

# Quality resources

Focused on your health, safety and satisfaction

**We believe quality is vital to your health and well-being. That's why we're dedicated to:**

- Supporting you and your health care provider
- Helping you stay healthy, or return to health if you become ill
- Giving you responsive customer service
- Making sure you're satisfied with our services

## What to do in an emergency

**Need care right away?** Go straight to any emergency department or call 911. It may be for uncontrolled bleeding, seizure, chest pain or other severe problems.

**Need emergency care and reach a voicemail?** Hang up and call 911 right away.

## Making sure you're satisfied

One way we improve our customer service is by asking for feedback. Each year, we survey our customers and doctors. We ask how we're doing. We use those answers to find out what our customers want in a health care partner.

## Customer satisfaction results

Our health coaching gets high scores from customers.\* We offer chronic condition management, health and wellness, and case management programs. Your feedback showed you want more personalized health coaching and guidance tailored to your health needs.

## CONTENTS

### Page 1

- Focusing on quality for your health and well-being
- What to do in an emergency
- Making sure you're satisfied
- Customer satisfaction results

### Page 2

- Provider satisfaction results
- Responsive customer service
- How to voice concerns or complaints
- Safety support
- Measuring quality results
- Chronic Condition Management program and eligibility

### Page 3

- Interventions and coaching
- Online tools
- Fast identification
- Customer rights and responsibilities

### Page 4

- Your privacy is our priority
- Health assessment—15 minutes can change your health



We continue to make our support more holistic, personal and proactive. We're here to answer your questions. We want to help you get the most from your benefits and reach better health.

Our health coaches will give you support you need to reach your goals. They can share the most up-to-date knowledge. They can also guide you to resources, both local and for use across the country.

### Provider satisfaction results

We asked primary care providers, specialists and administrators to join our yearly Physician Experience Survey. Participants came from across our networks and from practices of all sizes and types. To avoid bias, we didn't mention we were the survey sponsor. We also gathered ratings for competitors.

Among doctors, 71% said the Cigna Healthcare® Chronic Condition Management program provides valuable support to their care coordination efforts.\*\* We want doctors to know we'll work with them to support your needs. We continue to explore linking our systems to electronic health records (EHRs) in provider offices. Our goal is simpler and more customer-focused communication.

### Responsive customer service

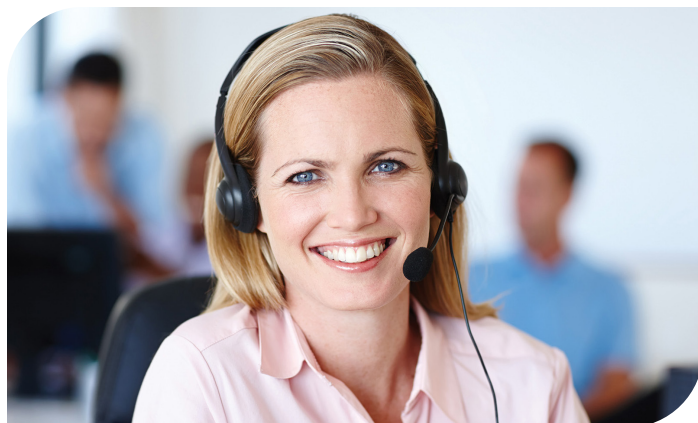
We need to hear from you. But you need to hear from us, too. Here are a few ways we share what we do:

- Our websites have understandable information to help you manage your conditions.
- We have an interactive voice response (IVR) system. Call staff are ready to help 24/7.
- They can help you get or give written or spoken information in your preferred language.

### How to voice concerns or complaints

We want you to be satisfied. That's why we have a plan to act on your concerns and complaints.

- You can share your complaint by letter, fax or phone using the toll-free number on your ID card.
- We will investigate your complaint based on the type of issue you report.
- We will tell you about the resolution by phone or letter.
- In certain cases, we won't be able to share the resolution because of confidentiality issues. If that happens, we will tell you we received and investigated the complaint.



### Safety support

We want to help ensure your safety. We offer many tools to help you make smart, safe choices about your health.

- We encourage coordination between primary care doctors, medical specialists and behavioral specialists. You may see two types of doctors for the same issue. We suggest you let them know you're seeing the other doctor. Ask them to share information. They will respect your confidentiality.
- Our Chronic Condition Management program alerts you and your doctor about unsafe care gaps. These could be missing screenings, delays filling prescriptions or other care gaps.

### Measuring quality results

We measure our program's success in different ways.

- We seek outside approval of our quality efforts through ongoing accreditation. This helps promote quality service.
- We measure customer satisfaction every year. We use the results to make your experience better.

### Chronic Condition Management program and eligibility

Our Chronic Condition Management program offers confidential support. It's also open to covered family members with certain conditions. The program helps you learn more about your health and make informed care choices. When needed, we share information with your doctor.

If you're eligible for our Chronic Condition Management program, you'll get a welcome message from us. This means our program can help you with one or more of your health conditions. These services are part of your benefits, so there's no added cost. When we talk to you, we can help you choose which parts of your health are most important to work on.\*\*\*

## How it works

Our Chronic Condition Management program helps you understand and manage conditions. We will help you identify which aspects of your health you should target. We will work with you on a plan to help you reach your goals. You can do this through coaching and self-led support tools.

## Interventions and coaching

You'll have the chance to talk to personal health team members who specialize in your condition. They can help you:

- Spot symptoms and know when to see your doctor
- Know questions to ask your doctor
- Understand why you should follow doctor's orders
- Build healthy habits for eating, sleep, exercise, weight, tobacco and stress
- Make informed choices about care

## Take charge of your health using online tools

Our self-led tools help you manage your conditions and make more informed care decisions.

Go to your personalized website for health programs and support.

## Fast identification

To see if you're eligible for the Chronic Condition Management program, we use a range of information. For example, we may use medical and pharmacy claims and health assessment results. We keep reviewing this data in case your health changes. If you're identified with a chronic condition, our health team will reach out. They will send you program facts and invite you to start right away. You may also call us to self-enroll or opt in. Or your doctor may send you to the program.

## Customer rights and responsibilities

### You have the right to:

- Learn about our staff and get courteous and respectful service from them.
- Get understandable facts about who we are. Get facts about our programs and services. Learn about what we contract with other groups to offer.
- Get facts about the staff responsible for your services and their qualifications. Find out who you should contact to ask for a change.
- Have your personal data and health information kept confidential.
- Know how we keep your data and information secure, private and confidential.
- Know who has access to your information. We adhere to federal and state regulations for confidentiality and the release of personal health information.
- Get support from us to make health care choices together with your doctor.
- Learn about disease management treatment options, even if an option isn't covered. You can talk about these treatments with your doctor.
- Decline/opt out or unenroll from programs or services offered to you. Simply call the number on your ID card. Or you can decline/opt out when we call you.
- Be heard. Know how to share a complaint. We act on your concerns about our programs and services or your provider's quality of care. We give you courteous, quick answers. Our goal is to resolve your complaint on first contact. We offer interpreter and TTY services as needed.

The Joint Commission's **"SPEAK UP"** program helps patients be active in their care. You can follow these steps, based on Joint Commission guidance:

- S** Speak up if you have questions or concerns.
- P** Pay attention to your care.
- E** Educate yourself about your care plan.
- A** Ask a family member or friend to be your advocate.
- K** Know the medications you take and why.
- U** Use an organization that's had a rigorous on-site evaluation by an independent accrediting agency.
- P** Participate in decisions about your care.

- Upon request, get clear information about how to appeal a care management decision.
- Get care management guidance from qualified professionals who don't have financial incentives for their decisions.
- Get all information from us in terms and language you can understand.

#### **You have the responsibility to:**

- Participate in the program offered to you. Give us the information necessary to carry out our program services.
- Understand your health condition. Work with your doctor to make treatment goals you agree on.
- Give honest, complete information to us and your providers.
- Know which medications you take, why you take them and how.
- Voice your ideas, concerns or complaints. You can tell customer service and/or your provider.
- Tell us and your doctor if you disenroll from our programs.

#### **Your privacy is our priority**

We pledge to keep your personal health information confidential. We have policies and safeguards to protect spoken, written and electronic information across our organization. When you enrolled, you should have received a privacy notice from us or your employer. This notice is based on your health plan.

You'll find our *Notice of Privacy Practices* on your personalized website. Click the Privacy or Legal Disclaimer link at the bottom of the page to read it. The notice describes how we use and disclose protected health information (PHI). It advises of rights such as your right to get your PHI. It explains how to authorize someone to see your PHI or to handle your medical affairs. It also explains what data we collect, how we use it and how we help keep it safe.

#### **Health assessment—15 minutes can change your health**

Your health is your most vital asset. A survey on your personalized website can help you understand your health status. It's quick and confidential. Want to know which preventive screenings to have? Need to lower your cholesterol? Want to lose weight? Answer questions about your health history, weight, cholesterol, blood pressure and other aspects of your health. Here's how the survey can help:

- It will give you tailored feedback. It will point out your risks for certain conditions. It will also explain how to maintain or improve your health.
- Based on your answers, you may be able to join an online health coaching program. Over several weeks, you can learn to change your lifestyle.
- You can talk about your risks with your doctor. Together, you can find ways to lower your risk.

**We look forward to helping you stay as healthy as possible.**



\*Cigna Healthcare Health Coaching Customer Satisfaction Survey, 2024.

\*\*Cigna Healthcare Health Coaching Provider Satisfaction Survey, 2024.

\*\*\*Chronic Condition Management health coaches are available by phone Monday through Friday, 9:00 am to 9:00 pm.

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