

# Solutions that work as hard as your members

Get a full suite of benefits that are easy to manage and use.



## You've got a whole team behind you.

Cigna Healthcare<sup>SM</sup> has a dedicated Taft-Hartley and Federal Business Segment that includes:

- Fully dedicated units with:
  - Account management
  - Implementation and client services
  - Care management
  - Underwriting
- A commitment to providing services to funds, administrators, plan professionals and members

**440+**  
Taft-Hartley Funds<sup>1</sup>

**4.8M**  
Members nationwide<sup>1</sup>

**13+ years**  
Account team tenure<sup>2</sup>

## Integrated pharmacy

**\$148** PMPY total medical cost savings with integrated benefits<sup>3</sup>

## Behavioral health

Network size doubled in the last five years<sup>3</sup>

- **285K+** mental health and substance use providers<sup>4</sup>
- **254K+** individual practitioners<sup>4</sup>

**228K+** virtual providers, the largest virtual network in the country<sup>4</sup>

## Virtual care<sup>5</sup>

Convenient, affordable and simplified access to high-quality care that fits into your members' everyday lives

Virtual urgent care from MD Live by Evernorth<sup>®</sup>, which saves **\$114**, on average, per visit<sup>6</sup>

## Member services available 24/7/365

- |                                     |                      |
|-------------------------------------|----------------------|
| • Nurse                             | • Email              |
| • Doctor                            | • Text               |
| • Employee assistance program (EAP) | • On-site            |
| • Crisis                            | • myCigna            |
| • Pharmacy                          | • Push notifications |
| • Claims                            | • Phone calls        |
| • Virtual                           | • Convenience care   |
| • Chat                              |                      |

## One Guide

Proactive guidance to personalized, relevant, high-value recommendations (optional buy-up)

**46%** use high-performing providers<sup>7</sup>

## Value-driven care

The creation of simple pathways to connect your members to affordable, high-performing providers

- Deep collaboration with providers to create the right incentives
- **700** Cigna Collaborative Care<sup>®</sup> (CCC) programs<sup>8</sup>
- **37%** lower cost per episode of care with CCC providers<sup>9</sup>

## Dedicated care management

- A team that helps members find the right level of whole-person care
- Predictive models that identify high-value opportunities

Cigna Healthcare **ranked #1** for care/condition management<sup>10</sup>

## Fund office experience

Making things easy for our clients through quality account management and support from a designated client manager and designated client engagement manager



1. Cigna and Express Scripts by Evernorth combined book of business as of April 2023. Subject to change.
2. Cigna Healthcare human resources (HR) report as of August 2024. Subject to change.
3. Cigna Healthcare 2022 National book-of-business study of medical customers who had Cigna Healthcare integrated medical, pharmacy and total behavioral health benefits vs. those who had Cigna Healthcare medical, basic behavioral and carved-out pharmacy. Individual results will vary; not guaranteed. Average annual per member per year (PMPY).
4. Internal unique provider data as of January 2024. Subject to change. The program and services are provided by an independent company/entity and not by Cigna Healthcare. Program and services are subject to all applicable program terms and conditions. Program availability is subject to change.
5. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.
6. Cigna Healthcare analysis comparing 2022 medical costs of MD Live urgent care vs. other sites of care for Cigna Healthcare commercial medical customers. Client results may vary.
7. One Guide customers who had at least one visit with a Cigna Care Designated (CCD) provider in FY 2021 within the top 40 markets by allowable spend. Client results may vary. Patient experience, quality designations, cost-efficiency and other ratings found in the Cigna Healthcare online provider directories are a partial assessment of quality and should not be the only basis for decision-making (as such measures have a risk of error). They are not a guarantee of the quality of care that will be provided to individual patients. Individuals are encouraged to consider all relevant factors and talk with their provider about selecting a health care facility. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.
8. Cigna Healthcare internal analysis of existing arrangements as of August 2023. Subject to change.
9. Cigna Healthcare analysis of claims spend in CCD markets for January 1, 2021—December 31, 2022 for the 21 specialties reviewed. August 2023. Weighted average of all markets. Comparisons made against non-CCD providers. Results may vary.
10. Credit Suisse. 2022 Employer Health Benefits Survey results. September 28, 2022.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

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