



OUR SIMPLIFIED APPROACH TO EMPLOYEE WELL-BEING

Featuring Thompson
Pump's success story

The Cigna Life Connected approach combines physical, emotional, environmental, financial and social well-being solutions into an effective program that's easy for employers to implement.

Take Thompson Pump, a family-owned company with more than 100 employees located in Port Orange, Florida. They reached out to their Cigna Health Engagement Consultant in search of holistic ways to improve their employees' health. Chronic conditions and a mature workforce presented key addressable opportunities. **A year into the Life Connected program and Thompson Pump is seeing impactful results, including an increase in engagement, decreasing costs and a boost in their overall culture of well-being.***

Together, all the way.[®]

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Offered by Cigna Health and Life Insurance Company

Best practices for effective well-being solutions

We tailor our programs to the unique needs of each client's employees. The winning combination for Thompson Pump centered around action in four key areas.

Emphasizing emotional health

Our client at Thompson Pump appreciated our commitment to treat body and mind as one. So much so that Victor Nadeau, Thompson Pump's HR Director, hung his mental health training certificate on the wall to show his employees how seriously he took their emotional well-being.

Educating employees

By making sure employees knew that in some cases urgent care could replace the emergency room, and when telemedicine could sometimes replace urgent care, the costs were lower for both employees and Thompson Pump.*

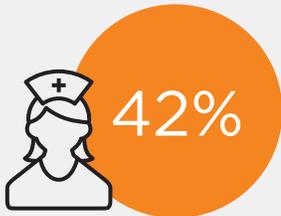
Continuing the conversation

Well-being is an ongoing journey. To keep employees informed and excited, HR leaders took advantage of our many Cigna resources on The Well website and communicated in creative ways, emailing field employees on their personal email addresses. This proved particularly effective in reaching spouses.

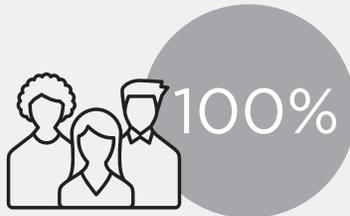
Forming a well-being committee

The most successful well-being programs aren't just one sided. By better understanding the experiences and insights of the diverse group of employees on the committee, Thompson Pump was able to adjust their programs accordingly and drive deeper engagement.

Measuring Thompson Pump's success with the Life Connected approach.*

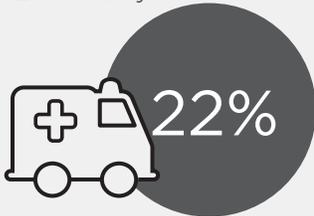


Participation rate in biometric screenings.



Employee participation on October 2019 Wellness Day.

Reduced steerable ER visits by



Increased dental cleanings by



Cigna takes good care of my employees' whole health, while providing me with the tools to make workplace wellness a reality. I've worked with other health insurance companies, and I can say Cigna is truly committed to serving its clients and customers.

- Victor Nadeau, HR Director, Thompson Pump



Interested in emulating Thompson Pump's success?

Reach out to your Health Engagement Consultant for effective solutions that are easy to implement.



*All statistics are based on Cigna's internal analysis of client's full year 2019 results from Consultative Analytics report. Individual client results will vary.

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