



**If you get a call from your personal nurse advocate,\* please take a moment to say hello. It's important.**

- If you've already talked to your personal Nurse Advocate,\* thank you.

If you missed the call or didn't receive a call, please call us at the toll-free number below. We're here to help.



**Call 800.244.6224 (TTY 711),  
Monday–Friday, 8:00 am–6:00 pm EST.**

**PEACE OF MIND IS  
A PHONE CALL AWAY.**

**Your personal Nurse Advocate\* is  
here to support your health needs.**



\*These Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing medical advice in any capacity as a health advocate.

\*\*When you refuse case management, you are also refusing other helpful services, such as outreach calls, coordination between Cigna and your doctor, educational materials and more.

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**Together, all the way.®**



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## You're not alone.

If you or a loved one is faced with a medical condition, it's understandable to feel overwhelmed. The good news is you're not alone. Your case manager is your personal Nurse Advocate\* and is ready to support you at every step of your journey toward better health – at no added cost to you.

## Gain peace of mind.

Your personal Nurse Advocate\* is the one special person you can count on when you need:

### › Guidance.

- Helping you understand your inpatient and outpatient hospital coverage, in-network benefits, out-of-pocket costs and prescription drug coverage.
- Knowing how to access resources that go beyond medical treatment, such as care for chronic and complex health conditions.

### › Coordination.

- Working with your health care providers to help them develop and manage your overall care plan.
- Coordinating referrals, home care, durable medical equipment (DME), caregiver respite services and more.
- Your personal Nurse Advocate\* may be able to identify other resources and services, such as transportation to appointments, financial assistance programs or other cost-saving opportunities.

### › Support.

- Helping you and your family better understand your condition, treatment options and medications.
- Providing one-on-one emotional support and monitoring your progress.
- Answering your questions and addressing your concerns.

## Your rights.

Cigna is here to support customers and their families. We help you find information when you need it to help you make the best health care choices. We also want you to know your case management rights.

### You have the right to:

- › Take an active part in your case management plan.
- › Refuse case management and other services.\*\*
- › Learn how Cigna may help with end-of-life and advance care directives.
- › Get information about how Cigna makes the decision to end case management services.
- › Receive notice and information about why case management services are changed or ended.
- › Have access to alternative service approaches if you or your family are not able to fully participate.
- › Understand the nature of the case management relationship, when other parties may be involved in the process and when information will be disclosed.
- › Be aware of and understand that the case management process may include written/ electronic notification of case management actions and recommendations.
- › Know how to access the complaint process.
- › Receive information on how to access clinicians who can help coordinate your care.

### Q How does my personal Nurse Advocate\* help me?

A Your personal Nurse Advocate\* helps you understand your health plan benefits, so that you can access services that go beyond medical treatment – quickly, easily and seamlessly.

### Q What makes my personal Nurse Advocate\* different?

A The relationship you form with your personal Nurse Advocate\* will be built on trust and understanding. You'll gain peace of mind knowing who to turn to for personal support and expert guidance.