



# ANSWERING THE CALL FOR BETTER HEALTH

## Why is Cigna calling me?

You're being offered Cigna programs to help you get healthy and live well. We're excited to get to know you, so we call you to talk about ways we can work together to help you manage your health.

## Why do I get so many phone calls?

You may be offered different Cigna health programs, so you may receive calls from different Cigna specialists. They are all equally important, and designed to help in different ways.

## Why should I answer the call?

If you aren't able to answer the call right away, feel free to call when you have time. Our coaching programs are open for coaching appointments during the day and the evenings.

If you have urgent or immediate concerns we are here to help you 24/7 to answer any questions you have about your health and well-being. *Every phone call is private and confidential.* We always talk in easy-to-understand terms. And we're not trying to sell you anything – we're just calling to help you live a healthier life.

## What happens on the call?

When you answer, you'll be connected with a health coach who will tell you their name and why they're calling. They will help you determine the best way Cigna can assist you. If you decide you want to join the program, you'll set up an appointment for your first coaching call. One-on-one coaching begins during the first coaching session. This service is included as part of your medical plan and at no extra cost to you.

Sometimes, we use an automated calling system to reach out to you. This is not a telemarketing service. We'll ask you a few questions, then connect you with a live health coach so you can make a coaching appointment and get started working on your health goals.

**Health coaches are a cross-functional team of clinical experts – all supported by doctors and pharmacists.**

## Is it private?

Yes. Every call is private and confidential.

## Why do you use an automated phone system?

To make a quick connection with you – like reminding you about an appointment or verifying your personal information before connecting you with a health coach. You can always request to talk with a live health coach at any time.

## Do I have to wait for you to call me?

No! We're happy you want to get started taking steps on the path to better health right away. You can call us anytime, day or night, by dialing the number on the back of your ID card. We're available 24/7 to serve you, but only hold coaching calls during working hours. If you call late at night or early in the morning, we'll help you schedule a call during a time your health coach is available.

## What if I don't want to get any more phone calls?

Ask the Cigna caller to remove you from the contact list, or call the number on the back of your ID card and ask for customer service.

**Together, all the way.®**



## What programs might you call me about?



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