

ADVANTAGES AND MYTHS OF INTEGRATED BENEFITS

What smaller to mid-size businesses need to know.

The most effective way to control health care costs and improve overall health is to understand and manage the entire health experience. Getting medical, behavioral, pharmacy and stop-loss benefits from one carrier is key to providing a more integrated view and managing a successful program.



Disconnected care can cost 200%-300% more.¹

Integrating it all makes good sense.

- › Offers a simplified experience for you and your employees
- › Helps you save time, effort and costs by working with a single carrier
- › Keeps data in-house to reduce online sharing.
- › Makes it easier for employees to take control of their health through whole-person health engagement, coaching and support



Together, all the way.[®]

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WHAT OFFERS BETTER VALUE?

MYTH: Integrating costs more.

FACT: Integrating can help you save money and improve health.

When medical, behavioral, pharmacy and stop-loss are offered through a single carrier, it can help save your company money.

Cigna customers are more active in their health with coaching and complex case management when benefits are integrated.

Customers with a known health improvement opportunity²

\$645
PMPY SAVINGS²

Customers using specialty medications⁴

15%

FEWER
INPATIENT
ADMISSIONS³

25%

LESS
INPATIENT
COST³

\$9,792

PMPY
SAVINGS²

Customers with diabetes

6%

MORE
PREVENTIVE
CARE³

18%

FEWER
OUT-OF-
NETWORK
CLAIMS³

\$5,900

PMPY
SAVINGS³

WHAT'S EASIER TO MANAGE?

MYTH: Shopping around for benefits is better.

FACT: Integrating coverage simplifies the process.

Easier for employees.

- › Simplified customer service with one company to call 24/7
- › One coach/pharmacist team to counsel on conditions and cost
- › One website and app for all benefit needs
- › One ID card
- › Streamlined enrollment
- › Easier network management

Easier for you.

- › **Cash outlay protection** - An integrated solution means no large cash out to pay for huge claims while waiting for reimbursement from separate stop-loss policy.
- › **Faster processing** - Transactions are paid, categorized and reported quickly because it's all one connected system.
- › **Consistent policies** - One review of medical necessity applies to medical and stop-loss, which is not the case when there are separate carriers. If a claim needs to be adjusted, corrections can be resolved in a more streamlined process.
- › **One-view reporting** - An integrated solution allows for easier reporting across benefits, from ER visits to specialty drug costs.



WHAT'S MORE EFFECTIVE?

MYTH: Stand-alone vendors are better at engagement.

FACT: A whole-person health approach offers more opportunity to engage and improve health.

Whole-person health data helps physicians.

When physicians can access integrated data, they have more tools to help address the whole health of their patients.

More opportunity.

When customers who have health conditions call for a routine pharmacy inquiry, we use the opportunity to engage and immediately connect them to a health coach.⁴

86% of pharmacy inquiries have medical savings opportunities³

70% of customers agreed to speak directly with a health coach⁴

DOES THE STOP-LOSS CARRIER MAKE A DIFFERENCE?

MYTH: Policies are all the same.

FACT: Including stop-loss with the same carrier can provide more protection.

Stop-loss insurance protects your company's health plan from large and unexpected medical claims. Stop-loss policies provided by your medical claim administrator protects you from common risks when they are separate companies, which may include

- › Expensive specialty drug payments due to policy exclusions or off-label drug use limitations.
- › Long lag times on reimbursements, creating a potentially large cash drain
- › Limitations on maximum reimbursement for claim types, such as transplants
- › Limitations due to separate annual and lifetime maximums.
- › Medical review policies that differ

Example: An employer placed their stop-loss coverage with a third-party carrier and received a claim denial for a \$700,000 heart transplant due to an experimental treatment exclusion. Under the medical plan, the procedure was not defined as experimental. However, because the stop-loss carrier included a definition of experimental treatment within the policy that differed from the medical plan, stop-loss coverage for the claim was denied.

Example for illustrative purposes only. Not an actual claim experience.



WHAT ABOUT RISK TO EMPLOYEE DATA?

MYTH: It doesn't matter how many vendors you use.

FACT: Keeping data in-house reduces online data sharing.

Keeping data in house, as well as having clinical, pharmacy reimbursement, and provider contract experts, can reduce online data sharing and help

mitigate some of the risks inherent with multi-carrier data transmissions.

Cigna is dedicated to the health of your employees, and your business. Connecting the body and mind across the entire health system allows us to see more opportunities for improving health and saving money.



To learn more about the value of integrating medical, behavioral and pharmacy benefits contact your Cigna sales representative.

Together, all the way.®



1. Milliman. 2/2018. "Potential economic impact of integrated medical-behavioral healthcare." <http://www.milliman.com/insight/2018/Potential-economic-impact-of-integrated-medical-behavioral-healthcare-Updated-projections-for-2017/>
2. Cigna 2018 National Book of Business study of medical customers who have Cigna pharmacy and behavioral benefits vs. those with Cigna medical only. Average annual per member per year (PMPY) – Individual client/customer results will vary and are not guaranteed.
3. 2018 Cigna national book of business study of medical customers who have Cigna pharmacy and Total Behavioral Health benefits vs. those with Cigna medical and FFS Low Behavioral Benefits only. Cohort is based on customers with 24 months of continuous Cigna plan experience. Average annual per member per year (PMPY) – Individual client/customer results will vary and are not guaranteed.
4. Cigna Book of Business analysis April 2016, results for integrated pharmacy engagement model based on inbound Cigna Home Delivery Pharmacy call interactions. Results may vary by client and are based on benefit structure

All stop-loss insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, contact your Cigna sales representative.

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