



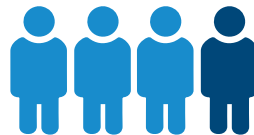
YOUR HEALTH FIRST[®]

Holistic support for chronic conditions.

Chronic conditions are common and costly. In fact, they're responsible for **7 of 10 deaths each year**, and treating people with chronic diseases accounts for most of our nation's health care costs.¹ The good news is they can be managed. The Your Health First program creates personalized, custom-fit health advocacy plans that drive engagement and activity to change behavior and reduce risk.



1 in 2 adults in the US have a chronic condition.²



1 in 4 have two or more.²

Together, all the way.[®]



Quality care that's integrated and well-coordinated can play a critical role in improving employee health outcomes and reducing costs.³ That's why we look at the complete picture of a person's health, including behavioral, lifestyle, social and physical factors. We also look at the level of risk for an individual's condition and how willing they are to change.

WE GUIDE.

Each individual connects with a dedicated health coach to help them:

- › Recognize when they need to see a doctor
- › Create a list of questions to ask their doctor
- › Understand the importance of following doctors' orders
- › Identify barriers that are impacting their health
- › Develop healthy habits and set goals related to nutrition, exercise, weight, tobacco and stress
- › Develop strategies and that are customized to their needs
- › Prepare for a hospital stay or recover afterward
- › Make informed decisions about treatment options identified by their doctor

WE TARGET OPPORTUNITIES TO MAKE A DIFFERENCE.

Our predictive modeling algorithms help us identify and prioritize key coaching and health improvement opportunities. We combine traditional clinical data – like claims, lab data, health assessment and biometric screening results – with customer behavior patterns to prioritize outreach and better target customers. We also factor in customer's individual preferences, connecting them to the right health programs in the ways they most prefer.

THE RIGHT TEAM. THE RIGHT TOOLS.

- › Cigna Care Coaching® team for personal support
- › Cross-functional team of clinical experts, including physicians, pharmacists, nurses, certified diabetes educators (CDE), registered dietitians, exercise physiologists, behaviorists and health educators
- › Digital tools and online coaching
- › Coaches have a full view of the customer with real-time, integrated data

WE GET PERSONAL.

We meet people where they are in their health journey and work with them to achieve their optimal health and well-being. To do that, we go beyond traditional coaching. Our coaches use empathetic interviewing and motivational techniques to really get to know each person's individual health profile and needs.

Coaches work to understand the behaviors and feelings behind the individual's diagnosis so they can motivate changes for optimal health.

TRIGGER CONDITIONS AND MORE.

We reach out to individuals with the following 16 chronic conditions. In addition, since we develop plans for total health, we also help with resources for more than 60 co-occurring conditions like high-blood pressure or stress.

Condition Management


• Asthma
• Coronary Artery Disease (CAD)
• Angina
• Acute Myocardial Infarction (AMI)
• Heart disease
• Heart failure
• Chronic Obstructive Pulmonary Disease (COPD)
• Diabetes Type 1
• Diabetes Type 2
• Metabolic syndrome
• Peripheral Arterial Disease (PAD)
• Low back pain
• Osteoarthritis
• Depression
• Anxiety
• Bipolar Disorder

57%
progressed toward
or achieved at
least one goal.⁴



Engaged individuals in Your Health First experienced

20.9%
fewer inpatient hospital
admissions than unengaged individuals.⁴




Engaged individuals with
cardiac conditions
demonstrated an


88.8%
LDL screening compliance rate.⁴



47%
of those in the weight management
program reduced their BMI (body
mass index).⁴



Over **62%** of those engaged with diabetes
had two HbA1c tests in the prior
12 months –
demonstrated **3% higher**
compliance than those
not engaged.⁴



Engaged individuals in Your Health First demonstrated an
overall medication adherence rate that is

2.3% higher than
unengaged
individuals.⁴



95%
overall satisfaction rate
with the program.⁵



HEALTHY RESULTS FOR EMPLOYERS.

Full-time US workers who are overweight or obese and have other chronic health problems miss about 450 million more days of work each year than healthy US workers.⁶ The result is an estimated cost of more than \$153 billion in lost productivity each year.⁶ By engaging employees in the right care at the right time, our Your Health First program is designed to help to keep employees healthy and working – which drives savings for employers. In fact, this program can provide employers with an estimated 2.2 return on investment.⁷



**Your Health First chronic
condition coaching program
delivers an estimated 2.2 ROI.⁷**

Together, all the way.[®]



1. Centers for Disease Control and Prevention. Chronic Diseases. Chronic Disease Prevention and Health Promotion, Updated December 2017. <https://www.cdc.gov/chronicdisease/index.htm>
2. Centers for Disease Control and Prevention. Chronic Diseases: The Leading Causes of Death and Disability in the United States. Updated June 2017. <https://www.cdc.gov/chronicdisease/overview/index.htm#ref1>
3. Population Health Management. Innovative Approach to Health Care Delivery for Patient with Chronic Conditions. Feb. 2017. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5278805/>
4. Cigna 2017 Proof Points, analytics analytic of YHF book of business results from 1/1/2016 - 12/31/2016.
5. M/A/R/C[®] Research, 2017
6. Using the Workplace to Improve the Nation's Health At A Glance 2016, CDC. <https://www.cdc.gov/chronicdisease/resources/publications/aag/workplace-health.htm>
7. 2015 Chronic Condition Management (YHF 200/300) book of business analysis results, using a historical control methodology designed based on recommendations from the Population Health Alliance. Individual customer/client results will vary and are not guaranteed.

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