of the health care needs of the underserved LGBTQ+ community and reduce the health disparities one person at a time.

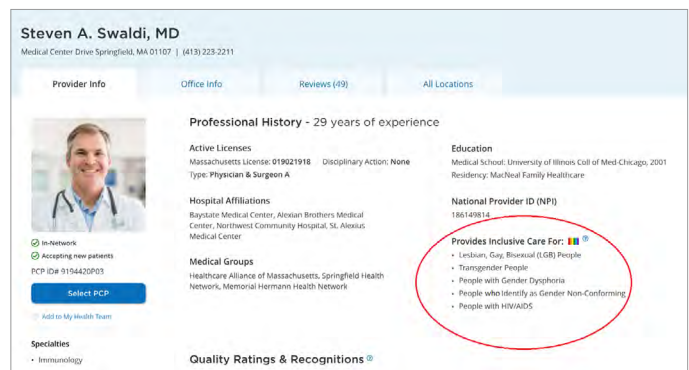
### What does success look like for health care providers and our customers?

- When a provider updates their online profile to show they are interested and able to care for this population, it allows patients to more easily find you, which leads to greater engagement and achievement to full health potential.

### Why is this work important to patients and their employers?

- If a provider chooses to include these attributes on their online profile, it will help give greater visibility to the unique care experience the provider and office staff offer.
- It will help patients feel more comfortable seeing a provider who is inclusive of LGBTQ+ community.

### What does the directory enhancement look like to a patient?



### How can I learn more?

[Watch](#) a brief video featuring  
Dr. Renee McLaughlin,  
Senior Medical Director, Cigna

Visit our dedicated LGBTQ+ directory website page  
[CignaforHCP.com/LGBTQ+](https://CignaforHCP.com/LGBTQ+)

\* <https://www.glma.org/>

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