

Population Health Management Programs

Medicare Advantage



Area of Focus	How customers become eligible	How to use the program services	How to opt in or out of the program
Keeping Customers Healthy			
Silver & Fit	All customers are eligible	Customers choose: <ul style="list-style-type: none"> • Home Exercise Kit • Gym Membership • Have customers track activity on wearable fitness device, or app • Access to social groups 	Customers may opt in or out of the program at any time by contacting Silver&Fit. Customers can learn more about the Silver&Fit program and its many features by visiting www.SilverandFit.com or by calling toll-free at 1-888-886-1992 (TTY 711), Monday – Friday, 8 a.m. – 9 p.m. EST.
Medication Therapy Management	The program is designed for customers that satisfy all three of the following criteria: <ul style="list-style-type: none"> • Have at least three of the following conditions: Chronic Heart Failure (CHF), Diabetes, Dyslipidemia, Hypertension, and Osteoporosis • Take at least seven Part D prescription drugs from select classes; and • Are likely to incur annual costs for covered drugs greater than or equal to a certain cost threshold set by the 	Cigna Healthcare customers who qualify for the MTM Program are automatically enrolled and sent a welcome letter in the mail. Based on the program guidelines, all chosen customers will be offered a full comprehensive medication review (CMR) by a Cigna Healthcare Clinical Pharmacist at least yearly. The CMR is an interactive session with one of our Cigna Healthcare Clinical Pharmacists to talk about all medications,	Customers who meet program eligibility requirements are automatically enrolled in the MTM program and are outreached to by Cigna Healthcare representatives. Customers may opt out of the program at any time by calling the MTM Program or Cigna Healthcare Customer Service. Customers can learn more about the MTM program by visiting www.cigna.com/medicare/resources/medication-therapy-management .

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	<p>Centers for Medicare & Medicaid Services (CMS).</p> <p>Or</p> <p>Customers who are at-risk beneficiaries (ARB) based on the Drug Management Program (DMP) for potential misuse of opioid medications.</p>	<p>including prescription and over-the-counter (OTC) medications, herbal therapies, and dietary supplements.</p> <p>After the medication review, customers will receive an individualized letter in the mail. Each letter has a personal medication record of all medications discussed and a “to do” list, if needed. The prescriber may also get a letter after the CMR with possible interventions to solve medication-related problems or other ways to optimize medication use.</p>	
Managing Customers with Emerging Risk			
Diabetes Education	A1c of 8.00 or above, or newly diagnosed with Diabetes and reside in Maryland	Interactive, face-to-face education is offered at the Living Well Center in Baltimore, Maryland and telephonic education is available to all customers who reside in Maryland. The goal is to provide customers with the information and supporting skills necessary to promote effective coping and self-management.	Customers may opt in or out of the program at any time by calling 1-443-278-7001 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 4:30 p.m. EST. In person available Tuesday – Friday, 8:00 AM – 4:30 PM.
Short-term Care Management	Recent hospital admission and/or provider and self referrals.	Care management is provided by a team of nurses or social workers who address care coordination needs and social determinants of health, and who also provide evidence-based education to improve health outcomes.	Customers are outreached to by a Care Manager who obtains the customer’s consent to participate in the Care Management program. Customers can request to be enrolled by contacting Customer Service at 1-800-668-3813, Monday – Friday, 8:00 a.m. – 5:00 p.m., or by calling the Care

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			Management line at 1- 888-615-2709 (TTY 711), Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program any time by calling their Care Manager.
Behavioral Care Management	Customer with an acute behavioral health need that can be addressed in 60 days or less	Behavioral health care managers are behavioral health professionals that coordinate care with providers, hospital staff, and offer community resource information for customers. This is a 60-day program that provides 1:1 coaching, support, and education material.	Customers are outreached to by a Care Manager who obtains the customer’s consent to participate in the Care Management program. Customers may opt out of the program at any time by calling their Care Manager. Program hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. The Behavioral Health line is 1-866-780-8546 (TTY 711), 24 hours a day, 7 days a week. Effective 1/1/24, call Customer Service at 1-800-668-3813.
Ancillary Clinical Services-Social Work Program	Customers who are identified via their HRA or SDoH assessment as having difficulty affording food, medications and housing; as well as those with transportation and social support needs.	This program utilizes the clinical expertise of the Social Work team to best meet customer needs and encourage healthy behaviors; address health equity and social determinants of health (SDoH) concerns; and help prevent most common admission-causing health conditions.	Customers are outreached a Care Manager who obtains the customer’s consent to participate in the Care Management program. Customers can request to be enrolled by contacting Customer Service or calling the Care Management line at 1- 888-615-2709 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program at any time by calling their Care Manager.
Ancillary Clinical Services-Dietitian Program	Customers who meet one of the following criteria:	This program utilizes the clinical expertise of our Registered Dietitian team members to best meet	Customers are outreached to by a Care Manager who obtains the customer’s consent to participate in the Care

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	<ul style="list-style-type: none"> - have Hemoglobin A1c that is greater than 9% - have a BMI less than 22 or greater than 40 and also have a chronic condition - are newly diagnosed diabetic customers. 	customer nutritional needs; promote healthful eating patterns; address food insecurities; and help prevent dietary issues related to common health conditions.	Management program. Customers can request to be enrolled by contacting Customer Service or calling the Care Management line at 1- 888-615-2709 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program at any time by calling their Care Manager.
Managing Multiple Chronic Conditions			
Complex Care Management	Customers who are chronically ill with multiple uncontrolled comorbidities and are either homebound or lack access to care. Customers who have had 3 admissions or ER visits in the last 12 months with multiple comorbidities.	Care management is provided by Cigna Medicare Advantage-employed nurses or social workers who conduct assessments of the customer’s health status, social determinants of health, and gaps in care utilizing a multidimensional, evidence-based approach to identify opportunities for impact.	Customers are outreached to by a Care Manager who obtains the customer’s consent to participate in the Care Management program. Customers can request to be enrolled by contacting Customer Service or calling the Care Management line at 1- 888-615-2709 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program at any time by calling their Care Manager.
Chronic Kidney Disease/End Stage Renal Disease	Customers diagnosed with Chronic Kidney Disease with Stage 3b or greater, or have ESRD.	Monogram, a Cigna Healthcare partner, provides in-home care management programs.	Customers are outreached to by Monogram Health who obtains the customer’s consent to participate in the in-home care management program. Customers may opt out of the program at any time by calling their Monogram Care Manager at 1- 855-212-2273 (TTY 711), Monday – Friday, 8 a.m. – 8 p.m. CST, or a Cigna Representative at 1-888-615-2709 (TTY 711), Monday – Friday, 8 a.m. – 5 p.m. CST.

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Transplant Care Management	Customers being evaluated for potential transplant procedure/treatment and post-transplant complications.	Transplant care management is provided by a team of nurses skilled in the transplant process. Transplant Care Managers will help with the preparation for a transplant, educate on the transplant process, help the customer manage their benefits and collaborate with the transplant center team.	Customers are outreached to by a Care Manager who obtains the customer's consent to participate in the Care Management program. Customers can request to be enrolled by contacting Customer Service or calling the Care Management line at 1-888-615-2709 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program at any time by calling their Care Manager.
Oncology	Customers diagnosed with cancer.	Oncology care management is provided by a team of RN care managers with oncology experience. They help the customer to navigate their diagnosis and treatment plan by collaborating with the treating oncologist and other care team members to help the customer understand their diagnosis, access support/resources and develop personalized support. The team also helps to facilitate ancillary services such as pharmacy, dieticians, behavioral support and our SDOH team.	Customers are outreached to by a Care Manager who obtains the customer's consent to participate in the Care Management program. Customers can request to be enrolled by contacting Customer Service or calling the Care Management line at 1-888-615-2709 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST. Customers may opt out of the program at any time by calling their Care Manager
Care Across Settings			
Transitions of Care	Customers with a strong likelihood of a readmission based on diagnoses, comorbidities and/or functional status.	The program ensures a smooth transition from hospital to home and reduces readmissions.	Customers are outreached to by Cigna Care Managers who obtain the customer's consent to participate in the program. Customers may opt out of the program at any time by calling

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			<p>the Care Manager. Delaware, Maryland, Pennsylvania, and Washington DC customers should call 1 (877) 562-4395 (TTY 711). Alabama, Northern Florida, Georgia (Atlanta), Southern Mississippi, North Carolina, and South Carolina customers should call 1 (866) 382-0518 (TTY 711). Hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. CST.</p>

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