

Medicare Advantage

2024 Extra Benefits Guide

Additional benefits that may be included in your plan



Cigna Healthcare HMO, HMO/POS and PPO Plans
with Arizona Dental Allowance



Using extra benefits is easy.

Your Cigna HealthcareSM Medicare Advantage plan comes with extra benefits to help you get added care, save money and live your healthiest life. Use this guide to reference a general contact list of who to call if you have questions. Depending on your plan, you may not have all the benefits listed. Check your Evidence of Coverage (EOC) to learn which benefits are included in your plan. Be sure to keep this guide handy so that you can easily find the right information when you need it.¹

Help is here.

- **Call Cigna Healthcare** customer service at [1-800-627-7534 \(TTY 711\)](tel:1-800-627-7534), October 1 – March 31, 8 a.m. – 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. – 8 p.m. local time.
- **Visit CignaMedicare.com/resources** to view plan documents such as your EOC, list of drugs (formulary), provider pharmacy directory and more.

2024 EXTRA BENEFITS

Acupuncture Reimbursement

Reimbursement for visits to a licensed acupuncture provider.

Call **customer service** at [1-800-627-7534 \(TTY 711\)](tel:1-800-627-7534).

Cigna True Choice Medicare (PPO) customers only.

Advance Care Planning

Advance Care Planning is a process of considering and documenting your preferences for medical care in the event you're unable to communicate your wishes in the future. Participation is voluntary and you may decline services at any time. Benefit is covered 100%.

Call **Koda Healthcare** at [1-888-840-5632 \(TTY 711\)](tel:1-888-840-5632), Monday-Friday, 8 a.m. - 5 p.m. ET (voicemail available nights and weekends), or visit app.kodahealthcare.com/cigna.

Caregiver Support

Helps support caregivers with coaching and customized resources.

Call **Evernorth** at [1-800-223-9414 \(TTY 711\)](tel:1-800-223-9414), 7 a.m. - 7 p.m. CT, Monday-Friday, or visit CaregiverBridge.com (CO, CT, NM, NY, NW/South FL, PA and UT customers).

Call **Homethrive** at [1-888-651-0856 \(TTY 711\)](tel:1-888-651-0856), 8 a.m. - 5 p.m. local time, Monday-Friday, or visit Info.Homethrive.com/Cigna (AZ, Central FL and TX customers).

Dental Allowance

Yearly allowance helps pay for routine dental services not covered by Original Medicare. Different provider network options include full allowance dental benefits, in-network dental benefits, and in-network/50% out-of-network dental benefits.

Call **dental customer service** at [1-866-213-7295 \(TTY 711\)](tel:1-866-213-7295), October 1 – March 31, 8 a.m. – 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. – 8 p.m. local time.

The total annual allowance amount is combined in-network and out-of-network. When using the out-of-network dental benefit, only the 50% covered by Cigna Healthcare will be applied to the dental allowance. You pay the remaining cost. Limitations, exclusions, and restrictions may apply.

Fitness Program

Silver&Fit fitness program options include a gym membership or a home fitness kit, including a wearable fitness tracker.²

Call **Silver&Fit** at [1-888-886-1992 \(TTY 711\)](tel:1-888-886-1992), 8 a.m. - 9 p.m. ET, Monday-Friday, or visit Silver&Fit.com.

2024 EXTRA BENEFITS

Health Information Line

Get 24-hour help from a **Nurse Advocate** over the phone. You can ask them medical or prescription medication questions or find out where to get care for a health issue.

Call **1-800-223-9379 (TTY 711)**, 24 hours a day.

Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing medical advice in any capacity as a health advocate.

Healthy Grocery Allowance

Quarterly allowance to help pay for healthy groceries and nutritious food from participating retailers.

Call **Convey Health Solutions** at **1-866-851-1579 (TTY 711)**, 8 a.m. – 11 p.m. ET, Monday-Friday.

Special Supplemental Benefit for Chronically Ill (SSBCI) eligible customers only. Cigna Alliance Medicare (HMO) customers only.

Hearing Services

Includes a hearing exam, a hearing aid fitting evaluation and coverage for hearing aids.

Call **Hearing Care Solutions** at **1-866-872-1001 (TTY 711)**, 7 a.m. - 7 p.m. CT, Monday-Friday, or visit HearingCareSolutions.com/Cigna-Medicare.

Home Delivered Meals

This benefit delivers healthy meals right to your front door after a hospital or skilled nursing facility stay.

Call **customer service** at **1-800-627-7534 (TTY 711)**.

In-Home Support Services

Get a helping hand with light housework, grocery shopping or just have someone to talk to. Available virtually or in-person.

Call **Papa** at **1-888-270-1886 (TTY 711)**, 8 a.m. - 11 p.m. ET, Monday-Friday;; 8 a.m. - 8 p.m. ET, Saturday and Sunday; or visit Papa.com.

Over-the-Counter (OTC) Allowance

Quarterly allowance to help cover the cost of OTC drugs and other health-related pharmacy products. Buy items online, by phone or mail, or in-store with your **Cigna Healthy TodaySM** card.

Call **1-866-851-1579 (TTY 711)**, 8 a.m. - 11 p.m. ET, Monday-Friday, or visit CignaHealthyToday.com.

Part B Giveback Program

Helps reduce your monthly Medicare Part B premium. This reduction happens automatically and you'll see the savings in your monthly Social Security check.

Call **customer service** at **1-800-627-7534 (TTY 711)**.

Cigna True Choice Savings Medicare (PPO) customers only.

Telehealth Services

24/7 virtual care by phone or video for nonemergency conditions when you're unable to get to your doctor's office. MDLIVE[®] also offers mental health therapy and dermatology care.

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

Benefits, features and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply.

Transportation Services

Routine, nonemergency transportation to and from approved health visits.

Call **Modivcare** at **1-866-214-5126 (TTY 711)**, 8 a.m. - 8 p.m. local time, Monday-Friday, or visit Member.modivcare.com.

Non-emergent transportation for up to 70-mile one-way trips to and from approved locations. Prior authorization is required for trips exceeding the 70 miles. The maximum number of trips varies by plan. You must request transportation at least 48 hours before your appointment.

Cigna Alliance Medicare (HMO) customers only.

2024 EXTRA BENEFITS

Vision Services

Your benefit includes a routine eye exam and a yearly allowance for your choice of eyewear.

Medicare-covered vision services - Call **customer service** at **1-800-627-7534 (TTY 711)**, October 1 – March 31, 8 a.m. – 8 p.m. local time, 7 days a week. From April 1 – September 30, Monday – Friday, 8 a.m. – 8 p.m. local time.

Non-Medicare-covered vision services - Call **EyeMed** at **1-888-886-1995 (TTY 711)**, Monday – Friday, 8 a.m. – 2 a.m. ET, Saturday, 8 a.m. – 11 p.m. ET, Sunday, 11 a.m. – 8 p.m. ET.

Benefits, features and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply.

Your Cigna Healthy Today card makes it easy to use your allowances.



Your **Cigna Healthy Today** card gives you instant access to some of the benefit allowances included in your plan.¹ You can even grow your account balance by earning rewards for completing important health activities. Reward amounts will be added to your balance and can be used to purchase pre-approved items online, by phone and at participating retail stores. You can access your account at **CignaHealthyToday.com**.



1. This guide highlights benefits that may be included in your plan. To find out what specific benefits your plan offers, refer to your Evidence of Coverage (EOC) at CignaMedicare.com/resources. Some benefits vary by plan. Restrictions may apply.

2. The Silver&Fit program is provided by American Specialty Health Fitness, Inc., (ASH Fitness) a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Silver&Fit and the Silver&Fit logo are trademarks of ASH and used with permission herein. Other names or logos may be trademarks of their respective owners. Kits are subject to change. Fitness center participation may vary by location and are subject to change. This information is not a complete description of benefits. Contact your health plan for more information. Out-of-network/non-contracted providers is under no obligation to treat Cigna Healthcare 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. Limitations, copayments, and restrictions may apply. Individuals must live in the plan service area. Benefits vary by plan. Prior authorization and/or referrals are required for certain services. Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group. The Cigna names, logos, and marks, including THE CIGNA GROUP and CIGNA HEALTHCARE, are owned by Cigna Intellectual Property, Inc. Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDP) in select states, and with select State Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal. © 2023 Cigna Healthcare 973920 09/23