

EVERYBODY IN FOR A HEALTHIER WORKFORCE



Shelby County Government health improvement success.

After reviewing the health of its employee population, Shelby County Government (SCG) recognized the need to improve engagement and encourage healthier actions among its employees. They also recognized that in order to have a lasting impact, a collaborative effort was required – not only with long-time wellness partner Cigna, but also among members of its own organization.

So in 2013, Cigna and SCG – including participation at all levels, from the mayor to managers – worked together to build and implement the widely successful SCG Total Health Employee Wellness program. Since then, this program, along with the health of SCG employees, has continued to grow and improve, year after year.

Population facts

- › 5,598 employees/11,066 total customers
- › Average age – 49 employee/37 customer
- › 46.2% male/53.8% female
- › Top chronic conditions: Obesity (13.4%), diabetes (13.1%) and low back pain (12.2%)

3.3%

medical
cost trend

Actions

- › Comprehensive wellness plan with incentives
- › Mandatory wellness training for managers
- › Smoke-free and healthy eating policies
- › Free onsite biometric screenings and health assessments
- › Access to personalized health coaching
- › Onsite fitness centers
- › Bike rental program
- › Health education programs and seminars
- › Produce giveaways
- › Health fairs
- › Healthy cooking demonstrations
- › And more

Outcomes

Lower average total medical cost trend of 3.3% since 2012

Improved participation and engagement rates in wellness program, year over year

Received Cigna Well-Being Award® in Tennessee for demonstrating a commitment to improving the health and well-being of employees through workplace wellness programs



Together, all the way.®



A gradual progression that led to dramatic progress

Through an annual Wellness Fund, Cigna provides ongoing strategy and planning support and continues to build upon the program, year after year.

2013	2014	2015	2016
<ul style="list-style-type: none"> Health assessment & biometric campaign with incentives via consumer-driven Health Plan (CDHP) deposits and payroll contributions Smoke-free & healthy eating policies were put into place Mandatory manager training 	<ul style="list-style-type: none"> Utilized Cigna MotivateMe® program® to administer and expand communication of the Health assessment & biometric completion Full-time Wellness Coordinator Employee wellness committee formed 	<ul style="list-style-type: none"> Expanded goals and incentives offered through MotivateMe program, including chronic coaching and client level programs Began work on client-specific network for chronic kidney disease 	<ul style="list-style-type: none"> Wellness Center opened, including a Wellness Specialist Shelby County received Cigna Well-Being Award program recognition Fire department implemented a sub-wellness program to better communicate mission through the dept

Health assessment completion

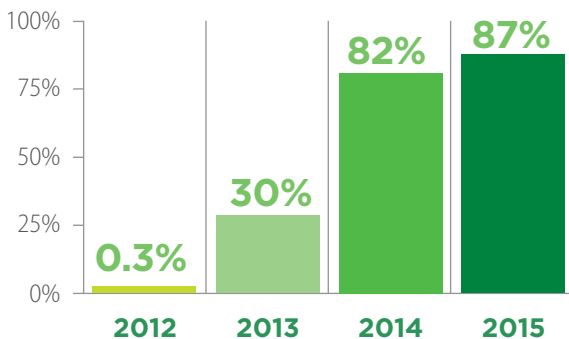
The health assessment and onsite biometrics screening implemented in 2013 initially included an incentive to complete and is now a surcharge for non-completion. Data collected through these tools continue to provide SCG with real-time insight into the health status of their population. And allows us to identify the individuals and the health risks most likely to be high-cost drivers both today and in the future.

Wellness program participation

When incentive opportunities expanded to additional wellness programs, participation went from 200 in 2014 to 1,072 in 2015.

77% engagement of individuals identified in Cigna's chronic condition support program, Your Health First® – 22% above the norm.

87% participation in Cigna Lifestyle Management Programs, providing support with weight management, tobacco cessation and stress management.



Note: Shelby County Government's medical plan is self-insured.

All statistics are based on 2012–2017 client case study analysis. Individual client results will vary.

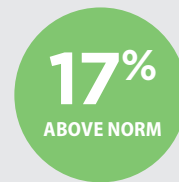
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Preventive health screenings



Breast and cervical cancer screening



Adult well visits

It all adds up to better engagement, better health and better savings

SCG's current total health engagement is at 57%, which is **19% higher than the norm**. This participation led to significant **\$2.3 million medical cost savings**.

Medical cost trend

3.3% average medical cost trend over past 4 years,* including 0.7% in 2015.

*The average trend is based on the compound annual growth rate (CAGR) for medical from 2012–2015. During this period, the employee cost-share increased 11%.

Collaboration and communication are at the heart of this program's continued success. Since its inception, the team has kept an ear to the ground for any concerns, needs or suggestions. And they'll continue to do so moving forward, as they develop strategies to maintain and evolve the wellness program for optimal impact.
Up next: A wellness website and onsite clinic.

