



# REAL SUPPORT FOR REAL LIFE

It's time for a whole new  
health plan experience.

Together, all the way.®





# WELCOME TO CIGNA

**We're glad to join you on your health journey.**

At Cigna, we're more than just a health plan network. We're your health partner. And we're working together with St. Louis-Kansas City Carpenters Regional Health Plan, doing all we can to make managing your health, and your health plan, easier. With real people available to answer your questions, 24/7. With convenient care options that work around your schedule. And with real tools and resources to help you be at your best - body and mind.

**Here are seven simple tips to help make the most of everything your new plan has to offer.**





## 1 Put your plan at your fingertips with myCigna

**myCigna.com** and the **myCigna® App** are your personalized digital resources designed to help you make the most of your plan. Right from your computer or mobile device, you can easily access all of your plan information anytime you need it.

You can also:

- › Find in-network health care providers and medical services
- › View ID card information
- › Review coverage
- › Manage and track claims



**Register today  
at myCigna.com  
or download the  
myCigna App.\***

## 2 Ask your Cigna One Guide team for help when you need it

The **Cigna One Guide®** service is our highest level of support that combines the ease of an app with the personal touch of live service. Your Cigna One Guide team can help you:

- › Understand your plan
- › Find in-network providers, labs or urgent care centers
- › Connect with health coaches
- › Get dedicated, one-on-one support for complex health situations

**To connect with your One Guide personal guide, call 800.CIGNA24 (800.244.6224) or click-to-chat on myCigna.com or the myCigna App.**







### 3 Get your preventive care

Regular preventive care can help catch or prevent health problems before they start. So even if you're feeling fine, you should get regular check-ups, screenings and immunizations as recommended by your provider. Plus, most preventive care services are covered at 100% when you stay in-network.

#### At your visit

Ask your doctor about your four key health numbers:

- › Body mass index (BMI)
- › Waist circumference
- › Blood pressure
- › Glucose and cholesterol numbers

Jot them down and keep them handy to complete your online health assessment later.

**Log in to  
myCigna.com or  
the myCigna® App to  
find an in-network  
primary care physician  
(PCP) near you.**

**Or, make an  
appointment at  
Carpenters Wellness  
Center by calling  
314.955.WELL (9355).**

### 4 Take your online health assessment

The online health assessment is a short questionnaire that asks you simple questions about your health and wellness. It's quick and easy to do, and completely confidential. Best of all, once you've completed your assessment, you'll get a personal health report, including information about potential health risks, what you can do to get healthier, and where to find resources and support.

**To complete your online health assessment, log in to [myCigna.com](https://myCigna.com).**





## 5 Participate in a health coaching program

### Cigna Your Health First® program

Get support for a chronic condition such as diabetes, back pain, depression, arthritis, asthma or cardiac issues. Your personal health team made up of nurses, coaches, nutritionists, clinicians and counselors are here to help.\*\*

- › Partner one-on-one with a health advocate and take a more active role in your health
- › Find help managing your care and get information about a variety of treatment options
- › Know what to expect and how to prepare if you need to spend time in the hospital or need surgery

Get started by calling **1.855.246.1873**.

### IF CIGNA CALLS

Cigna may call you to talk about ways to keep you healthy, including information about these health coaching programs. If you aren't able to answer the call right away, feel free to call when you have time.



### Cigna Lifestyle Management Program

If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes. A health coach can provide you with personalized support to help you:

- › Learn to manage your weight using a non-diet approach that helps you live a more healthy life
- › Develop a personal quit plan to become and remain tobacco-free
- › Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job

Use an online or telephone coaching program – or both – whichever works best for you.

Get started by calling **866.417.7848**.







## 6 Get medical and behavioral care without going anywhere

With virtual care through MDLIVE, you and your covered family members can get medical and behavioral care from the comfort and safety of home via video or phone. Right from your phone, tablet or computer, you can:

- › Connect 24/7 with board-certified doctors and pediatricians for minor medical conditions, such as seasonal allergies, colds and flu or upper respiratory infections.
- › Schedule appointments with licensed counselors or psychiatrists for behavioral or mental health conditions, such as stress and depression.
- › Have a prescription sent directly to your pharmacy, if appropriate.



**Log in to  
myCigna.com or  
the myCigna® App  
to register for  
virtual care now.**

## 7 Save the emergency room for emergencies

When you need non-emergency care and your doctor isn't available, going to the emergency room may not be the best choice for your time or your wallet. Thankfully, it's also not your only choice. You have a variety of convenient and affordable care options, including:

- › **Carpenters Wellness Center** – Located right at the Carpenters St. Louis location. Makes it even more convenient to get comprehensive care for members and their plan participants. Call the Wellness Center at **314.955.WELL (9355)** to make an appointment.
- › **Convenience care clinics** – Could cost less than a visit to your primary care provider. Fast, walk-in care located in retail stores and pharmacies. No appointment needed.
- › **Urgent care centers** – Provide quality care like an ER, but can save you hundreds of dollars. Fast, walk-in care, no appointment needed. You can also get short wait times, extended hours and will be seen by an experienced doctor or nurse.

**Log in to myCigna.com or the myCigna® App  
to find in-network urgent care centers and  
convenience care clinics near you.**





**24/7 SUPPORT IS JUST  
A CALL OR CLICK AWAY**

Log in to **myCigna.com** or the **myCigna App**  
or call Cigna One Guide at **800.CIGNA24**  
(800.244.6224) anytime.

**Together, all the way.®**



**Together, all the way.®**



\*The downloading and use of the myCigna app is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

\*\*This is available only to members who have been diagnosed with a chronic health condition.

\*\*\*Virtual care services are provided exclusively by MDLIVE and not by Cigna. Providers are solely responsible for any treatment provided. Video chat may not be available in all areas or with all providers. MDLIVE services are separate from your health plan's provider network and may not be available in all areas. A primary care provider referral is not required for MDLIVE services.

Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

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