

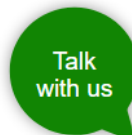
WELCOME TO CIGNA.

WHAT TO DO JANUARY 1ST.

Here are some friendly reminders of actions you can take starting January 1st to help you stay organized and make the most of your new plan.

Cigna One Guide is ready to answer all your health plan questions.

Simply call us at **1.888.806.5042** click-to-chat on myCigna.com or use the myCigna® App. You'll automatically be connected with a One Guide representative who will help guide you where you need to go. Helping you save money and stay healthy.



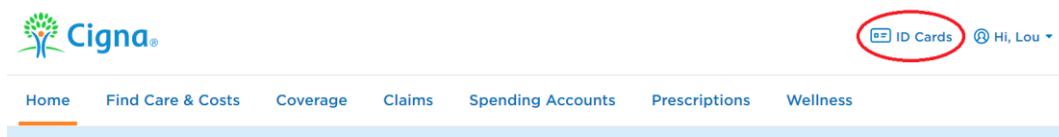
Create an account on mycigna.com

Make myCigna your personal health place. Once you register, you will be able to log on from anywhere to estimate your health care costs, manage and track claims, learn how to live a healthier life, and more.

- Go to myCigna.com and select **“Register Now”**
- Enter your personal information
- Confirm your identity
- Create your security information and provide your primary email address for enhanced security protection and notifications
- Review, then select **“Submit”**

Start using your new ID card for Cigna coverage

If you do not have your ID cards handy, you can always print a temporary one at www.myCigna.com. ID cards will be located in the upper right-hand corner of your personal dashboard at mycigna.com. You can also access ID cards on-the-go, via the myCigna® mobile app.



Download the myCigna® mobile app

The myCigna Mobile App helps you personalize, organize and access your important plan information on your phone or tablet. Use the myCigna Mobile App, anytime, anywhere to:

- Access ID cards to view, email, or secure fax
- Find doctors and compare cost and quality ratings
- Manage and track claims



Make sure your providers are in-network

Go to www.myCigna.com or use the myCigna mobile app to look up providers that are in-network for you using “**Find Care & Costs**”. Search options include: doctor by type, doctor by name, reason for visit and locations. Or, call your One Guide rep - who can assist in finding this information.

Access Cigna's Cost and Quality Transparency Tools

No one wants to pay too much for health care and prescriptions. That's why myCigna's find care & costs directory puts the cost and quality information at your fingertips. Using this easy search tool, you can view cost information for procedures, visits, and prescriptions. The directory also helps you:

- Compare doctors and costs to help you manage your care
- Find the best facilities and highest quality providers with the lowest costs for you
- Estimate the costs if you need to find a specialist
- See what you'll pay and what your Cigna plan will pay
- See how much your medication will cost you at the different retail pharmacies in your plan's network, as well as through home delivery with Cigna's Express Scripts Pharmacy or Accredo Specialty Pharmacy
- View lower-cost alternatives, if available
- View your costs for a 30-day and 90-day supply
- Find out right away if your medication needs approval before your plan will cover it

Fill your prescriptions and save on maintenance medications using Express Scripts

You will be able to obtain prescriptions at your in-network retail provider as you would normally starting January 1st by simply using your new Cigna ID card. In preparation, it is our recommendation that you refill your prescription before 1/1, this way you will have ample supply of your medication on hand when you switch to Cigna.

If you take a maintenance medication you may be able to save by ordering a 90-day supply through Cigna's home delivery pharmacy, Express Scripts. Just call **800.835.3784** with your doctor's contact information and prescription medication name(s) and dosage(s) ready. Express Scripts Pharmacy will do the rest.

Did you know connecting to virtual care is as easy as 1, 2, 3!

You can schedule a virtual care appointment in just three quick steps:

1. Access MDLIVE by logging into myCigna.com and clicking on “Talk to a doctor”
2. Select the type of care needed: medical care or counseling — cost will be displayed
3. Follow the prompts for an on-demand urgent care visit, to make an appointment for primary or behavioral care, or to upload photos for dermatology care.

