

MORE FROM LIFE[®]

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CONNECT WITH US



Member Services

1-877-653-0327

(TTY: 7-1-1)

Monday to Friday
8 a.m. to 5 p.m. Central Time

Service Coordination

1-877-725-2688

(TTY: 7-1-1)

Monday to Friday
8 a.m. to 5 p.m. Central Time



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WeCanHelp@HealthSpring.com



STARPLUS.MyCignaHealthSpring.com

FROM OUR PRESIDENT

Dear Cigna-HealthSpring friends,



Welcome to this first 2018 issue of our Member-focused magazine, *More from Life*. Whether you're a new or returning Member, you may have questions about your Cigna-HealthSpring coverage.

So we included some helpful plan-related information in this issue, starting on the next page.

We want you to be proactive with your health, but you don't have to go it alone. We work hand in hand with you, your main doctor and others, such as specialists, to guide and track your care.

Poet 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.

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

Brian Evanko
President, Cigna-HealthSpring



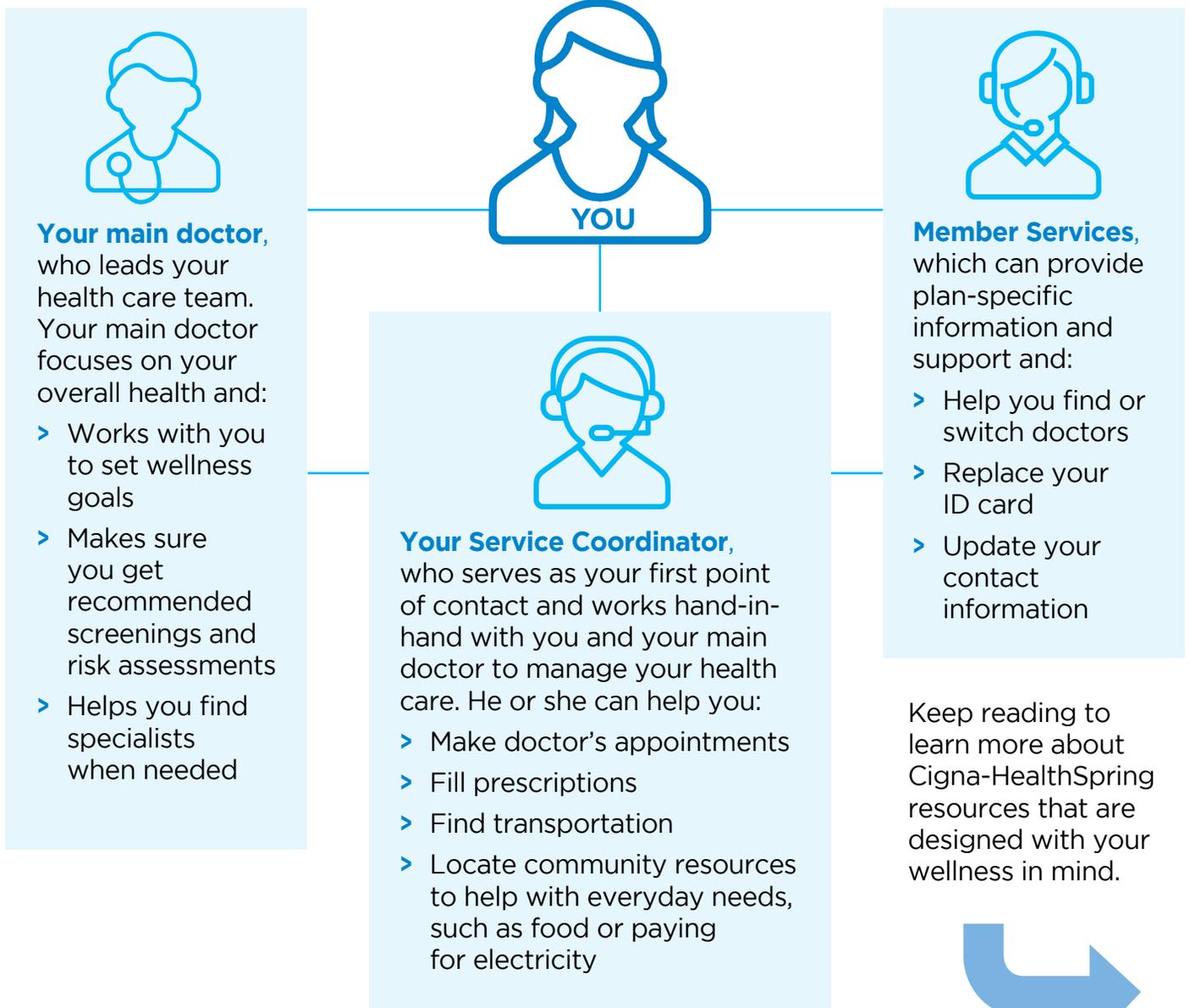
HELP WHEN YOU NEED IT

Cigna-HealthSpring Member support

We're here to support you on your journey to good health by providing help when and where you need it. In materials you received from us, you may have noticed that our logo includes these words: *Together, all the way*. That's more than just a slogan — it's our promise to you. We believe in the team approach to health care, and we're committed to walking beside you, every step of the way.

YOUR TEAM MEMBERS

Your Cigna-HealthSpring support team includes:



IMPORTANT BENEFITS

Supporting you on your wellness journey



Your Cigna-HealthSpring plan includes programs and services designed to keep you well. For details, call Member Services at **1-877-653-0327** (TTY: 7-1-1) or your Service Coordinator at **1-877-725-2688** (TTY: 7-1-1).



ANNUAL WELLNESS EXAM

At this annual exam — covered by your plan at no cost to you — you'll receive a thorough physical. The exam:

- > Gives you and your main doctor a detailed picture of your overall health
- > Helps your doctor set wellness goals for you
- > Guides your doctor in recommending treatments and lifestyle changes to manage any chronic conditions

If you haven't already had this important exam, call your main doctor's office and schedule it. If you need help making your appointment, call your Service Coordinator.

Continued



FITNESS PROGRAM

Through our no-cost FitnessCoach program, you can choose one of the following:

- > Fitness facility membership* or
- > Two home fitness kits of your choice (each includes a guide, DVD and/or other products):
 - Exercise
 - Walking
 - Pilates
 - Tai chi
 - Stress management
 - And more!

To find a participating fitness facility near you or to order home kits, call **1-888-369-2746 (TTY: 1-877-710-2746)**, Monday to Friday, 7 a.m. to 8 p.m. Central Time. Or visit **www.fitnesscoach.com**.



LONG-TERM SERVICES AND SUPPORTS

Long-term Services and Supports (LTSS) is for Members who need help with everyday tasks, like taking a bath, getting dressed, making meals and taking medicine. Some Members may be eligible for additional LTSS benefits, including:

- > Medical supplies and equipment, like wheelchairs, walkers and canes
- > Adult foster care
- > Dental services
- > Home delivered meals
- > Nursing services (in home)
- > Physical, occupational and speech therapy

Most services are provided at your home or in your community. To find out if you're eligible for LTSS, call your Service Coordinator.



OVER-THE-COUNTER MEDICATIONS AND PRODUCTS

Cigna-HealthSpring gives you* a \$10 monthly allowance** you can use to buy over-the-counter medications or health products that don't require a prescription. These include:

- > Allergy medicines
- > Cold and flu medicines
- > First aid supplies
- > Vitamins
- > Dental and eye care products
- > And more!

For details, check your 2018 over-the-counter catalog that lists eligible items and ordering instructions. Or call **1-866-575-3744 (TTY: 7-1-1)**, Monday to Friday, 7 a.m. to 8 p.m. Central Time.



PREVENTIVE SCREENINGS

Preventive screenings save lives. That's why age-appropriate screenings — like colonoscopies and mammograms — are covered by your plan at no cost to you. They help your main doctor spot health issues early, before they become harder to treat. Talk to your doctor about screenings he or she recommends for you. Then, if you need help making appointments, call your Service Coordinator.

* Members who live in a nursing facility are not eligible

** Unused balances roll over month to month but expire on August 31, 2018



IMPORTANT RESOURCES

Helping you make the most of your plan

We want you to get the most from your Cigna-HealthSpring coverage. Here are some resources to help you do just that. If you have questions, call Member Services at **1-877-653-0327 (TTY: 7-1-1)** or your Service Coordinator at **1-877-725-2688 (TTY: 7-1-1)**.



HEALTH RISK ASSESSMENT

The health risk assessment (HRA) is a questionnaire our Members complete within 90 days of joining Cigna-HealthSpring. Your answers give your Service Coordinator and your main doctor information about your health status. And that helps us better manage your care. Your HRA answers are completely confidential and will never be shared with anyone outside Cigna-HealthSpring and your care team. If you haven't completed the HRA, call Service Coordination at **1-877-725-2688 (TTY: 7-1-1)**.



ID CARD

The Cigna-HealthSpring ID card you received in the mail lists your 2018 plan and your main doctor's name. Keep your card with you and present it at every doctor and pharmacy visit. If you didn't receive one or need to update the information on your card, call Member Services.



MEMBER HANDBOOK

Your Member Handbook is an important document. It explains available health care services, including behavioral health and prescription drug coverage, Long-term Services and Supports, and other useful information. If you have questions, call Member Services.

Continued



FORMULARY

The Texas Medicaid Preferred Drug List (Formulary) is updated monthly. To see if your medicines are on the most current list, call Member Services or:

- > Visit **STARPLUS.MyCignaHealthSpring.com**
- > Select the Members tab
- > Choose Pharmacy Information from the dropdown menu



PROVIDER/PHARMACY DIRECTORIES

We update our directories of network health care providers and pharmacies often. For help finding a doctor or pharmacy in your area, call Member Services or:

- > Visit **STARPLUS.MyCignaHealthSpring.com**
- > Click the Members tab
- > Select Provider Directory or Pharmacy Information from the dropdown menu

EMERGENCY MEDICINE SUPPLY

If you try to fill a prescription only to learn Cigna-HealthSpring has to approve it first, you may be able to get a 72-hour supply of the medication at no cost. Ask your pharmacist if this option is available to you. Then when the prescription is approved, you can fill the rest.



SEE YOU THERE!

Cigna-HealthSpring invites you to join our Member Advisory Group. We meet quarterly to learn what our Members like about their Cigna-HealthSpring health plan — and what we can do to make their experience even better. Caregivers are welcome to attend and join the conversation. We'll provide refreshments and door prizes. If you're interested in joining our Member Advisory Group or attending other Member events, call **1-866-913-0943 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

NEED A RIDE TO DOCTOR APPOINTMENTS?

Ride services are available Monday to Friday, 8 a.m. to 5 p.m. To schedule a ride, call Service Coordination at **1-877-725-2688 (TTY: 7-1-1)**.

Be sure to call at least 2 business days before you need a ride within the same county (5 days if your appointment is in a different county).

Have the following information ready when you call:

- > Medicaid ID
- > Date and time of your appointment
- > Pick-up address, your phone number and your doctor's name
- > Drop-off address and phone number
- > Whether you use special equipment like a wheelchair or walker



PROTECTING YOUR IDENTITY

7 ways to stay safe

Do you know how to keep your identity safe from scammers and thieves? These slick con artists can fool even the smartest people. Stay a step ahead and protect yourself by following these tips:

- 1** Never give your Social Security number or any other personal information to anyone who calls, texts or emails you asking for it.
- 2** Don't carry your Social Security card with you; instead leave it at home in a safe place.
- 3** Password-protect all your devices, including tablets and smartphones. Keep anti-virus software on your computer up to date.
- 4** Come up with strong passwords that include a mix of upper and lowercase letters, numbers and symbols. Don't use your birthday or pet's name as your password.
- 5** Be careful about what you post on social media sites like Facebook. Scammers can use personal information to guess your passwords and gain access to your accounts.
- 6** Use an ATM located inside the bank if available. Scammers can attach card readers to outside ATMs more easily than those located inside.
- 7** When shopping online, use a credit card instead of a debit card. Debit cards are attached directly to your bank account so money is withdrawn from your account immediately.

Source: Consumer Reports

SUDOKU

PUZZLE 1

					4		9	5
		5	2			3		
9	4		3		5	7		
8	2		9			5	6	3
		6				1		
1	9	3			8		7	2
		9	5		6		4	7
		8			2	9		
4	5		1					

PUZZLE 2

	6	7		3			5	2
			2			6		
				7	1			
7		3	8	4	6		1	9
	1		7		3		6	
2	4			1	9	3		8
			3	5				
		9			2			
3	2			9		4	8	

How do you Sudoku?

The object of Sudoku is to fill in the numberless squares so every row, every column and every 3x3 box contains the numbers 1 to 9 only once. Solutions are on page 15.

A GIFT FROM US TO YOU

Did you know you can earn a \$30 Good Health Rewards gift card? Simply get **both** your:



- > Yearly checkup and
- > At least one screening or service your doctor recommends, which may include*:
 - Diabetes screening, HbA1c and/or diabetic eye exam
 - Cancer screening
 - Mammogram
 - Shingles, flu or pneumonia vaccine

Here's how it works:

- 1** Call your main doctor and schedule your checkup. Or call Member Services if you want to:
 - > Get help scheduling your appointment
 - > Set up a 3-way phone call with your main doctor
- 2** Go to your checkup appointment and get your health screenings/services.
- 3** Within 60 days after your doctor lets us know you've had your checkup and screening(s), we'll send you a certificate you can use to choose a gift card. Your gift card will arrive in the mail.

Questions? Call Member Services.

* See your Member Handbook for a complete list of recommended screenings

ALL YOU NEED IS (UNCONDITIONAL) LOVE

Pets can provide emotional support

Sometimes a chance meeting can change a life. For one Cigna-HealthSpring Member, all it took was finding a tiny, purring ball of fur.

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



Dan's cat, Trixie

One day, he came across a stray kitten, and it was love at first sight. He took her home with him and named

her Trixie.* It didn't take long to realize she was more than just a cat. She fast became a comforting partner 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-HealthSpring Behavioral Health Case Manager Cheryl Gierkey discussed the benefits of having a feline friend. 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. Pets must be spayed/neutered and vaccinated. They must also be microchipped and licensed with the city. Those services can be expensive, so Cheryl did some research. She found an area mobile clinic that provided them for free.

"I didn't want him 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



**Case Manager
Cheryl Gierkey**

spayed, vaccinated and chipped. She returned 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 says. "But all I have to say is, 'How's Trixie?' and he'll start telling me everything they do together."

Continued

* Names have been changed to protect privacy

Need help with depression? Call us.

If you're struggling with depression, Cigna-HealthSpring's Behavioral Health team offers a Depression Management Program that can help. This program is available at no cost to you and can be completed over the phone. If you're interested in learning more about coping with depression, give us a call at **1-877-725-2539 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

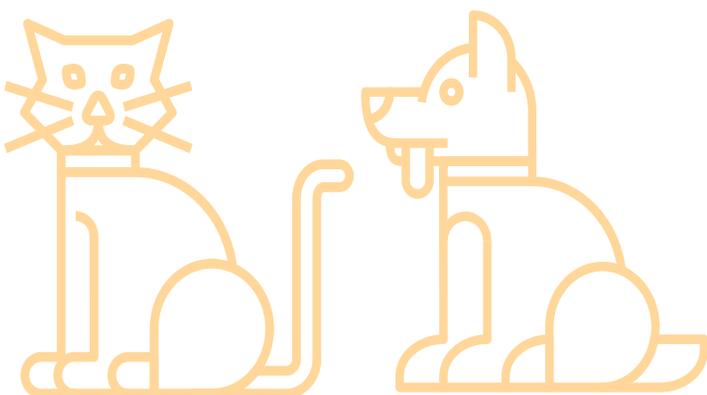
The cat's life centers around Dan; in fact, she makes it clear she prefers spending time with him.

"She hisses at me," Cheryl says with a laugh. "I'm the devil because I'm the one who took her to a place she didn't want to go when we had her spayed. 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 very 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



How pets help us heal

Science has shown that animals can improve our health. As in Dan's case, they encourage us to be playful, which can reduce anxiety. They can help lower our levels of the stress hormone cortisol and increase the release of a feel-good chemical. And they can boost a hormone that promotes love and trust, which can lower blood pressure and heart rates.

Pets can also improve mental health. Because they count on us for care, they give us a sense of purpose. They 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. That meets a basic human need to have emotional bonds with others.

ASK THE DOC



Dr. John Gore

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 controlling these four areas can help you avoid or manage many serious health conditions.

Cigna-HealthSpring Senior Medical Director Dr. John Gore talks about why these numbers matter.

Why are these numbers so important?

Your blood pressure, cholesterol, blood sugar and BMI numbers give your main doctor a snapshot of your total health picture. They help him or her make treatment decisions.

If any of your numbers aren't at the right levels, your doctor will decide on the right treatment. That may include medicine or lifestyle

changes, like exercising and better nutrition. He or she may also suggest home blood pressure 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 called the "silent killer," since it has no obvious

symptoms. And that makes it extra important to track. Your main doctor will let you know what your levels should be.

Should I monitor my blood pressure at home?

When you have your blood pressure taken during a doctor's office visit, it shows 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 treatment is working.

Ask your doctor if you should monitor at home. If so, home blood pressure monitors are available in a range of prices at most drugstores. Check your 2018 over-the-counter catalog to see a list of home monitors you can buy using your allowance, as discussed on page 5.

What numbers should you aim for?

- > **BLOOD PRESSURE:** guidelines have recently changed; ask your doctor what your levels should be
- > **CHOLESTEROL:** as recommended by your doctor
- > **BLOOD SUGAR:** HbA1c of 7% or lower; before-meal reading of 80-130 mg/dL and after-meal reading of less than 180 mg/dL
- > **BMI:** 18.5 to 24.9 is considered normal (25 to 29.9 is overweight, 30 and above is considered obese)

Continued

What about cholesterol?

Cholesterol is a waxy substance your liver produces that, if too high, 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 main doctor will let you know what your cholesterol levels should be and steps you can take 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. That helps you avoid long-term complications, such as kidney disease and nerve damage. Regular home blood sugar testing using a glucose meter is a crucial part of any diabetes treatment plan. Your main doctor will tell you how often you should test. Keep a log of your readings to share with your main doctor at every office visit.

Why do I need to know my BMI?

Body mass index (BMI) uses your height and weight to

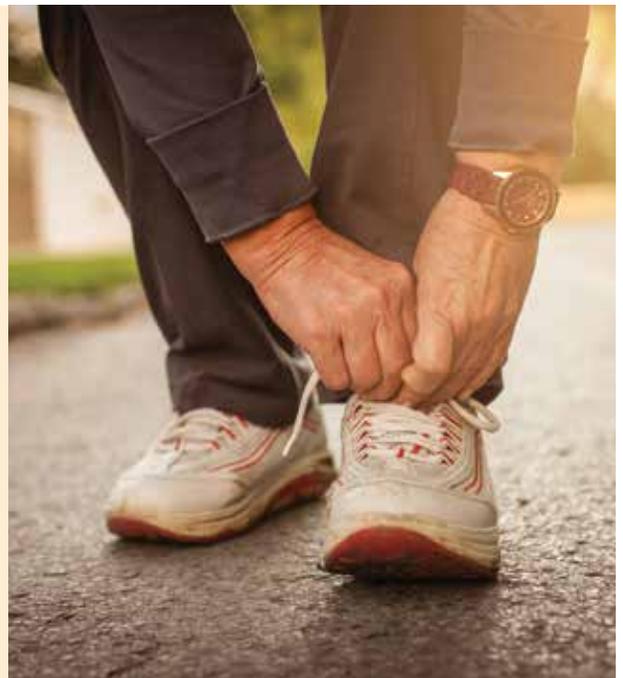
calculate your level of body fat. If your BMI is too high, your risk increases for chronic conditions like high blood pressure, diabetes and heart disease. Your doctor may recommend that you lose weight to lower it.

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.



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 main doctor first. If your doctor isn't available or you need care before you can get an appointment, you have other options for care:

Care option	Needs or symptoms
CIGNA-HEALTHSPRING 24-HOUR NURSE LINE 1-855-418-4552 (TTY: 7-1-1)	<ul style="list-style-type: none"> • General health questions • Questions about medicine • Where to get care • Finding a nearby health care facility
URGENT CARE CENTER 1-877-653-0327 (TTY: 7-1-1) to find one in your area	<ul style="list-style-type: none"> • Low back pain • Cough • Stomach pain • Minor injuries such as sprains • Vomiting • Diarrhea • Infection • Urinary pain • X-rays
EMERGENCY ROOM OR CALL 9-1-1	<ul style="list-style-type: none"> • Chest pain • Shortness of breath • Severe asthma attack • Major burns • Severe injuries • Severe abdominal pains



Discharge planning

If you're ever admitted to the hospital, your doctor will put together a discharge plan before you go home to help you avoid a return trip. You'll get instructions from your nurse about your medicines and follow-up care. Then, your Service Coordinator will follow up and let you know about available resources to help with your recovery, such as rides to and from your doctor's office.

TAKE A TIMEOUT!

We're busy people living in a busy world. And we all have responsibilities. It's 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":

Refresh and recharge

Taking regular timeouts can help you recharge, even if they're brief. Try to:

- > Give yourself permission to slow down for at least 15 minutes each day.
- > Do something you enjoy. Listen to soothing music, relax in a hot bath or just daydream.
- > Take a scenic drive.

Let it out

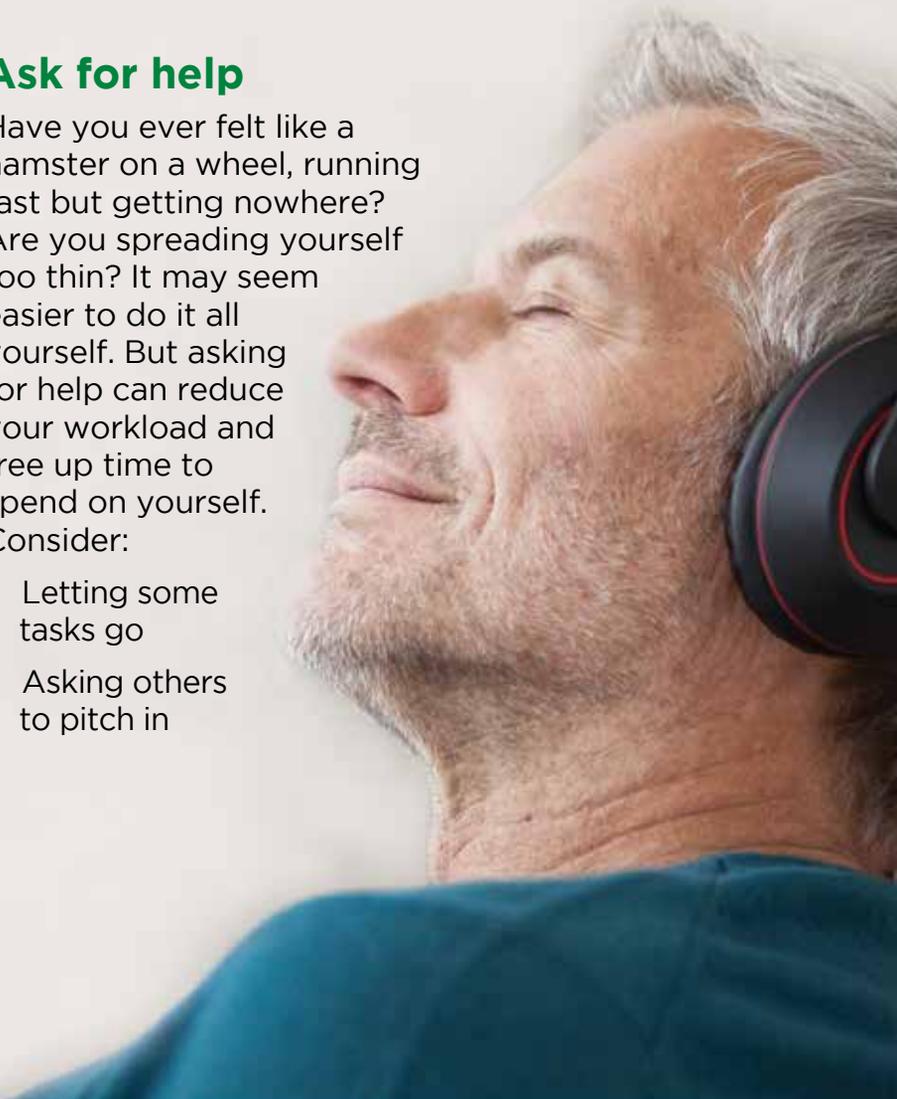
Find something that gives your mind a much-needed break from everyday stress. Let your creative flag fly by:

- > Working a puzzle
- > Cooking a new dish
- > Painting a picture
- > Jotting down your thoughts in a journal

Ask for help

Have you ever felt like a hamster on a wheel, running fast but getting nowhere? Are you spreading yourself too thin? It may seem easier to do it all yourself. But asking for help can reduce your workload and free up time to spend on yourself. Consider:

- > Letting some tasks go
- > Asking others to pitch in



Sudoku solutions from page 9

PUZZLE 1

7	3	2	8	1	4	6	9	5
6	8	5	2	9	7	3	1	4
9	4	1	3	6	5	7	2	8
8	2	4	9	7	1	5	6	3
5	7	6	4	2	3	1	8	9
1	9	3	6	5	8	4	7	2
2	1	9	5	3	6	8	4	7
3	6	8	7	4	2	9	5	1
4	5	7	1	8	9	2	3	6

PUZZLE 2

8	6	7	9	3	4	1	5	2
4	3	1	2	8	5	6	9	7
5	9	2	6	7	1	8	4	3
7	5	3	8	4	6	2	1	9
9	1	8	7	2	3	5	6	4
2	4	6	5	1	9	3	7	8
6	7	4	3	5	8	9	2	1
1	8	9	4	6	2	7	3	5
3	2	5	1	9	7	4	8	6

WONDERFUL STUFFED POTATOES

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

INSTRUCTIONS

1. Prick potatoes with fork. Bake at 425°F for one hour or until fork is easily inserted. Remove from oven; cut in half lengthwise.
2. Carefully scoop out each potato, leaving about ½ inch of pulp inside shell.
3. Mash pulp in large bowl. Mix in by hand remaining ingredients except Parmesan cheese.
4. Spoon mixture into potato shells. Sprinkle each top with ¼ teaspoon Parmesan cheese.
5. Place on baking sheet and return to oven. Bake 15-20 minutes or until tops are golden brown.

Makes 8 ½-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.



INGREDIENTS

- 4 medium baking potatoes
- ¾ cup low-fat (1%) cottage cheese
- ¼ cup low-fat (1%) milk
- 2 tablespoons soft margarine
- 1 teaspoon dill weed
- ¾ teaspoon herb seasoning
- 4-6 drops hot pepper sauce
- 2 teaspoons grated Parmesan cheese

CIGNA-HEALTHSPRING MEMBER SERVICES

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1-877-653-0327 (TTY: 7-1-1)



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