

# DELIVERING PERSONAL ATTENTION

## When employees need it most

My Personal Champion can provide employees with dedicated support during times of critical need.

### A higher level of attention

As Cigna works to provide people the support they need to effectively navigate the world of health care, we also understand that different employees have different needs. And sometimes those needs require additional attention.

For employees faced with challenging situations that require more time, energy and expert assistance, we have the My Personal Champion® program, offered at no additional cost for eligible customers. My Personal Champion is designed for employees and covered family members who can benefit from the highest level of individual attention.

### One contact, many resources

The My Personal Champion program reaches out to individuals, often before they ask for help. Individuals may be recommended or identified from a variety of sources, including:

- ▶ An employer, plan administrator or account team referral.
- ▶ A Cigna customer service advocate, case manager or health coach referral.
- ▶ A review of claims, inpatient admissions and call data.

Each situation is reviewed and considered on a case-by-case basis. When it seems that the My Personal Champion program may benefit an individual, a call is made to explain the program. If the individual agrees to participate, he or she is assigned a personal champion who will work to develop a unique service plan based on that individual's specific needs.

**Together, all the way.®**



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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## Customized service for every need

Personal champions are trained to deliver the highest level of individualized attention to help your covered employees and their family members when they need it most. A personal champion's role may alternate between advocate, coordinator, researcher and teacher to accomplish the key objectives of the customized plan, including:

- Educating individuals about their health benefits, using network health care professionals and various options available to them.
- Overseeing application of benefits.
- Reviewing claim payments.
- Engaging clinical support (e.g., nurses/coaches).
- Identifying local resources (e.g., financial assistance or appropriate health care services).

## A complete continuum of care

The goal of the My Personal Champion program is to support the individual throughout his or her entire time of need. There's no time limit for participation. When this extra level of support is no longer required, the individual returns to using the service channels available to all Cigna customers.

## For more information

To learn more about how My Personal Champion may enhance your covered employees' health care experience during times of critical need, please contact your Cigna representative.

As the single point of contact for an individual, a personal champion enlists help from a behind-the-scenes team of experts to more quickly and effectively respond to the person's unique situation.

