



# 2022 SUPPLEMENTAL BENEFITS GUIDE

Cigna Medicare Advantage

Arizona (HMO)

Together, all the way.®





## **BENEFITS THAT GO ABOVE AND BEYOND ORIGINAL MEDICARE.**




At Cigna, part of our commitment to your whole health means giving you more ways to get healthier - and stay healthier. As a Cigna Medicare Advantage customer, you have all the coverage of Original Medicare plus a wide range of added benefits.




Your added benefits include helpful services and programs designed to improve your health, well-being and peace of mind. Please keep this guide in a convenient place so it's easy to find the right information when you need it.

This guide highlights benefits that may be part of your plan. To find out what specific benefits your plan offers, refer to your *Evidence of Coverage* (EOC) at **[CignaMedicare.com/resources](https://www.cignamedicare.com/resources)**.

# BENEFITS INFORMATION

## Arizona (HMO)

BENEFIT	HOW TO USE	WHOM TO CONTACT
 <b>Cigna Insulin Savings Program</b> <i>New for 2022</i> <p>The Cigna Insulin Savings program offers low-cost, predictable copays on select insulin drugs. This applies when you are in the deductible, initial coverage and coverage gap phases of the Part D benefit. This does not apply once you reach the catastrophic coverage phase. If you receive Extra Help, you do not qualify for this program and your Low Income Subsidy (LIS) copay level will apply. Please refer to your EOC for copay amounts.</p>	To learn more about this benefit, call Cigna Customer Service.	Cigna Customer Service <b>1-800-627-7534 (TTY 711)</b> October 1 – March 31: 8 a.m. – 8 p.m. local time, 7 days a week. April 1 – September 30: Monday – Friday, 8 a.m. – 8 p.m. local time. A voicemail system is available on weekends and holidays.
 <b>Cigna Dental Care Plan</b> <p>Your plan may include a Cigna Dental Care Plan. This plan offers a range of preventive dental services, such as oral exams and cleanings. Some plans may also include comprehensive dental coverage, such as fillings, extractions, root canals, dentures and other services.</p>	<ol style="list-style-type: none"><li>1. A Cigna Dental Information Guide is included in your Welcome Kit or end-of-the-year renewal mailing. Review this information to know what services are covered under your plan.</li><li>2. To find an in-network dentist in your area, search the online provider directory at <b>Cigna.com/medicare/resources</b> or call Cigna Dental Customer Service.</li><li>3. After you've selected an in-network dentist, call them directly to schedule an appointment.</li></ol>	Cigna Dental Customer Service <b>1-800-367-1037 (TTY 711)</b> October 1 – March 31: 8 a.m. – 8 p.m. local time, 7 days a week. April 1 – September 30: Monday – Friday, 8 a.m. – 8 p.m. local time. A voicemail system is available on weekends and holidays.
 <b>Fitness Program</b> <p>Get healthier with Cigna's fitness benefit provided by the Silver&amp;Fit® Healthy Aging and Exercise program. The program offers a fitness center membership at participating locations and one Home Fitness Kit per year.* You can also take advantage of the Get Started program, where you can find a personal exercise plan, access thousands of digital workout videos available on the program's website and mobile app, track your fitness activity,** get one-on-one Healthy Aging Coaching by phone, and enjoy many other digital resources.</p> <p>*You can call Silver&amp;Fit Customer Service to change your fitness center. You may change fitness centers once per month. The change will be effective the first of the following month. Non-standard services that call for an added fee are not part of the Silver&amp;Fit program and will not be reimbursed. Once selected, Home Fitness Kits cannot be exchanged. **Purchase of a wearable fitness tracker or app may be required and is not reimbursable by the Silver&amp;Fit program.</p>	Enroll on or after January 1, 2022. <ol style="list-style-type: none"><li>1. Go to <b>SilverandFit.com</b> and register.</li><li>2. Choose a participating fitness center and/or select one Home Fitness Kit.</li><li>3. You can also enroll by calling Silver&amp;Fit® Customer Service.</li></ol>	Silver&Fit® <b>1-888-886-1992 (TTY 711)</b> Monday – Friday, 8 a.m. – 9 p.m. EST <b>SilverandFit.com</b>

BENEFIT	HOW TO USE	WHOM TO CONTACT
 <b>Hearing Services</b>		
<p>The supplemental hearing benefit covers a routine hearing exam, a hearing aid fitting evaluation and a hearing aid allowance. This benefit is managed by Cigna’s hearing vendor, Hearing Care Solutions. Routine hearing exams and supplemental hearing aids must be obtained from providers in Cigna’s hearing vendor network. You are responsible for all costs over the maximum coverage amount.</p>	<p>To find a hearing health care provider in your area and/or to schedule an appointment, call Hearing Care Solutions.</p>	<p>Hearing Care Solutions  <b>1-866-872-1001 (TTY 711)</b>  Monday – Friday,  7 a.m. – 7 p.m. CST  <b>HearingCareSolutions.com/  Cigna-Medicare</b></p>
 <b>Home Delivered Meals</b>		
<p>You can receive 14 home delivered meals to help make your transition more comfortable after an inpatient hospital or skilled nursing facility stay.* In addition, customers enrolled in an end-stage renal disease (ESRD) care management program can receive up to 56 home delivered meals to assist in meeting the complex nutritional needs associated with this disease.** Please refer to your EOC for more information.</p> <p>*Releases from an emergency department, observation stay or outpatient visit are not eligible. Some benefits may vary by plan.  **Authorization and/or referral applies to ESRD meals.</p>	<p>If you are eligible, Cigna’s meal provider will contact you to schedule delivery. To learn more about this benefit, call Cigna Customer Service.</p>	<p>Cigna Customer Service  <b>1-800-627-7534 (TTY 711)</b></p>
 <b>Over-the-Counter (OTC) Benefit</b>		
<p>The OTC benefit provides you with a quarterly allowance to order your OTC medications and products up to 12 times per calendar year. You can order items such as bandages, aspirin, cold and sinus medicine, vitamins and minerals, and much more. The dollar value of your quarterly allowance depends on your plan. You can use your full quarterly allowance anytime during the quarter.</p> <p>OTC orders are limited to one order per customer per calendar month.* You can place your order anytime during the month. Unused balances roll forward each quarter but must be used by December 31. Balances do not carry over year to year.</p> <p>*Exceptions may apply.</p>	<ol style="list-style-type: none"> <li>1. Review your OTC catalog included in your Welcome Kit or end-of-the-year renewal mailing.</li> <li>2. Verify your quarterly allowance by referring to your EOC.</li> <li>3. Shop online at <b>CignaMedicareOTC.com</b> or place your OTC order by calling Cigna Medicare OTC.</li> <li>4. You can also place your order by completing the order form located in your OTC catalog.</li> </ol>	<p>Cigna Medicare OTC  <b>1-866-851-1579 (TTY 711)</b>  Monday – Friday,  8 a.m. – 11 p.m. EST  <b>CignaMedicareOTC.com</b></p>

This guide highlights benefits that may be part of your plan. To find out what specific benefits your plan offers, refer to your EOC. Some benefits vary by plan. Restrictions may apply.

## BENEFIT

## HOW TO USE

## WHOM TO CONTACT



### Papa Benefit *New for 2022*

The Papa program offers a helpful hand while also providing companionship. For example, assistance can be provided to drive you to doctor's appointments, help with grocery shopping or complete light housekeeping. The program also offers technology support or companionship for activities, such as someone to play board games or engage in conversation with. Support can be provided in home or virtually. Your plan may offer a set amount of hours (30, 60 or 90) per year toward the use of support services.

1. Go to **Papa.co** to learn more about the program.
2. You can enroll by calling Papa Customer Service directly.

Papa  
**1-888-270-1886 (TTY 711)**  
 Monday – Friday,  
 8 a.m. – 11 p.m. EST,  
 Saturday and Sunday,  
 8 a.m. – 8 p.m. EST  
**Papa.co**



### Telehealth Services (Medicare Covered)

For nonemergency care, you can talk anytime with an MDLIVE telehealth provider about a number of health issues, including allergies, cough, headache, sore throat and other low-risk minor illnesses. Communication with an MDLIVE doctor can be by phone or video.

Go to **MDLIVE.com/CignaMedicareAZ** to complete the MDLIVE registration process and provide a brief medical history, or call MDLIVE directly.\*

\*MDLIVE telehealth services will only be covered for Cigna customers who have registered via MDLIVE's website or by calling customer service. You must use a network provider who offers this service.

MDLIVE  
**1-866-301-8658 (TTY 711)**  
 24 hours a day, 7 days a week  
**MDLIVE.com/CignaMedicareAZ**



### Transportation Services

Routine transportation coverage includes a specified quantity of nonemergency one-way trips to and from approved health-related locations within 60 miles. The transportation benefit covers vans, taxis, wheelchair-equipped vehicles or Lyft rideshare service (where available), arranged through Access2Care. Your plan may also include coverage for additional transportation services beyond health-care-related locations.\* Any other means of nonemergency transportation requires authorization. The maximum number of trips varies according to your plan.

\*Special Supplemental Benefit for Chronically Ill (SSBCI) customers only. You must be diagnosed with a chronic condition, such as, but not limited to, diabetes, heart disease or hypertension to be eligible to receive this benefit.

1. Call Access2Care to schedule your transportation services or to learn more about this benefit.
2. You must request transportation 48 hours before your appointment. There are cancellation requirements and restrictions. Please refer to your EOC for details.

Access2Care  
**1-800-285-8818**  
**(TTY number: 1-855-823-8587)**  
 24 hours a day, 7 days a week

**BENEFIT****HOW TO USE****WHOM TO CONTACT****Vision Services**

Your plan includes Medicare-covered vision services, such as well eye exams and diabetic retinal and glaucoma exams for customers who are at high risk.

It may also include supplemental vision services for a routine eye exam and/or a yearly allowance toward the cost of lenses, frames or contacts.\* These supplemental vision services are provided through Cigna's vision vendor, EyeMed. Vision services must be obtained from a provider within EyeMed's network to be covered.

\*Supplemental max coverage amount applies to the retail value only. Applicable taxes are not covered. Customers are responsible for all costs over and above the max coverage amount.

Medicare-Covered Vision Services

For more information about your Medicare-covered vision benefits, please call Cigna Customer Service or refer to your EOC.

Supplemental Vision Services

For more information about your supplemental routine eye exam and/or eyewear allowance, please call EyeMed. You can also visit **EyeMed.com/CignaMedicare** to see a list of network vision providers in your area.

Medicare-Covered Vision Services

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

Supplemental Vision Services

EyeMed  
**1-888-886-1995 (TTY 711)**  
Monday – Friday,  
8 a.m. – 2 a.m. EST  
Saturday, 8 a.m. – 11 p.m. EST  
Sunday, 11 a.m. – 8 p.m. EST  
**EyeMed.com/CignaMedicare**

# NOTES

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**Together, all the way.®**



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Out-of-network/non-contracted providers are under no obligation to treat Cigna members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

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