

# MORE FROM LIFE<sup>®</sup>

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## CONNECT WITH US



Cigna Customer Service  
**1-800-627-7534 (TTY 711)**

8 a.m. - 8 p.m., Monday - Friday  
Messaging service used weekends, after hours and on federal holidays.

Not yet a customer?

**1-800-592-9231 (TTY 711)**

8 a.m. - 8 p.m., Monday - Friday  
Messaging service used weekends, after hours and on federal holidays.

By calling the number above, you will be directed to a licensed benefit advisor.



**CignaHealthSpring.com**



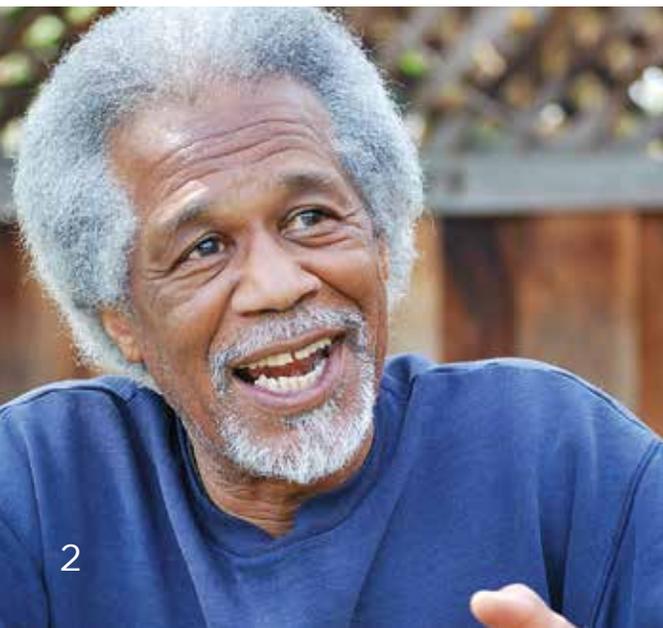
**www.facebook.com/Cigna**



View the online version of *More from Life* at **Cigna.com/Medicare/faqs/tools-videos**



**Together, all the way.®**



### Important information for our customers

In this issue of *More from Life*, we've included some important reminders about your Cigna plan. Your coverage is designed with your health and wellness in mind, so starting on page 4, you'll find lots of useful information about things like your primary care physician and annual wellness exam, along with instructions on how to access helpful tools on our website.

**Turn to page 4 to learn more about how we support you on your journey to good health.**

## FROM OUR PRESIDENT

Dear Cigna friends,



Welcome to this first 2018 issue of *More From Life*.

A new year is always a good time for a fresh start, and as the new president of Cigna Medicare Services, I look forward to working side-by-side with

our employees on programs and services designed to help you get the most from your Cigna coverage.

Since it's the start of a new plan year, you may have questions about that coverage. We're eager to provide prompt and helpful answers, so don't hesitate to give Customer Service a call.

Poet and philosopher Ralph Waldo Emerson once said, "Life is a journey, not a destination." The same is true for health care. The road to wellness is a lifelong

journey, and we're here to help you avoid any potholes or speed bumps along the way.

We encourage you to be proactive with your health, but you don't have to do it alone. We work hand in hand with you, your primary care physician and other providers, such as specialists, to guide and track your care. We strive to provide quality, comprehensive services, from primary and preventive care to access to behavioral health experts and disease management programs.

I wish you a happy, healthy 2018. See you next issue!



Brian Evanko  
President, Cigna Medicare Services

## RAISING THE BAR

### Let us know how we can improve

In 1962, American pole vaulter John Uelses set the men's world record by clearing 16 feet. By 2014, the world record jumped (pardon the pun) to more than 20 feet!

Like pole-vaulting athletes, Cigna is always trying to raise the bar. We strive to provide even better service. We work to answer your questions and resolve any concerns faster, but we can always get better.

We'd like you to let us know how we can improve. Your feedback helps us make important decisions about our services and programs.

You may have a chance to share your opinion in an upcoming survey. Survey participants are randomly selected by the Centers for Medicare & Medicaid Services. If you're chosen to participate, your survey will arrive in the mail from a company called Morpace.

You can either complete and mail it back in the prepaid envelope provided or call Morpace to answer questions over the phone.

If you're chosen to participate, please take a few minutes to complete the survey.





# GET THE MOST FROM YOUR CIGNA PLAN

Important reminders for our customers

Your Cigna coverage is designed with your wellness in mind. Below are a few reminders about how we help you stay well, along with some coverage basics and important terms to know.

## PRIMARY CARE PHYSICIAN (PCP)

When you joined Cigna, you were asked to choose a PCP. Your PCP coordinates your care and is your first line of defense in getting and staying well. We encourage you to establish a relationship and communicate honestly with him or her. You have the flexibility to change your PCP at any time. If you do want to make a change or if you need help finding a PCP, give Customer Service a call.



## YEARLY 360 EXAM (WELLNESS EXAM)

The 360 exam — covered at no cost to you\* — includes a thorough checkup, but it goes even further. This exam includes additional screenings to give you and your PCP a detailed picture of your overall health. Results from your 360 exam will guide your doctor in recommending treatments and lifestyle changes to prevent or manage any chronic conditions. If you haven't already had this important exam this year, call your PCP's office and schedule it.

\* Copayments/coinsurance may apply for other diagnostic services received during the 360 exam or preventive screening visit.

## PASSPORT TO HEALTH

You should have received your Cigna Passport to Health in the mail in January. You can use this handy booklet to record important phone numbers, preventive screenings you've received and any medications you take. Bring your Passport to Health with you to all medical appointments and share it with your doctor or nurse.



## PREMIUM PAYMENT OPTIONS

If you have a monthly premium, we offer easy ways for you to pay. In addition to mailing it in, you can use one of these free auto-pay options:

- > Electronic Funds Transfer (EFT), where your premium is automatically deducted from your checking account
- > Social Security deduction, where your premium is automatically deducted from your monthly Social Security check

For more information or to sign up for auto-pay, call our Enrollment & Eligibility Department at **1-800-973-2580 (option 1) (TTY 711)**. Hours are Monday – Friday, 8 a.m. – 4:30 p.m.

*Continued*

## Get to know our website

Our website offers information and tools designed to help you get the most from your coverage and live your healthiest life. Visit **CignaHealthSpring.com** to find:

### OUR FORMULARY

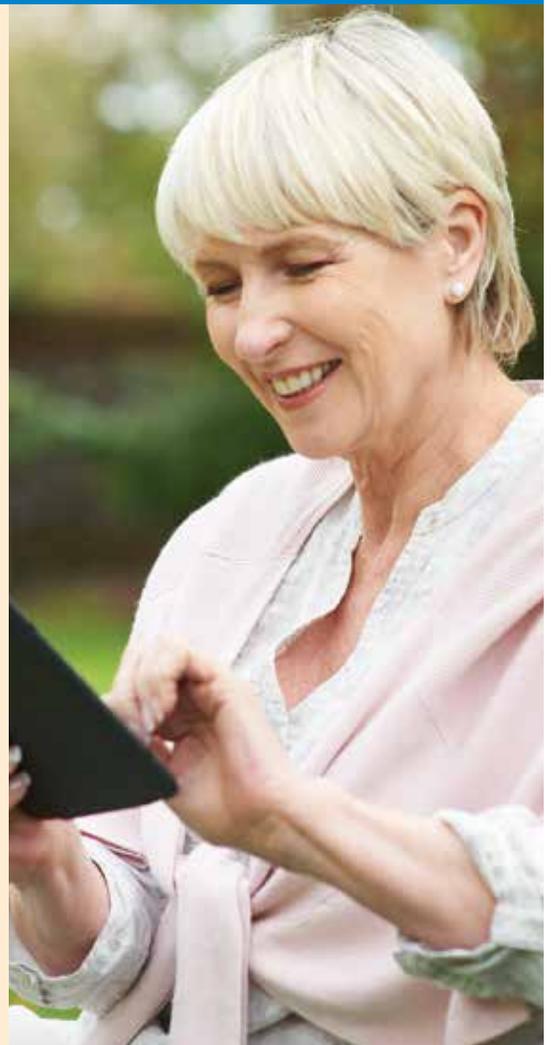
The formulary is our list of covered drugs, and it's updated often. To see if your medications are on the most current list, click the Medicare Advantage tab, then Drug List.

### PROVIDER/PHARMACY DIRECTORIES

These online directories are also updated frequently. Click the Find a Doctor button at the top of the page to find a network provider. To view network pharmacies, click Find a Pharmacy/Drug.

### HELPFUL TOOLS AND PLAN EXTRAS

Our website contains many other useful tools, like a form you can use to list your medicines and take with you to doctor appointments. You can also calculate your costs for specific medications. And you'll find information about plan extras such as our Healthy Rewards® program, which offers you discounts on many health and wellness products and services.



## PREVENTIVE SCREENINGS

Preventive care, like mammograms and colon cancer screenings, saves lives. Age-appropriate screenings like these can help your doctor spot health issues early, before they become harder to treat. As a Medicare Advantage plan, we cover the same preventive screenings as Original Medicare. That means screenings for conditions like cancer, diabetes, depression and obesity are covered by your plan at 100% with no out-of-pocket cost to you.\* If you're unsure which screenings you need, ask your doctor.

## THE SILVER&FIT® FITNESS PROGRAM

Some Cigna plans offer a membership in the Silver&Fit Exercise and Healthy Aging Fitness program at no additional cost.\*\* This program includes access to a participating fitness center in your area. Or if you prefer to exercise at home, you can enroll instead in Silver&Fit's Home Fitness program. With both options, you'll have access to wellness resources at [www.silverandfit.com](http://www.silverandfit.com) that include quarterly newsletters, exercise goal tracking, and online classes and health challenges. For more information about the Silver&Fit program, including how to enroll, see the flyer included in your Welcome Kit, or look in your Customer Handbook.



## COORDINATING YOUR CARE

We work to ensure you get the care you need, when you need it. At times, that may include a need for:

### PRIOR AUTHORIZATIONS

Some services and medications may need Cigna's approval before we can cover them, which is called prior authorization. Generally, your doctor's office will request any prior authorizations and keep you informed of the status. You can also call Customer Service with questions about coverage for specific services.

### REFERRALS

There may be times your PCP recommends specialized care and will refer you to a specialist in our network. Your PCP's office will handle the referral process for you. It's always a good idea to call your specialist before your appointment to make sure the referral has been processed. If you see a specialist without a referral, your visit may not be covered.

\* Copayments/coinsurance may apply for other diagnostic services received during the 360 exam or preventive screening visit.

\*\* Silver&Fit is not offered in all plans. Check your Evidence of Coverage for details. Non-standard services at the fitness center that call for an added fee are not included in the Silver&Fit program and are not covered. Silver&Fit is provided by American Specialty Health Fitness, Inc., (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Silver&Fit and the Silver&Fit logo are registered trademarks of ASH and used with permission herein.

# TAKE A TIMEOUT!

We're busy people living in a busy world. And we all have responsibilities. It can be easy to get so caught up in fulfilling our duties that we neglect our own needs. Try these tips to find some important "me time":

## Do something you enjoy

Taking regular timeouts can keep you refreshed and recharged, even if they're brief. Give yourself permission to slow down for at least 15 minutes each day. Then do something you enjoy, like listening to soothing music, relaxing in a hot bath, meditating or just daydreaming. Better yet, clear your calendar for the day.



## Ask for help

Have you ever felt like a hamster on a wheel, running fast but getting nowhere? Take a close look at your routine. Can you let some tasks go? Can you ask others to pitch in? It may seem easier to do it all yourself, but delegating certain tasks can reduce your workload and free up time to spend on yourself.



## Let it out

Let your creative flag fly! Work a puzzle, cook a new dish, paint a picture, jot down your thoughts in a journal — whatever your preference, the point is to find something that gives you an outlet to express yourself. And that can give your mind a much-needed break from everyday stressors.



# PROTECTING YOUR IDENTITY

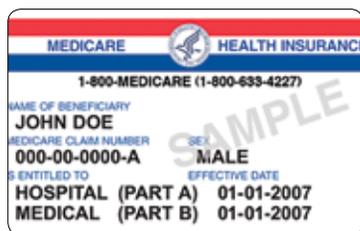
New Medicare cards coming

This April, the Centers for Medicare & Medicaid Services (CMS) will start issuing new red, white and blue Medicare ID cards.

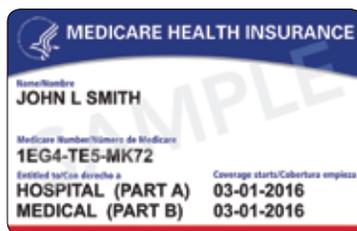
Your current Medicare card contains your Social Security number (SSN), which can leave you open to fraud and theft. CMS will assign a new Medicare number that's unique to you, instead of using your SSN. You should receive your card sometime between April 2018 and April 2019.

Here are some important things to know about the new card:

- > You'll automatically receive one — there's nothing you have to do.
- > It's free.
- > It has no effect on your Medicare coverage; your benefits will remain the same.
- > It's different from your Cigna ID card. Your Cigna ID card won't change, so continue to use it as you currently do.



OLD



NEW

## Don't fall for scams

Because of this change, scammers may call you and:

- > Falsely claim to be from Medicare to get your Medicare number or other personal information
- > Ask you to confirm your SSN so they can send you a new card
- > Tell you that you have to pay for your new card and ask you to verify personal information
- > Threaten to cancel your coverage if you don't share your information

If you receive a suspicious phone call from someone asking for your Medicare number or related personal information, hang up and call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day/7 days a week. TTY users should call **1-877-486-2048**.

For more information, visit [www.medicare.gov/fraud](http://www.medicare.gov/fraud).

# REAP WHAT YOU SOW

## Fresh food at your fingertips

As winter gives way to spring and warmer weather, many of us look forward to planting a garden. You can plant one too by trying your hand at container gardening — no large plot of land required. Many vegetables and herbs don't require much space to grow and do well in containers. To make your fresh herbs and veggies ripe for the picking, first you have to:

### Pick your starting point

If you don't have much gardening knowledge, a great place to begin is your local garden shop. Talk to the experts there about how to get started. There are also websites dedicated to container gardening that provide plenty of online tips.

### Pick your pots

Proper drainage is important, so be sure to choose pots that allow for that. Adding an inch or so of gravel in the bottom will help. When it comes to containers, size matters. Large pots work well for vegetables, although you can use smaller versions for some veggies like beans and carrots. Many gardening experts recommend avoiding terra cotta pots because they absorb moisture and crack. And plastic pots can fall apart after lots of sun exposure. Look for ceramic pots instead.

### Pick your plants and soil

Choosing healthy plants can mean the difference between success and failure. Make sure the plants you select don't have wilted leaves (it's been over-watered) or brown leaves (it's received too little water). Check leaves for spots or holes that can be a sign of bugs. And the stem should be firm and holding the plant fully upright.

Generally, you'll want to stick with a good potting soil mix, not gardening soil.

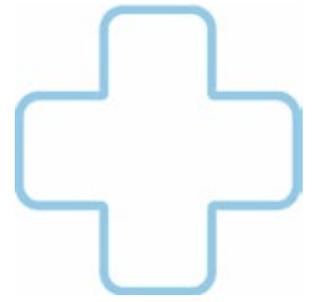
### Pick your location

Place your containers where they get the right amount of sunlight. Most plants come with tags that provide instructions about watering and sun exposure. Moving pots around every few days can ensure they're getting sun from all angles.



**Container gardening can be fun and save you money at the grocery store.**

# KNOW WHERE TO GO TO GET THE RIGHT CARE



## Time- and money-saving alternatives to the ER

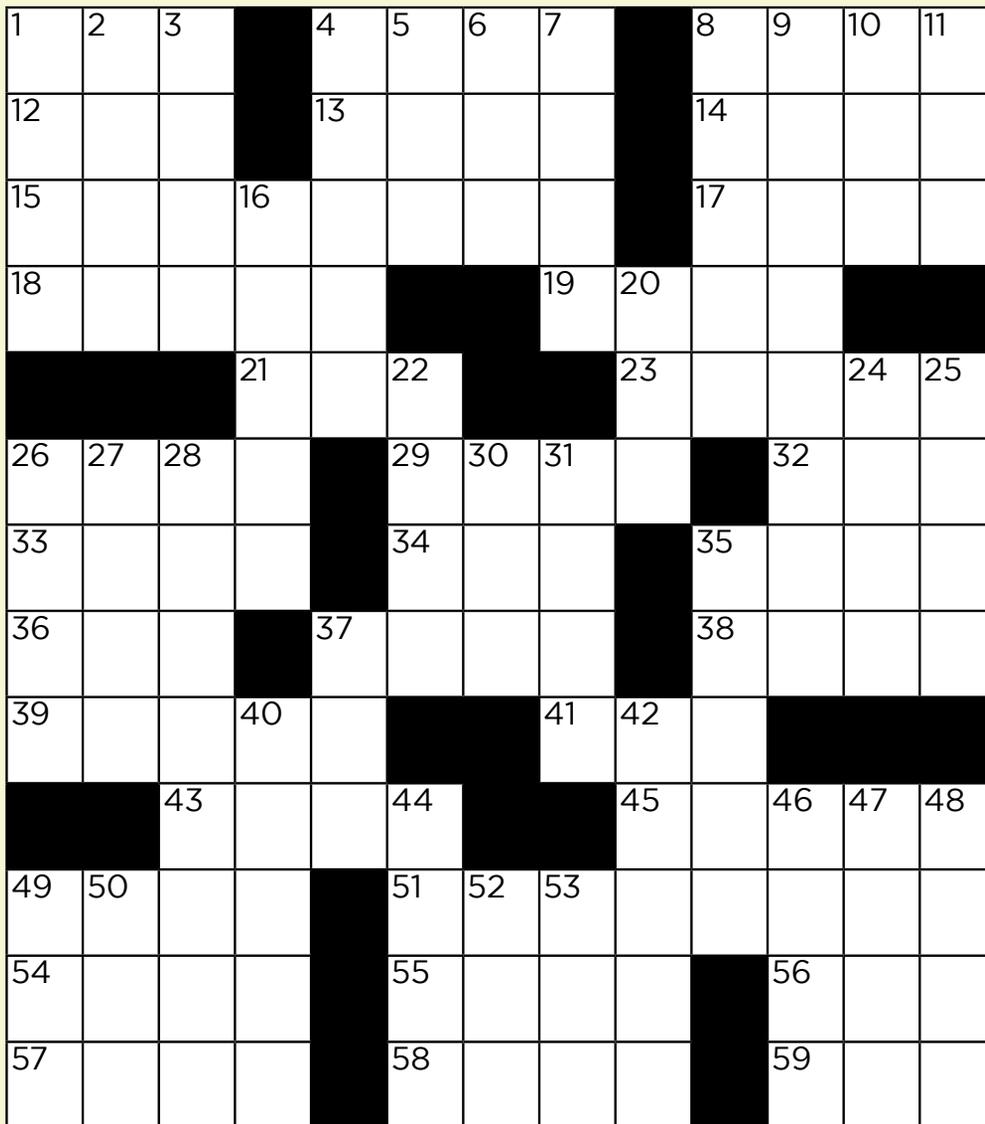
If you have an illness or injury that's not life-threatening, call your primary care physician (PCP) first. If your PCP isn't available or you need care before you can get an appointment, you have other options for care:

Care option	Needs or symptoms
<b>CIGNA 24-HOUR NURSE LINE</b> <b>1-800-356-0665</b> <b>(TTY 711)</b>	<ul style="list-style-type: none"> <li>• General health questions</li> <li>• Questions about medicine</li> <li>• Where to get care</li> <li>• Finding a nearby health care facility</li> </ul>
<b>URGENT CARE CENTER</b>	<ul style="list-style-type: none"> <li>• Low back pain</li> <li>• Cold, flu, fever</li> <li>• Stomach pain</li> <li>• Minor injuries such as sprains</li> <li>• Vomiting</li> <li>• Diarrhea</li> <li>• Infection</li> <li>• Urinary pain</li> <li>• X-rays</li> </ul>
<b>EMERGENCY ROOM OR CALL 911</b>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Shortness of breath</li> <li>• Severe asthma attack</li> <li>• Major burns</li> <li>• Severe injuries</li> <li>• Severe abdominal pains</li> </ul>

### Medicare Diabetes Prevention Program (MDPP)

Starting April 1, 2018, Medicare will offer a Diabetes Prevention Program (MDPP) for eligible Medicare Advantage customers. Through the program, you'll learn things you can do to prevent diabetes, including how to live a healthy lifestyle. The program is fully covered by Medicare. Talk to your doctor if you think you might benefit from participating.

# CROSSWORD PUZZLE



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## ACROSS

- 1 Order's partner
- 4 \_\_\_ Strip
- 8 Rose part
- 12 According to
- 13 Writer Waugh
- 14 Dashed
- 15 Unguent
- 17 Voiced
- 18 Recipe direction
- 19 Open, as an envelope
- 21 Bounder

- 23 In a cold manner
- 26 Punch
- 29 Woodwind
- 32 Meadow
- 33 Gambit
- 34 Nuke
- 35 Like the wind
- 36 Make known
- 37 Bad impression?
- 38 Lady's man
- 39 Where to get a fast buck?
- 41 Boozier

- 43 Middle of March
- 45 Man with horns
- 49 Jai \_\_\_
- 51 Its found on the palm of your hand
- 54 Dummy
- 55 Snack choice
- 56 "A Theory of Semiotics" author
- 57 Get smart
- 58 Adolescent
- 59 Pallid

## DOWN

- 1 Pakse's land
- 2 Deplaned
- 3 Decline
- 4 Kind of ray
- 5 Hearty brew
- 6 Buddhist sect
- 7 Exploits
- 8 Impassive
- 9 Mexican dish
- 10 Time to remember
- 11 Actor Gibson
- 16 Tasteless
- 20 Fish story
- 22 Drop off
- 24 Odd look
- 25 Jolly boat
- 26 Trade punches
- 27 Mixed bag
- 28 Sweet liquors
- 30 Exclude
- 31 Chooses
- 35 Tropical nut
- 37 Female hare
- 40 Blue-pencils
- 42 Ancient Greek theater
- 44 Opening

- 46 Scene
- 47 Ancient Peruvian
- 48 Ponce de \_\_\_
- 49 Plugs
- 50 Mauna \_\_\_
- 52 Dander
- 53 Honorarium

Find the answers to this puzzle on page 13.

# ALL YOU NEED IS (UNCONDITIONAL) LOVE

## Pets can provide emotional support

Sometimes a chance encounter can change a life. For one Cigna customer, all it took was meeting a tiny, purring ball of fur.

Dan\* suffers from severe anxiety and post-traumatic stress disorder, conditions that sometimes make him feel angry and frustrated, even over seemingly minor issues.

One day he came across a kitten needing a home, and it was love at first sight. He took her home and named her Trixie\*, and it didn't take



**Case Manager  
Cheryl Gierkey**

long to realize she was more than just a cat. She fast became a comforting companion who helps Dan get through stressful times.

Dan grew up on a farm and has always loved animals. When he first found Trixie, he and his Cigna Behavioral Health Case Manager Cheryl Gierkey discussed the benefits of having a feline companion. Cheryl knew it would be good for Dan, but there was an obstacle to overcome first: He lives in housing that has strict rules for residents.

\* Names have been changed to protect privacy



## How pets can help us heal

Science has shown that pets can improve physical health. As in Dan's case above, they encourage us to be playful, which can reduce anxiety. They can help lower our stress levels by releasing a hormone that promotes love and trust, resulting in lower blood pressure and heart rates.

Pets can also boost mental health by reducing depression. Because they depend on us for care, they give us a sense of purpose and help keep our focus on the present instead of dwelling on the past. And we communicate with and relate to our pets through eye contact and touch, fulfilling a basic human need to have emotional bonds with others.



**Dan's companion, Trixie**

Pets in Dan's building must be spayed/neutered and vaccinated. They must also be microchipped and licensed with the city. Those services can be expensive, so Cheryl researched and found an area mobile clinic that provided them for free.

"I didn't want Dan to lose her because of all the housing requirements," she says. So on one of her days off, Cheryl bought a cat carrier and took Trixie to be spayed, vaccinated and chipped, returning her to Dan later that day.

"When she saw him, she instantly started purring," Cheryl says. "When she's with him, she's always so happy, and she makes him more positive.

"When Dan and I talk, it might start out a little gruff," she continues, "but all I have to say is, 'How's Trixie?' and he'll start telling me everything they did together."

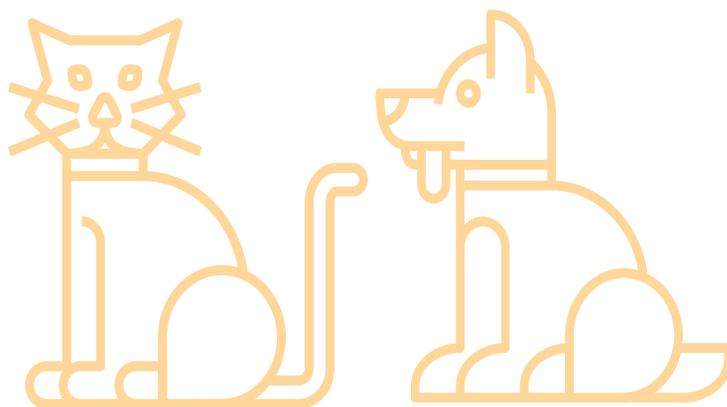
The cat's life centers around Dan; in fact, she makes it clear whom she prefers spending time with.

"She hisses at me because I'm the one who took her to a place she didn't want to go when we had her spayed," Cheryl laughingly says. "But when she sees him, all is well."

Cheryl has worked with Dan for several years as his Case Manager. Because she knows him so well, she's aware of how important it is for him to have comfort and stability in his life. Soon after Trixie moved in, Cheryl noticed a difference in his outlook.

"She helps him stay calm and focused," she says. "And she gives him unconditional love. It's important for him to have that kind of presence in his life. And she needs him, too — she's as attached to him as he is to her."

Sources: Harvard Health; American Heart Association



Puzzle solution from page 11

L	A	W		G	A	Z	A		S	T	E	M
A	L	A		A	L	E	C		T	O	R	E
O	I	N	T	M	E	N	T		O	R	A	L
S	T	E	A	M			S	L	I	T		
			C	A	D			I	C	I	L	Y
S	O	C	K		O	B	O	E		L	E	A
P	L	O	Y		Z	A	P		B	L	E	W
A	I	R		D	E	N	T		E	A	R	L
R	O	D	E	O			S	O	T			
		I	D	E	S			D	E	V	I	L
A	L	A	I		L	I	F	E	L	I	N	E
D	O	L	T		O	R	E	O		E	C	O
S	A	S	S		T	E	E	N		W	A	N

# ASK THE DOC

Did you know there are four key numbers that can reveal vital information about your health? Your **blood pressure, cholesterol, blood sugar** and **body mass index (BMI)** are important to track. That's because gaining — or regaining — control of these four areas can help you avoid or manage many serious health conditions.

Cigna Medicare Services Senior Medical Director Dr. Bob Coxe talks about why these numbers matter.



**Dr. Bob Coxe**

## Why are these numbers so important?

Your blood pressure, cholesterol, blood sugar and BMI give your doctor a snapshot of your total health picture. They allow him or her to make treatment decisions, including recommending steps you can take to avoid future health issues or managing conditions you already have.

If any of your numbers aren't where they should be, your doctor will decide whether you need medicine or if you can control them through lifestyle changes, like exercising and better nutrition. He or she may also recommend home blood sugar and/or blood pressure

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**Your blood pressure, cholesterol, blood sugar and body mass index (BMI) numbers are important to track.**

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monitoring, discussed in more detail below.

## What if my blood pressure is high?

High blood pressure, also called hypertension, is the most common risk factor for heart attack and stroke. It's often referred to as the "silent killer," since it has no obvious symptoms. And that makes it extra important to track.

Talk to your doctor about what your blood pressure goal should be. If your blood pressure is too high, your doctor will let you know what you can do to lower it.

## Should I monitor my blood pressure at home?

When you have your blood pressure taken during a doctor's office visit, it reveals only what your levels are at that moment. Through home monitoring, you can log your readings over time and share them with your

doctor. That will help him or her decide whether your treatment is working.

Ask your doctor if you should monitor at home. If so, the American Heart Association recommends using an automatic, cuff-style upper-arm monitor, which is available in a range of prices at most drug stores. After you purchase it, take it to your next office visit so your doctor can make sure you're using it correctly.

## What about cholesterol?

Cholesterol is a waxy substance your liver produces that can clog your arteries. Left untreated, high cholesterol puts you at increased risk for stroke and heart attack.

Cholesterol screening measures LDL, or "bad" cholesterol, HDL, or "good" cholesterol, and total cholesterol. Your ideal levels depend on things like your

age and whether you have a chronic condition like diabetes. Your doctor will let you know what your cholesterol levels should be and if you should take medication or make lifestyle changes to get them under control.

### What are recommended blood sugar levels?

If you have diabetes, it's important to keep your blood sugar under control to avoid long-term complications, such as kidney disease and nerve damage. The American Diabetes Association recommends aiming for these target numbers: an HbA1c of 7% or less, before-meal readings of 80-130 mg/dL and

after-meal readings of less than 180 mg/dL.

Regular home blood sugar testing using a glucose meter is a crucial part of your diabetes treatment plan. Your doctor will tell you how often you should test. It's a good idea to keep a log of your readings to share with your doctor at every office visit.

### Why do I need to know my BMI?

Body mass index (BMI) uses your height and weight to calculate your level of body fat. A reading of 18.5 to 24.9 is considered normal, 25 to 29.9 is overweight, and 30 and above is obese.

If your BMI is too high, your risk increases for chronic

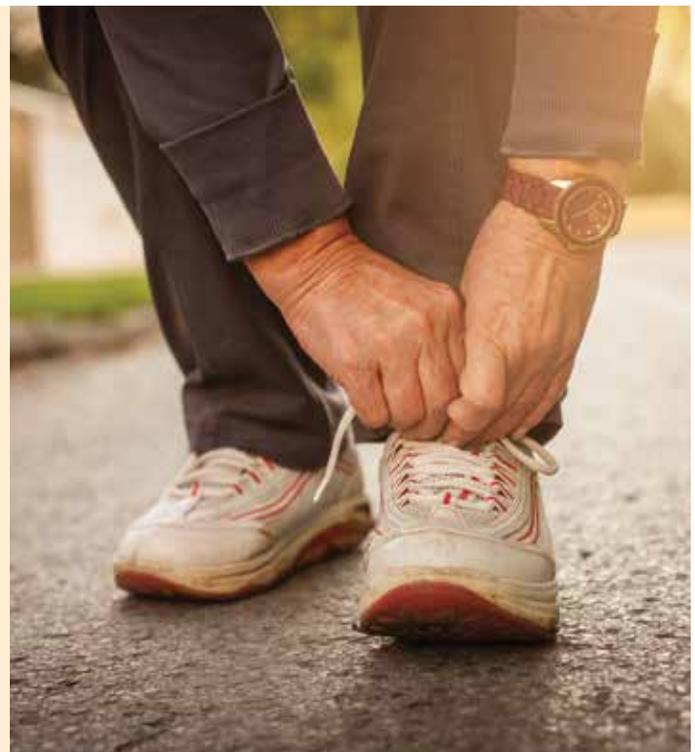
conditions like high blood pressure, diabetes and heart disease. Your doctor will calculate your BMI and may recommend that you lose weight to lower it. You can calculate it yourself by visiting [www.nhlbi.nih.gov](http://www.nhlbi.nih.gov) and entering BMI calculator in the search box.

This column is intended only as general interest and does not in any way create a doctor-patient relationship. As with all information contained in this magazine, you should discuss any health concerns with your doctor or caregiver. If you have any immediate health care needs, contact your doctor immediately. The information in this column is not intended to serve as medical advice.

### One more important number to know

Physical activity is an important part of getting and staying healthy. Both the Centers for Disease Control and Prevention and the National Institute on Aging recommend aiming for **at least 150 minutes of walking per week**. Don't let that number overwhelm you — you don't have to do it all at once. Try walking 10 minutes at a time first and build up from there.

Be sure to talk to your doctor about your exercise plans. He or she may recommend specific activities or target goals based on whether you have certain health conditions.



# 3 MUST-KNOWS ABOUT ACID REDUCERS

**If you don't know, ask your doctor**

Spence's\* doctor prescribed Prilosec® for his heartburn and acid reflux. When his prescription ran out, he switched to the over-the-counter version and has taken it for several years. After hearing about the possible risks of long-term use, Spence made sure to mention this to his doctor at his next appointment.

If you take medicine to help with heartburn, reflux or other problems with stomach acid, you likely take a proton pump inhibitor (PPI). They're one of the most commonly prescribed types of medication. But studies show that long-term use isn't necessary for most people and can possibly pose significant health risks.

If you take a PPI, here are three things you should know:

## **1** **KNOW** **how long you should take it**

If you're not sure how long you should take your PPI, ask your doctor. Some people *do* need PPIs long-term, but don't assume you do without specific instructions from your doctor. Most problems that require PPI therapy can be successfully treated in 4-8 weeks. For heartburn and mild reflux (GERD), you may be able to reduce your dose or take it only when you have symptoms. For ulcers and other more serious conditions, it's vital to follow your doctor's instructions exactly.

\* Name has been changed to protect privacy



## 2 KNOW the risks of long-term use

As with any medication, PPIs can have dangerous interactions with other drugs or side effects (e.g., headaches, nausea, abdominal pain). More concerning, however, are the possible health risks associated with taking PPIs long-term. These include greater risk of certain infections and bone fractures. Current studies are also examining a possible relationship between long-term PPI use and kidney and heart disease.

### WHAT ARE PPIs?

PPIs, or proton pump inhibitors, reduce stomach acid and are used to treat conditions such as gastroesophageal reflux disease (GERD) and ulcers. They also help protect the stomach, esophagus and intestines in people who are at risk for ulcers. Here are some common PPI brand and generic names:

Prilosec® (omeprazole)

Dexilant® (dexlansoprazole)

Nexium® (esomeprazole)

Prevacid® (lansoprazole)

Protonix® (pantoprazole)

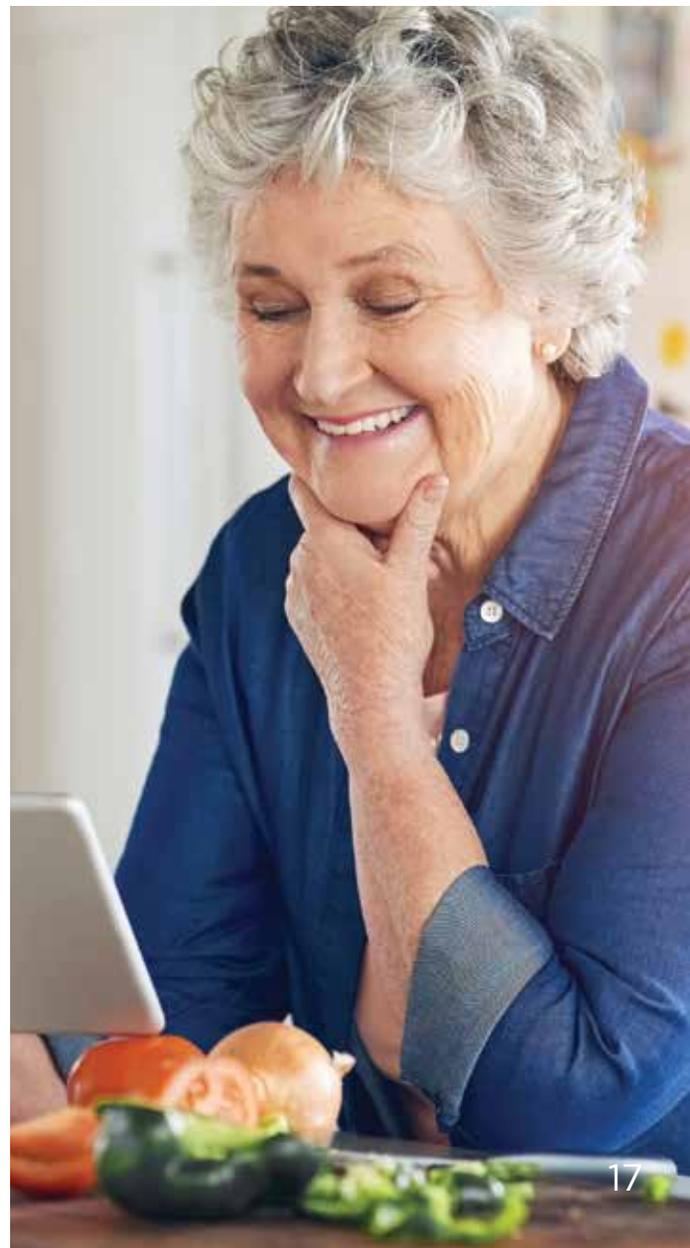
Aciphex® (rabeprazole)

Sources: U.S. Food and Drug Administration; American Journal of Managed Care; WebMD

## 3 KNOW your alternatives

Medication is not the only way to treat stomach acid, heartburn and reflux problems. There are things you can do right now to try to relieve symptoms, such as elevating the head of your bed, losing weight, quitting tobacco and changing your eating habits. Talk to your doctor about these and other non-medication therapies that might help your condition.

**DO NOT stop or change the way you take your medication without first talking to your doctor.**





## Notice of Nondiscrimination: Discrimination is Against the Law

Cigna Medicare Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cigna Medicare Services does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Cigna Medicare Services:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at 1-800-627-7534 (TTY 711), 8 a.m.–8 p.m., 7 days a week (hours apply Monday – Friday, February 15 – September 30).

If you believe that Cigna Medicare Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Cigna Medicare Services Attn: Medicare Grievance Department  
PO Box 29030  
Phoenix, AZ 85038  
Phone: 1-800-627-7534 (TTY 711) Fax: 1-866-567-2474.

You can file a grievance in writing by mail or fax. If you need help filing a grievance, Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. ATTENTION: If you speak languages other than English, language assistance services, free of charge are available to you. Call 1-800-627-7534 (TTY 711), 8 a.m.–8 p.m., 7 days a week (hours apply Monday – Friday, February 15 – September 30). ATENCIÓN: si usted habla un idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-627-7534 (TTY 711), 8 a.m.–8 p.m., 7 días de la semana (horario se aplica de lunes - viernes, del 15 de febrero - 30 de septiembre). Cigna is contracted with Medicare for PDP plans, HMO and PPO plans in select states, and with select State Medicaid programs. Enrollment in Cigna depends on contract renewal.

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## Multi-language Interpreter Services

**English – ATTENTION:** If you speak English, language assistance services, free of charge are available to you. Call 1-800-627-7534 (TTY 711).

**Spanish – ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-627-7534 (TTY 711).

**Chinese – 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-627-7534 (TTY 711)。

**Vietnamese – CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-627-7534 (TTY 711).

**French Creole – ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-627-7534 (TTY 711).

**Korean – 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-627-7534 (TTY 711)번으로 전화해 주십시오.

**Polish – UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-627-7534 (TTY 711).

**French – ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-627-7534 (ATS 711).

**Arabic – ملحوظة:** إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-627-7534 (TTY 711).

**Russian – ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-627-7534 (телетайп 711).

**Tagalog – PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-627-7534 (TTY 711).

**Farsi/Persian – توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-627-7534 (TTY: 711) تماس بگیرید.

**German – ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-627-7534 (TTY 711).

**Portuguese – ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-627-7534 (TTY 711).

**Italian – ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-627-7534 (TTY 711).

**Japanese – 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-627-7534 (TTY 711)まで、お電話にてご連絡ください。

**Navajo – Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojł' hódíłlnih 1-800-627-7534 (TTY 711).

**Gujarati – ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-627-7534 (TTY 711).

**Urdu – توجه دیں:** اگر آپ اردو زبان بولتے ہیں تو آپ کے لئے زبان معاون خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-627-7534 (TTY 711)

## WONDERFUL STUFFED POTATOES

**Baked potatoes stuffed with seasoned cottage cheese are a low-fat, low-cholesterol, low-sodium treat.**

Prick potatoes with fork. Bake at 425°F for one hour or until fork is easily inserted. Remove from oven; cut in half lengthwise. Carefully scoop out each potato, leaving about 1/2 inch of pulp inside shell. Mash pulp in large bowl. Mix in by hand remaining ingredients except Parmesan cheese. Spoon mixture into potato shells. Sprinkle each top with 1/4 teaspoon Parmesan cheese. Place on baking sheet and return to oven. Bake 15-20 minutes or until tops are golden brown.

Makes 8 1/2-potato servings

Per serving: 113 calories; 3g total fat; 0g saturated fat; 1mg cholesterol; 136mg sodium

Recipe is from the National Heart, Lung, and Blood Institute's "Keep the Beat Recipes: Deliciously Healthy Dinners" collection: [www.nhlbi.nih.gov](http://www.nhlbi.nih.gov).



4 medium baking potatoes  
3/4 cup low-fat (1%) cottage cheese  
1/4 cup low-fat (1%) milk  
2 tablespoons soft margarine  
1 teaspoon dill weed  
3/4 teaspoon herb seasoning  
4-6 drops hot pepper sauce  
2 teaspoons grated Parmesan cheese

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## CIGNA CUSTOMER SERVICE

**1-800-627-7534 (TTY 711)**

8 a.m. - 8 p.m., Monday - Friday

Messaging service used weekends,  
after hours and on federal holidays.

Cigna-HealthSpring is contracted with Medicare for PDP plans, HMO and PPO plans in select states, and with select State Medicaid programs. Enrollment in Cigna-HealthSpring depends on contract renewal.  
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