



CIGNA KNOWS THE PUBLIC SECTOR

Enhanced Services. Ongoing Support.

Rising health care costs – as well as employee health and engagement – are key factors impacting local government employers. Cigna works hard to address these concerns with innovative programs and support. From the policies and politics to the unique needs of union members, Cigna understands the public sector.

CIGNA SMART SUPPORT

A proprietary benefits strategy platform

To meet the specific needs of the public sector, we developed the **Cigna Smart Support**® Program.

- › An enhanced level of service specially designed for the public sector
- › Designed specifically to improve employee health and reduce health care costs

Advantages to employees

Cigna's highly trained customer service teams are committed to helping employees take control of their health and health care costs, with:

- A dedicated Smart Support **call center**
- Personal **Health Care Advocates**
- **My Personal Champion**® program, which provides a single point of contact for employees who need additional support during periods of complex medical care
- Wellness tools on **myCigna.com** and the **myCigna**® App
- **24/7/365 live customer service**

Advantages to employers

Our dedicated, multidisciplinary teams provide:

- **A customized benefits strategy** specially tailored and collaboratively built to meet state-specific dynamics, industry-best practices and workforce population health needs
- **Simplified implementation process** supported by dedicated Implementation Managers
- **High-touch, ongoing management** that includes consultative services, and health and wellness initiative action plans to help minimize costs and improve clinical outcomes



TAKING ON THE OPIOID CRISIS

The opioid crisis has had a dangerous impact on society as a whole, and is affecting city and county governments throughout the U.S. Cigna is combating the opioid crisis head-on, by integrating benefits to connect medical, pharmacy and behavioral health.

- ▶ In collaboration with prescribing clinicians, Cigna reduced customer opioid use by 25%*

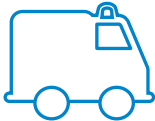
CIGNA TOTAL BEHAVIORAL HEALTH

Key to our integrated approach is our Cigna Total Behavioral Health® solution

- ▶ Specialty case management uses a multidisciplinary approach to help ensure treatment is effective and appropriate
- ▶ Our work with substance use disorder helps improve health and lower costs



\$10,000 lower total medical cost per person participating in program**



47% fewer admissions**



40% fewer office visits**

SERVICES FOR FIRST RESPONDERS

Treatment solutions for workers with post-traumatic stress disorder and other behavioral health issues are of particular importance in the public sector. In addition to our behavioral health programs and Employee Assistance Program services, Cigna has recently added the IAFF Center of Excellence for the Behavioral Health Treatment and Recovery to its network.

- ▶ The International Association of Fire Fighters (IAFF) Center of Excellence specializes in comprehensive care for professional firefighters and paramedics
- ▶ This innovative facility provides in-network care to firefighters experiencing PTSD and other behavioral health issues
- ▶ The center provides affordable access to specialized care for current and retired IAFF union members



For more information about Cigna support programs for Public Sector clients, contact your Cigna representative.

Together, all the way.®



*Cigna press release, Cigna's Partnership With Physicians Successfully Reduces Opioid Use By 25 Percent – One Year Ahead of Goal, March 2018. Retrieved from: <https://www.cigna.com/about-us/healthcare-leadership/away-from-blame>

**Cigna Analytics, Substance Use Specialty Program Evaluation, 2016. Results derived from National Book of Business analysis using retrospective comparison analysis. Individual client savings/results may vary.

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