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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

 www.facebook.com/Cigna

 www.twitter.com/Cigna

 WeCanHelp@HealthSpring.com

 www.Cigna.com/starplus

24-HOUR NURSE LINE

If you need medical advice when your doctor's office is closed, call our 24-Hour Nurse Line at **1-855-418-4552 (TTY: 7-1-1)**. Registered nurses will answer your medical questions 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.

FROM OUR PRESIDENT

Dear Cigna-HealthSpring friends,



Do you have a chronic health condition? If you do, you're not alone — more than half of U.S. adults have at least one. In this issue of *More from Life*, we offer some practical tips to help

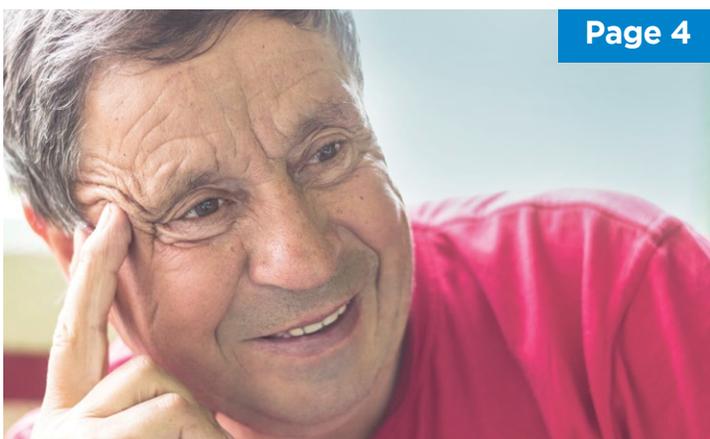
manage three conditions: congestive heart failure, chronic kidney disease and diabetes.

These diseases have one thing in common: Lifestyle changes can ease symptoms and improve your overall quality of life.

Through our Service Coordination and Disease/Case Management programs, we can help you overcome many chronic condition challenges. We can find you resources in your community. Or we can work directly with your doctor on your care plan. We're more than just an insurance company — we're your partner in health care.

Don't hesitate to let Member Services know if you have questions or need help. See you next issue!

Brian Evanko
President, Cigna-HealthSpring



Do You Have a Chronic Condition ...or does a chronic condition have you?

Tips for managing congestive heart failure, chronic kidney disease and diabetes



SUMMER STAYCATION

Have fun close to home

Want to take a vacation but don't have the time or money for an out-of-town trip? You don't have to travel to have a good time! Taking a "staycation" lets you enjoy some close-to-home downtime without spending a bundle. Take charge of your summer by trying these ideas:

TAKE A TOUR. Is there a nearby attraction you've never visited but always

wanted to? Show an out-of-town friend around and be a tourist in your own city.



TAKE A HIKE.

Whether you're walking around the block or somewhere more rugged, enjoying nature is a great way to



unwind and get some exercise.

TAKE A CLASS.

Have you always wanted to make homemade jam or decorate a cake? Wish you understood all the features on your smartphone or computer? Want to learn to dance, arrange flowers or grow herbs? Start with an internet search or contact a nearby college or university. Many offer a variety of non-credit classes.



TAKE IN A MOVIE. While movies can be pricey, there are some lower-cost options. Check with your local theater to see if they offer student, military and/or senior discounts. If you have a flexible schedule, go during weekdays. Prices are higher on weekends and evenings.



TAKE A CAMPING TRIP. If you like spending time outdoors, check out

nearby camping areas. Or pitch a tent in your own backyard, where the comforts of home are just steps away.



TAKE TIME TO RELAX. Put plans and responsibilities on hold and enjoy the

downtime. Sleep in. Go fishing. Rent a movie and pop some popcorn. Have a backyard barbecue.





DO YOU HAVE A CHRONIC CONDITION

... or does a chronic condition have you?

“How are you today?”

Before Marian* was diagnosed with a chronic condition, her response to this simple question would have been, “Fine, thanks. How are you?”

Now the question carries more meaning, and the answer isn’t as simple.

Her chronic condition impacts every part of Marian’s life. It creates challenges, from managing symptoms to feeling guilty about how her condition affects loved ones. But she learned she can choose how she lives her life. She knew she had the power to turn a negative into a positive. Here’s how she did it — and you can too:

BE INFORMED

To gain control of her condition, Marian needed to understand it. So, she did some research and jotted down a list of questions to take to her next doctor’s appointment. Then, she and her doctor had a frank conversation about what to expect. And they talked about what she could do to improve her quality of life.

FOLLOW DOCTOR’S ORDERS

Marian took her medicine as prescribed by her doctor. She set up automatic refills at her pharmacy so she wouldn’t run out. And when one drug caused some unpleasant side effects, she called her doctor and he switched her to a different medicine.

* Fictional character



ARE YOU DEPRESSED?

After a chronic condition diagnosis, you may experience a “new normal,” where you learn how to cope with changes in your health and lifestyle. You may find that your favorite activities take a little more effort.

While it’s normal to feel sad or discouraged, if these feelings last longer than two weeks, you may have depression. It’s one of the most common complications of chronic illnesses. It’s estimated that a third of people who have a chronic condition also have depression.

Let your doctor know right away if you:

- > Feel empty, hopeless or worthless
- > No longer find pleasure in things you used to enjoy
- > Sleep too much or not enough
- > Eat too much or don’t want to eat at all, with unplanned weight gain or loss
- > Have suicidal thoughts

Depression is treatable. Help is available. To learn more, 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.

GET CONNECTED

Marian joined a support group when she realized she could use some emotional help. She also wanted to learn from others who are dealing with the same challenges. She started with an online group but wanted to make more personal connections. So she found a group in her area that meets weekly.

JOIN A PROGRAM

Cigna-HealthSpring offers programs designed to manage certain conditions. These include congestive heart failure, diabetes and kidney disease. If you need more information, call Member Services or your Service Coordinator. Ask to have a Health Coach call you.

Sources: Cleveland Clinic; Mayo Clinic; National Institute of Mental Health



MANAGING CONGESTIVE HEART FAILURE

Did you know your hard-working heart beats up to 42 million times each year? If you have congestive heart failure (CHF), it means your heart's pumping power is weakened and can't meet your body's needs.

SALT STAND-IN

Too much salt can cause you to retain fluid, which can put more stress on your heart. You can find sodium-free salt substitutes at your grocery store. Or try this easy recipe — it makes about $\frac{1}{3}$ cup. Combine:

- 5 teaspoons onion powder
- $1\frac{1}{2}$ teaspoons garlic powder
- $2\frac{1}{2}$ teaspoons paprika
- $2\frac{1}{2}$ teaspoons dry mustard
- $1\frac{1}{2}$ teaspoons thyme, dried
- $\frac{1}{2}$ teaspoon white pepper

BE IN CONTROL

Living with CHF comes with challenges, but there are simple lifestyle changes you can make to reduce symptoms and be more comfortable.

WATCH FOR SWELLING OR WEIGHT GAIN



CHF can cause your body to retain fluid, so:

- > Call your doctor if you gain three or more pounds in one or two days.
- > Take a diuretic (also called a water pill), if prescribed by your doctor, to get rid of extra fluid.
- > Learn from your doctor how much fluid you should have daily; generally, it should be limited to two quarts from all sources.

WATCH WHAT YOU EAT

Too much sodium can cause fluid to build up in the lungs and tissues around the lungs. Experts advise eating no more than 1,500 milligrams of sodium a day.



Try to:

- > Avoid adding salt to your food when cooking and eating.
- > Check sodium content on food labels.
- > Avoid processed, prepackaged foods, which are high in sodium.
- > Choose low-sodium foods like eggs, yogurt and many fruits.
- > Use a salt substitute to liven up your food (see recipe on previous page).

Sources: American Heart Association; Heart Failure Society of America; Mayo Clinic; National Heart, Lung, and Blood Institute

CONSERVE ENERGY



Living with CHF uses a lot of energy, so try these tips to conserve it:

- > Keep a stool or chair handy and sit as much as possible when bathing, dressing, cooking or cleaning.
- > Use a cart with wheels or a walker with a basket to keep items you need close by.
- > Have medications and groceries delivered.
- > Cook in quantity and freeze leftovers.
- > Put on a terrycloth bathrobe after a bath instead of drying with a towel.

OTHER HELPFUL TIPS

- > **Join an online support group** to connect with people with CHF. Check out the American Heart Association's online CHF forum at this link: <https://supportnetwork.heart.org>. Click Heart, then choose Heart Failure from the pull-down menu.
- > **Get a flu shot.** Complications from the flu are more likely in people with heart disease. CHF patients who get vaccinated are up to 50% less likely to die from these complications.

MANAGING CHRONIC KIDNEY DISEASE

If you have chronic kidney disease (CKD), it means your kidneys are damaged. While that damage can result from an injury, the two main causes of CKD are diabetes and untreated high blood pressure.

Tips for managing CKD

- > **Get organized.** Create schedules to stay on top of doctor's appointments and medications.
- > **Stay calm.** Relaxation methods like meditation and yoga can give you a mental break and lessen stress.
- > **Ask for help.** Your Service Coordinator is a great place to start for information about medical and community resources you may be eligible for. Or call Member Services and ask to speak to a Health Coach.
- > **Talk it out.** The National Kidney Foundation offers a patient information line called NKF Cares. Call toll-free **1-855-NKF-CARES (1-855-653-2273)**, Monday to Friday, 8 a.m. to 4 p.m. Central Time or email nkfcare@kidney.org.

BE IN CONTROL

CKD can make you have:

- > Less energy
- > Trouble concentrating
- > A poor appetite
- > Trouble sleeping
- > Muscle cramping, especially at night
- > Puffy eyes
- > Dry, itchy skin
- > The need to urinate more often, especially at night

Managing CKD symptoms can help you avoid complications like anemia, heart disease, bone disease, fluid buildup and too-high levels of potassium and calcium.

Your doctor may recommend:

- > Taking blood pressure medicine to protect kidney function
- > Reducing salt in your diet
- > Losing or gaining weight
- > Closely monitoring your blood sugar if you have diabetes



FOOD

What you eat plays a big role in how CKD progresses. Talk to your doctor about your specific nutrition needs. Depending on how severe your CKD is, you may need to limit:

- > Sodium:
 - Don't add salt when cooking or eating; try fresh herbs, lemon juice or spices (see salt substitute recipe on page 6).
 - Use fresh or frozen vegetables; if you're using canned vegetables, rinse to remove extra salt.
 - Avoid meats like ham, bacon and sausage.
 - Steer clear of pickled foods and high-sodium condiments like soy sauce and ketchup.
- > Proteins:
 - Choose lower-protein foods like bread, vegetables, fruit, pasta and rice.
 - Avoid high-protein foods like red meat, poultry, fish and eggs.

FITNESS

No matter what stage of CKD you're in, it's important to keep your body as strong as possible. Your doctor can help you come up with an exercise plan that fits your specific abilities and needs. He or she may recommend:

- > Aerobic exercise, like walking, cycling or swimming
- > Resistance and strength training using resistance bands and light weights
- > Flexibility training that includes stretching

Be aware of your physical limits. Stop exercising if you feel tired, short of breath, sick or dizzy.

MANAGING DIABETES

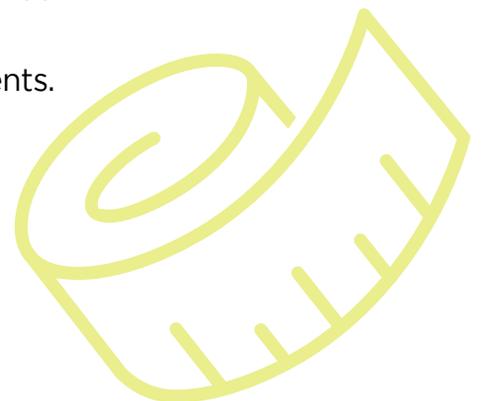


Diabetes management can have lots of moving parts: getting to a healthy weight, reducing blood pressure and cholesterol levels, and keeping your blood sugar under control. Gaining control of these areas can help you avoid complications like heart disease, or nerve or kidney damage.

BE IN CONTROL

Your doctor oversees your diabetes treatment, but when it comes to day-to-day management of your condition, the ball's in your court. It's important to:

- Check your blood sugar levels as often as your doctor recommends:
 - Know your target levels.
 - Keep a log of daily readings and take it to doctor's appointments.
- Take your medicines as prescribed:
 - Make sure you understand how to take them.
 - Talk to your doctor about any unpleasant side effects.
- Get your HbA1c tested by your doctor at least twice a year.
- Watch your weight; there's a link between obesity and diabetes.



FOOD

- > Eat well-balanced meals:
 - Include at least two servings a day of non-starchy vegetables; leafy greens like spinach and kale are best.
 - Carbohydrates have the most impact on blood sugar:
 - “Good” carbs are found in fruits, vegetables, whole grains, eggs, cheese and avocados.
 - “Bad” carbs include white bread, pasta and white potatoes.
- > Coordinate meals with your medication.
- > Eat at the same time every day, which can help stabilize blood sugar levels.
- > Don't skip meals, especially breakfast.

FITNESS

Through physical activity and weight loss, you can lower your risk for diabetes-related complications. Be sure to talk to your doctor before starting an exercise program.

- > If you haven't exercised in a while, start slow and build gradually; for example, take a five-minute walk, then add a little more time and distance each day.
- > Stay hydrated when exercising to help stabilize blood sugar levels.

OTHER HELPFUL TIPS

- > Add movement to your daily routine. Walk around the room while watching TV. Lift bags of rice or soup cans while sitting in a chair.
- > Drink lots of water, even when you're not exercising. People with diabetes urinate more and can easily get dehydrated.
- > Check your feet daily for cuts, blisters, scrapes or swelling. Use a mirror to look at the soles. And don't go barefoot — keep shoes by the door to slip on.
- > Keep glucose tablets or hard candy with you in case you feel dizzy, hungry or shaky, which can signal that your blood sugar is too low.

Cigna-HealthSpring offers Disease Management, Case Management and Complex Case Management programs. While these programs share some similarities, they each have a specific purpose:

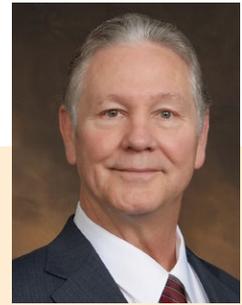
Our **Disease Management** program is for people with certain chronic conditions, like diabetes, depression and congestive heart failure. Our staff works closely with your providers to make sure you understand your condition and get the care you need.

As part of our Disease Management program, we also offer **Case Management** services, which provide highly individualized care for patients with a chronic condition.

Our **Complex Case Management** program, provided by Service Coordinators, helps patients with two or more conditions, who see multiple doctors, have complex drug regimens and need help coordinating it all.

Cigna-HealthSpring may call you and invite you to join one of these no-cost programs. Your doctor or caregiver can also refer you, or you can self-refer. They're completely voluntary. You can opt out at any time and it won't affect your benefits in any way. For details, call your Service Coordinator.

ASK THE DOC



Dr. John Gore

If you live with a chronic health condition, you might see a specialist regularly. Cigna-HealthSpring Senior Medical Director Dr. John Gore discusses how main doctors and specialists work together. He offers tips on how to get the most from your health care team when you see multiple doctors.

How do I know if I need to see a specialist?

If your main doctor thinks you need specialized care, he or she will refer you to a specialist in Cigna-HealthSpring's network.

Can I see a specialist without a referral?

Referrals ensure that all your doctors work together and communicate with each other. Your main doctor is your team leader and is in charge of coordinating your care with other providers. If you use a specialist in the Cigna-HealthSpring network, you don't have to get a referral from your main doctor. However, many specialists will want to get his or her input to help them better understand your needs.

If I'm referred to a specialist, is there anything I need to do?

Your main doctor's office can handle the referral and help schedule your appointment. If you want to schedule your own appointment, your Service Coordinator can help you. It's a good idea to call your specialist's office before your appointment.

Ask if they have your paperwork and any lab or test results.

What do I need to do *after* my specialist appointment?

Your specialist should send a report to your main doctor. However, there are some things you can do to ensure good communication between your doctor and specialist:

- > At your specialist visit, ask that your main doctor be informed of any medicine changes and/or additional test results.
- > Ask your specialist if you need to schedule a follow-up visit with your main doctor. If you need help getting an appointment, call your Service Coordinator.
- > At your next main doctor visit, discuss your specialist visit and any needed changes to your care plan.

If you have:	You might see a(n):
Diabetes	➔ Endocrinologist
Chronic kidney disease	➔ Nephrologist
Heart condition	➔ Cardiologist

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.

SUMMER FUN

Exercise your brain with this find-a-word puzzle. Search up, down, forward, backward and diagonally to find these summertime hidden words:

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

BALMY
 BARBECUE
 BASEBALL
 BEACH
 FIREWORKS
 GARDENING
 GRILL
 HIKING
 LAZY
 PICNIC
 ROBIN
 SANDALS
 SUNGLASSES
 SUNSHINE
 VACATION
 WATERMELON

Puzzled? Answers are on page 15.

DID YOU KNOW?

The word “coordinator” means someone who organizes people to work together. And that’s exactly what your Cigna-HealthSpring Service Coordinator does. He or she works with you to create a care plan and monitor your health progress, while coordinating services like:

- > Scheduling appointments and preventive care
- > Long-term Services and Supports (LTSS)
- > Scheduling rides to and from doctor visits
- > Home health visits
- > Medication management programs
- > Community resources

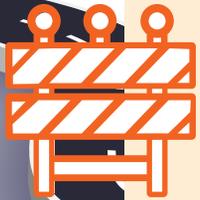
You can reach your Service Coordinator by calling **1-877-725-2688 (TTY: 7-1-1)** Monday to Friday, 8 a.m. to 5 p.m. Central Time.



OVERCOMING ROADBLOCKS

to taking medication

Your doctor prescribes you medicine for a reason. So taking it exactly as he or she instructs is important. That's especially true if you're managing a chronic condition. If you run into medicine-taking roadblocks like those listed below, talk to your doctor.

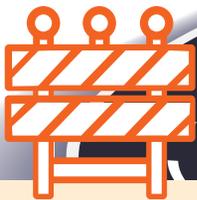


Multiple medications

- > Ask your pharmacist to help you choose a pill organizer with multiple compartments.
- > Ask your doctor if any of your medicines can be stopped or combined.
- > Sign up for automatic refill reminders at your pharmacy.

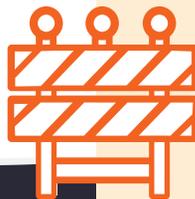
50%

Only about half of people with chronic conditions take their medication as prescribed.



Unsure if it's working

- > Medicines can work in ways you can't feel, so it's important to understand how it's helping you. Ask your doctor to explain why you need it.
- > Don't stop taking any medication until you talk with your doctor.

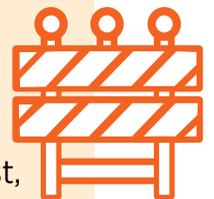


Side effects

- > Ask your doctor for help. *Is there a different medicine with fewer side effects? Will side effects subside over time? Could taking it at a different time of day help?*
- > Don't skip doses — this can make your condition worse.

Cost

- > If your medicine is on the Texas Medicaid Preferred Drug List or Vendor Drug Program Formulary, there's no cost to you. To check the list, which is updated monthly, call Member Services or visit [Cigna.com/starplus](https://www.cigna.com/starplus).



Have a prescription Cigna-HealthSpring has to approve first?

- > Ask your pharmacist if you can get an emergency 72-hour supply at no cost.
- > Then when it's approved, you can fill the rest.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration

FOOD, FUN AND FRIENDSHIP

Do you find benefits confusing? If so, we have good news for you! Cigna-HealthSpring hosts many events where benefits education comes with a side of fun, and you're invited.

Bingo, Breakfast and Benefits!

If you like to play bingo, you don't want to miss Bingo, Breakfast and Benefits! This popular monthly event provides a refresher course on your benefits, and gives you a chance to play a special bingo game. You can even win door prizes!

"You get to learn so many things about your benefits that you never knew before," says Member Advocate Jennifer Vasquez. "At the same time, you can meet new people and socialize."



Michael Loggins, Willie Williamson and Jennifer Vasquez

Cigna-HealthSpring Members Michael Loggins and Willie Williamson are friends and regulars at many Cigna-HealthSpring events. They always show up early to help out, often serving as greeters.

"They're very sociable," Jennifer says. "When people start coming in, I'll hear, 'Hi, I'm Mike, what's your name?'"

"I enjoy myself at these events," Michael says. "I really like the people from Cigna-HealthSpring, and I think they like me too!"

Member Advisory Group meetings

Once a quarter, we host a Member Advisory Group (MAG) meeting, where you can get answers to all your benefits questions, meet your care team, enjoy refreshments and win door prizes. Family members and caregivers are welcome to attend.

"You'll learn all about Cigna-HealthSpring — what we offer, what a Service Coordinator does, and how to get access to value-added benefits and behavioral health services, for example," Jennifer says.

If you want more information or need a ride to these and other Member-focused events, call **1-866-913-0943 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time. Leave your name and phone number and a Member Advocate will call you back.

Find-a-word puzzle solution

from page 13

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

Cantaloupe Crush

A refreshing and delicious icy treat

INGREDIENTS

½ cantaloupe

1 cup fat-free (skim) milk

1½ cups ice

Sweetener as needed (about 1 to 2 teaspoons sugar or equivalent sweetener)

DIRECTIONS

Cut cantaloupe into small cubes or thin strips. Mix cantaloupe, milk and ice in blender until smooth. Sweeten to taste. Serve.

Makes 4 ½-cup servings

Per serving: 50 calories; 0g total fat; 0g saturated fat; 0mg cholesterol; 40mg sodium; 0g total fiber; 3g protein; 10g carbohydrates; 280mg potassium

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

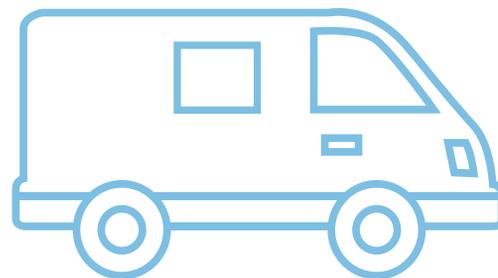


NEED A RIDE TO DOCTOR APPOINTMENTS?

Call to set up medical transportation at least 2 days before your appointment. Be sure to have the following information ready when you call:

- > Medicaid ID or Social Security number
- > Date and time of your appointment
- > Pick-up address and phone number
- > Drop-off address and phone number

To schedule your next ride, call Service Coordination at **1-877-725-2688 (TTY: 7-1-1)**.



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