

THE BODY AND MIND CONNECTION

We want to help you provide support for your patients' behavioral well-being.

Sharing your commitment to whole person health.

As a health care provider, you see it every day: A person's body and mind are connected. At Cigna, we understand that you play the central role in caring for your patients' overall health. That's why we continue to encourage patients to be open with you about issues that concern them both physically and emotionally.



When patients turn to you, we can help.

We want to make it easier for you to support the behavioral health of your patients - by giving you more of what you need. This includes screening tools, a Preventive Care reimbursement policy and resources for your patients.

Identifying emotional health issues.

A patient may be unwilling to talk about behavioral concerns, or they may not even be aware that something could be wrong. That's why we encourage you to use nationally published tools in addition to the screening you may already be doing. These tools, available at Cigna.com/connections, are designed to detect the presence of common emotional health issues, including:

- ▶ Stress
- ▶ Depression
- ▶ Loneliness
- ▶ Substance use

Reimbursement for your time.

We recognize your time is valuable. That's why we have a Preventive Care Services administrative policy, which provides guidance on how to bill preventive care services and screenings as well as the codes that represent these services. For the majority of your patients, these are all covered at 100% with no cost-share.* The list of applicable codes can be found at Cigna.com/connections.



We don't want to be a barrier to the care you want to give. We want to give you the tools and resources you need to support the care you want to provide.

Together, all the way.®

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Resources for patients.

We offer a wide range of behavioral health resources which, in addition to your care, can help your patients when they need it most. Here's just a sample of what we can provide patients with health plans offered through Cigna.

- › **Behavioral Health Advocates.** Patients can call anytime, 24/7, for help in finding a participating behavioral health provider.
- › **myCigna.com.** Patients are able to check their behavioral health coverage and search Cigna's online directory of participating providers and facilities.
- › **Telehealth.** Your patients can speak with a behavioral specialist via phone or video chat.

- › **Employee assistance program (EAP).**** Helps patients cope with everyday issues relating to family, finances, stress and other emotional health concerns. Resources for patients with or without plans offered through Cigna.
- › **Veteran Support Hotline: 855.244.6211.** Assists veterans, as well as their caregivers and families.
- › **National Suicide Prevention Lifeline.** Offers 24/7 support at **800.273.8255**.
- › **Crisis Text Line.** 24/7 text support for people in crisis. Patients can learn more at **crisistextline.org**.
- › **Cigna.com.** Patients can access articles and webinars on a variety of behavioral health topics, including the role that stress plays in the body and mind connection.

No one likes surprise bills.

Occasionally, additional services are needed to treat your patients at the time of their preventive care visit. As a result, you may end up billing for a routine outpatient office visit in addition to the preventive visit, as appropriate. However, when you do bill for a routine outpatient office visit in addition to the preventive visit, your patients may be unaware that they will most likely incur out-of-pocket expenses. This "surprise bill" can be a significant pain point for them. That's why we encourage providers to let their patients know during their office visit that they may be billed for additional services.

Stress is becoming a major health concern.

When it comes to the mind and body connection, stress can wreak havoc. It's an issue that needs to be addressed. **After all, over 84% of the world's population is stressed.**** Too much stress can have a significant impact on an individual's physical health. The sooner a person can manage their stress, the better. Cigna has tools and information that can help your patients take control of their stress, including a quick online quiz they can take to determine their level of stress. Help your patients develop their own PLAN to manage stress.



Cigna supports providers as you support your patients. To learn more about the body and mind connection – including the impact stress can have – and to access helpful resources for you and your patients, visit Cigna.com/connections.



* Eligible preventive care services are covered at 100% with no patient cost-share only when performed by a participating provider. Services performed by non-participating providers may not be covered at 100%. Additional services or treatments performed in the same office visit as preventive services may incur out-of-pocket costs for your patients when billed separately. Certain codes may only be covered when provided at a separate encounter from the preventive care evaluation and management (E+M) office visit. Please refer to the policy for guidance on appropriate codes for reporting a preventive service.

** Not available to all patients with Cigna coverage.

*** "Cigna 360° Global Well-Being Survey," Cigna, 2019, <https://wellbeing.cigna.com/> Based on Cigna 360° Global Well-Being Survey of 13,200 people across 23 markets: Australia, Benelux, Canada, China, France, Germany, Hong Kong, India, Indonesia, Korea, New Zealand, Nigeria, Saudi Arabia, Singapore, South Africa, Spain, Taiwan, Thailand, Turkey, UAE, UK and USA.

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