



# Care in the comfort of home.

Cigna Healthcare Medicare Advantage home-based benefits.



## For customers who prefer to receive care from the comfort and safety of their own home, our plans can deliver.

### Home delivery pharmacy

Home delivery pharmacy<sup>1</sup> is an easy and reliable way to get your prescription medications – on time, every time – so you never run out. And you may pay less for your medications when you use a home delivery pharmacy.

- Free and quick delivery of your prescriptions
- Refill reminders to help make sure you always have your medications on hand
- Confidential, tamper-resistant packaging

#### Express Scripts Pharmacy<sup>2</sup>

- Is the third-largest pharmacy in the country
- Specializes in home delivery of medications
- Serves seven million Americans
- Is available to all Cigna Healthcare<sup>SM</sup> Medicare Advantage plan customers

### Home delivered meals program

- We can help make your transition back home more comfortable after an inpatient hospital or skilled nursing facility stay<sup>3</sup> with our home delivered meals program benefit.
- You can have 14 nutritious meals delivered to your home following a qualified discharge at no cost to you, up to three times per year.
- After you're discharged from a qualified stay, our meal provider will contact you to schedule delivery.

### In-home wellness exams and screenings

If you are not able to visit your doctor for a yearly health check-up, we offer a home-based alternative to make it easy for you to stay as healthy as possible. A nurse practitioner can come to you and perform a wellness exam in the comfort of your home.<sup>4</sup>

We also offer in-home screening kits to help diagnose and treat conditions such as diabetes and colorectal cancer. If your doctor has recommended either of these screenings but you have not completed them yet, we will contact you to offer in-home A1C blood sugar screening kits and/or colorectal cancer screening kits, based on your needs.

These in-home wellness exams and screenings are available to you at no additional cost. Your results are shared with your doctor so they have a complete picture of your health.

### Telehealth services

- Get on-demand doctor visits in minutes for non-emergency care via your smartphone, computer or tablet.
- Talk live with an MDLIVE<sup>®</sup> provider about a number of health issues, including allergies, flu and depression.

### 24-hour Health Information Line

- Talk one-on-one with a nurse advocate.<sup>5</sup>
- Get help with medical and prescription drug questions or directed to the appropriate provider to care for your health issue.
- Listen to recorded audio on a variety of topics from our Health Information Library.

Note: The 24-hour Health Information Line is not a substitute for calling 911. If you are experiencing a health care emergency, please call 911 or go to your nearest emergency room (ER).

## Home health care

If you are homebound and unable to leave to receive care, we will work with your doctor to determine your needs and provide the home health care experience that's best for you. In most situations, your doctor will need to provide an authorization – approval in advance – before you can take advantage of home health care benefits.

Covered services include but are not limited to:

- Part-time or intermittent skilled nursing and home health aide services
- Physical therapy, occupational therapy and speech therapy
- Medical and social services
- Medical equipment and supplies

## Home infusion therapy

If you perform home infusion therapy, we can help you coordinate with your doctor, hospital, home infusion pharmacy and, if applicable, home health agencies to receive your drug, equipment and supplies.

Covered services include but are not limited to:

- Professional services, including nursing services
- Training and education
- Monitoring services (in person or remote)

### Accredo<sup>6</sup>

Accredo serves patients with complex and chronic health conditions. Specialty-trained pharmacists and nurses are available to provide personalized care to patients, including:

- Complete coordination of care between doctors and your plan
- Safe, prompt delivery of medications
- Infusion nurses who can meet you in your home



## Silver&Fit Healthy Aging and Exercise Program

Through Silver&Fit<sup>®7</sup>, retirees have access to a variety of home-based fitness options, including:

- Live online classes daily
- On-demand workout video library
- Home-based fitness kits, including a Fitbit<sup>®</sup> Wearable Fitness Tracker Kit
- One-on-one healthy aging coaching

## Support for chronic conditions

Cigna Healthcare customers with certain health needs may qualify for one of our chronic and complex care support programs. Customers who qualify get the added benefit of a dedicated care manager who helps coordinate care, review medication and therapies, provide dietary support, and find community resources and education. Chronic condition support is designed to help customers with conditions such as kidney disease, Chronic Obstructive Pulmonary Disease (COPD), depression and diabetes. Complex care support is designed to help customers with multiple chronic conditions. To speak with a care manager, call **1-866-382-0518** (TTY 711), Monday – Friday, 8 a.m. – 5 p.m.

## Home-life resources

Get quick and convenient access to trusted local resources for assistance with everyday needs. Topics include aging, fraud and theft, healthy eating, home repair and improvements, pet care, and more. Resources and referral services are available online or over the phone.



## Help is always here.

If you have any questions, customer service is ready to help make sure you have everything you need to understand and get the most from your plan.

### **1-888-281-7867 (TTY 711)**

October 1 – March 31, 8 a.m. – 8 p.m. local time, 7 days a week. April 1 – September 30, Monday – Friday, 8 a.m. – 8 p.m. local time. Our automated phone system may answer your call during weekends, holidays and after hours.

Customer service has free language interpreter services available for non-English speakers.

### **[CignaMedicare.com/group/MAresources](https://www.cigna.com/group/MAresources)**

You can also visit us online to find a provider or pharmacy, view your drug list, access plan information, and more.

## myCigna

After you are enrolled, complete your online myCigna® registration and explore all your plan has to offer. With **myCigna.com**® and the **myCigna App**, you have online access to your personal health plan information. You can:

- View your Medicare Advantage benefits.
- Manage your profile and preferences.
- View your drug list.
- Find a doctor, including telehealth options.
- Find a network pharmacy.
- Review claim history and Explanation of Benefits (EOB) details.
- Manage your prescriptions.
- Price a medication.
- View and print your ID card.
- Complete your incentive program registration.
- Access your Healthy Rewards® discount programs,<sup>8</sup> including home-based discounts on medical alert systems, virtual fitness offerings and home-delivered meals (no hospitalization required).



1. Call customer service to learn more about which home delivery options are available to you.
2. Express Scripts Pharmacy is Evernorth Health Services' home delivery pharmacy. Evernorth Health Services is a division of The Cigna Group.
3. Releases from an emergency department, observation stay or outpatient visit are not eligible. Some benefits may vary by plan. Restrictions may apply.
4. Nurse practitioner in-home exam support may vary based on state and market details. You may also be able to schedule a telehealth video consultation. Contact customer service to learn more.
5. 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.
6. Accredo is Evernorth Health Services' specialty pharmacy. Evernorth Health Services is a division of The Cigna Group.
7. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH).
8. Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states, and programs may be discontinued at any time. If your health plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. Healthy Rewards programs are separate from your plan benefits. **A discount program is NOT insurance, and you must pay the entire discounted charge.**

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