

Multnomah County and Cigna

Better Experience
Better Health
Better Savings



**Multnomah
County**

April 14, 2021

CIGNA PARTICIPANTS



Charlotte Baker, *Senior Client Manager*

Hayley Cornell, MS, CN, LMHC, *Regional Engagement Lead*

Peter Freeburg, MA, LPCC, *Behavioral Clinical Account Manager*

Doug Hawkins, *Senior Account Executive*

Rick Hourigan, MD, *Market Medical Executive*

Ryan Kocher, *Market President, Pacific Northwest*

Allison Lara, *Director of Service Solutions*



Discussion Topics

Cigna Overview

- [Who We Are](#)
- [Cigna Differentiators](#)
- [Diversity, Equity and Inclusion at Cigna](#)

Better Experience

- [Customer Service – Cigna Customer Advocacy](#)
- [Employer Service – Account Team, Implementation, Communication Support](#)

Better Health & Savings

- [Cigna Care Advocacy, Network, Behavioral & Well-Being](#)

Remaining Questions



CIGNA OVERVIEW

Our purpose and mission

A global health service company dedicated to improving the **health, well-being** and **peace of mind** of those we serve.

Making health care more:

Affordable

Predictable

Simple

History & Strength:

- 200+ Years Reliability
- Top Tier Financial Ratings
- Commitment to Health Improvement

Deep collaboration with providers

66%

of claim payments in value-based arrangements³

Constant Innovation:

- First commercial accountable care model⁴
- First value-based pharmacy contract⁵
- First 24/7 live customer service⁶

NATIONALLY RECOGNIZED PERFORMANCE & OUTCOMES

CLINICAL AND SERVICE EXCELLENCE



Driving value-based healthcare



Physician & Hospital Quality



Patient-Centered Connected



Supporting Healthy Communities & Families



Wellness & Health Promotion



Disease Management



Excellence Award for Cost Containment



Managed Behavioral Healthcare Organization



Health Plan



ACCREDITED Health Utilization Management



ACCREDITED Case Management



ACCREDITED Pharmacy Benefit Management

DIVERSITY AND INCLUSION



2020 Disability Equality IndexSM Best Places to Work



Hispanic Association on Corporate Responsibility (HACR) 5-star rating



Military Friendly Spouse Employer



Military Times Best for Veterans



Best Places to Work for LGBTQ Equality



Recognized "Best of the Best"

INNOVATION & CUSTOMER EXPERIENCE



Ranked highest among Health Plans in J.D. Power's 2020 U.S. Telehealth Satisfaction Study



National Business Group on Health 2019 Innovation in Advancing Equity Award



Ranked #1 in Athena Health PayerView



Ranked #1 on overall trust index in national provider survey

CORPORATE RESPONSIBILITY



2019 Corporate Responsibility Magazine's 100 Best Corporate Citizens' List



2020 Dow Jones Sustainability



CIGNA DIFFERENTIATORS



- 1) Customer Experience, SMART Support, Digital Engagement
- 2) Health Advocacy
- 3) Behavioral Health
- 4) Value-based Network Approach
- 5) Affordability

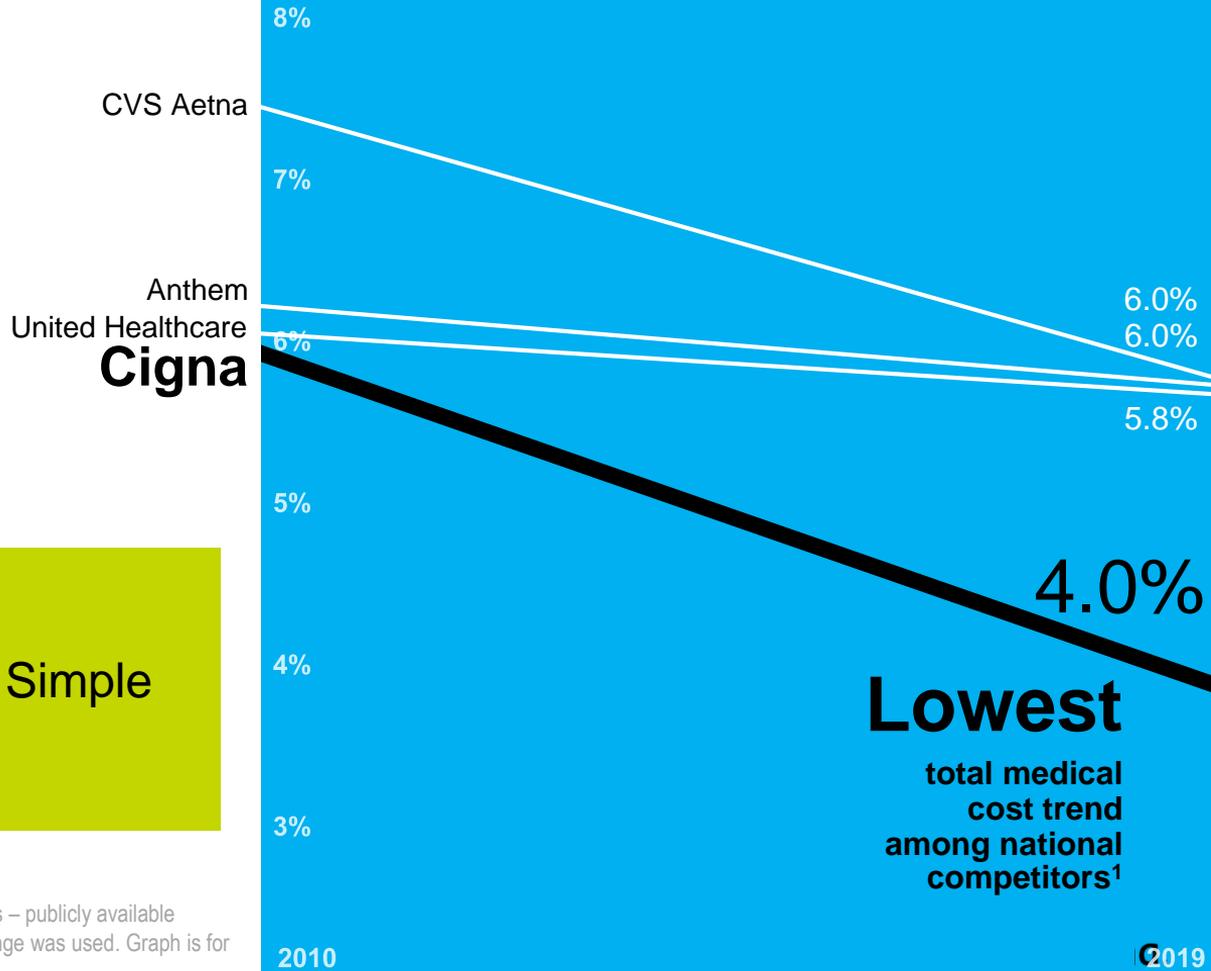


We're out in front

Affordable

Predictable

Simple



1. Based on Cigna and top three national competitors' 2010–2019 analyst calls – publicly available information. If no specific guidance was given, the midpoint of the reported range was used. Graph is for illustrative purposes only.



“Cigna’s commitment to diversity and inclusion (D&I) is reflected in every area of our business, and firmly rooted in our company’s values. D&I is also a critical cornerstone of our mission – to improve the health, well-being and peace of mind of those we serve, inclusive of our customers, patients and colleagues. The only way we can achieve this is by respecting and celebrating that which makes us all unique and important as individuals.”

– David M. Cordani
President and CEO

WE STAND TOGETHER



“Cigna has a resolute belief in the power of diversity and inclusion and a long-standing commitment to health equity and equality that creates healthy and vibrant communities for all. We have proudly launched our new ***Building Equity and Equality Program***, a five-year initiative to expand and accelerate our efforts to support diversity, inclusion, equality and equity for communities of color. Our mission is to improve the health, well-being and peace of mind of those we serve. Diversity, inclusion and equity is vital to advancing our mission, driving innovation, and meeting the needs of our clients, customers and communities.”

– Mike Triplett
President, U.S. Commercial

Our Diversity & Inclusion (D&I) strategy fosters a culture of belonging and equity that advances our mission to **positively impact the well-being of our people and communities we serve**

D&I PROMISE

To advance an inclusive culture that is powerfully diverse, strives for equity and values the unique differences and talents we each bring in service to our mission

CIGNA'S DIVERSITY PHILOSOPHY

- 1 Diversity is a business priority and an important enabler of our inclusive company culture.
- 2 Diversity goes beyond the human characteristics that you see on the surface. We gain strength from the mosaic of different employee perspectives and experiences.
- 3 D&I must be embraced, embedded and championed in order to be effective across the organization.



Organizational partnerships

We address the diverse needs of our employees by partnering with the following external partners.

CEO **ACT|ON** FOR
DIVERSITY & INCLUSION

calibr
Global Leadership Network

Disability:IN

GLMA
Health Professionals
Advancing LGBTQ Equality

HACR
HISPANIC ASSOCIATION ON
CORPORATE RESPONSIBILITY

**HUMAN RIGHTS
CAMPAIGN**

TANENBAUM
COMBATING RELIGIOUS PREJUDICE



We partner with the following organizations to recruit more diverse voices at Cigna.

**ANITA
B.ORG**



**THE
CONSORTIUM**

Forté

**Hartford
Youth
Scholars**

**MBA
VETERANS
NETWORK**

NABA, INC.
NATIONAL ASSOCIATION OF
BLACK ACCOUNTANTS, INC.



**NATIONAL
SALES
NETWORK**

REACHING OUT

Cigna

D&I brought to life

Forming Enterprise Resource Groups (ERGs)

When employees feel socially connected and supported at work, it can have a positive impact on their overall well-being and engagement. ERGs provide forums for camaraderie, support and cross-cultural understanding, which allow us to better connect with the customers and communities we serve.

ERGs demonstrate additional business value in recruitment and retention, marketing, brand enhancement and employee development.

More than **15,000 employees** participate in Cigna's ERGs.

- | | | |
|---|-----------|--|
| 1. ABLE (Achieving Better Lives for Everyone) | 5. Juntos | 9. UpNext |
| 2. African American/Black | 6. Pride | 10. Virtual |
| 3. Aspire | 7. Salute | 11. WIN (Women Influencing and Networking) |
| 4. Generations | 8. UpLift | |



How has Cigna addressed these challenges?

- Leveraged data insights to identify health disparities and address the social determinants.
- A proven track record in improving health equity.

Workforce & Providers

- Implicit **bias training** has been **completed by 100% of Cigna workforce**.
- Cultural competency trainings and discounted language support services are also made available to our provider network.

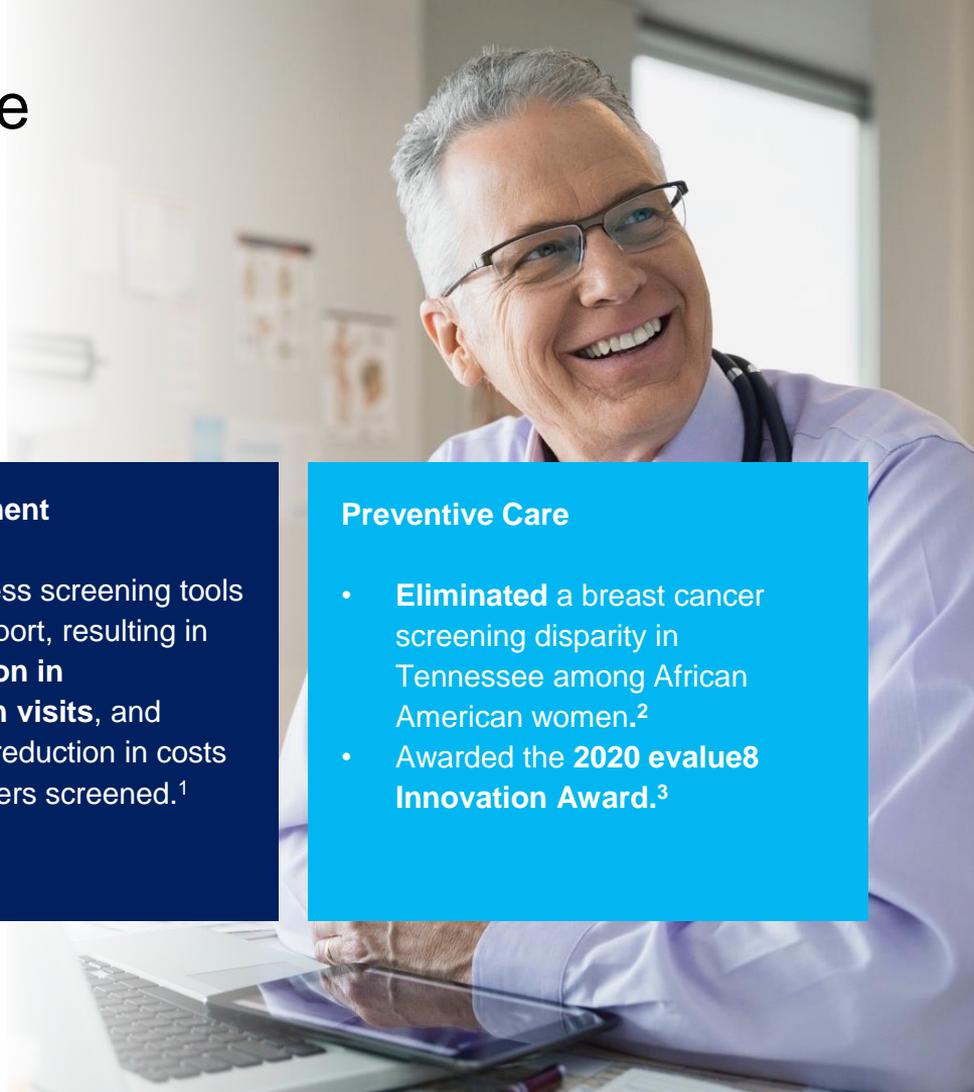
Disease Management

- Instituted distress screening tools and SDoH support, resulting in **14.7% reduction in hospitalization visits**, and **\$6,840 PMPY** reduction in costs among customers screened.¹

Preventive Care

- **Eliminated** a breast cancer screening disparity in Tennessee among African American women.²
- Awarded the **2020 evaluate8 Innovation Award**.³

1. Cigna Case Management data based on customers identified September 2016-April 2018. PMPY: Per Member Per Year. 2. Based on Cigna analysis of claims data, 12/2018. 3. National Alliance of Health press release, 11/9/20, [2020 Excellence Award - National Alliance Website \(nationalalliancehealth.org\)](https://www.nationalalliancehealth.org/).



Where is Cigna going?

Enhanced Find Care Provider Search

We are constantly evaluating ways to improve the directory experience – including the introduction of additional **dimensions of diversity to our provider profiles and provider photographs.**

By August 2021, we will have **LGBTQ+ indicators** for both medical and behavioral health providers, including which include **gender dysphoria as a facet of care.**

Value-Based Reimbursement

We are leveraging our reimbursement model to **reward providers who screen patients for social determinants of health** and offer referrals to address unmet social needs; and identify areas of health disparities among their patient population and create a resolution action plan.

Reduce Digital Divide

We are **partnering with wireless carriers to remove any data or minute limits** so we can positively impact health outcomes, engagement, and reduce avoidable costs for customers leveraging digital solutions, such as telehealth and mobile applications.



Cigna's Find Care Experience

Making it easy for customers to find providers "like me"

325 In-Network results for General Depression Counseling near Dallas, TX

Sort: Best Match | Results for: Guest | More Options

Yes Male Female

Specialty

Additional Languages Spoken

Additional Specialty

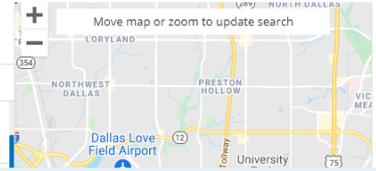
Ages Treated

Ethnicity

African American (10) Caucasian/European (39)

Asian American (1) Mexican American (3)

Apply Cancel



Amber Nealy, MSW, LCSW

Empowering Space, Pllc 3083 Herschel Ave Apt 309 Dallas, TX 75219 | (214) 775-0857

Doctor Info All Locations



Self-Introduction

Amber is a Licensed Clinical Social Worker and has worked with diverse populations including survivors of domestic violence, victims of sex trafficking and prostitution, women with substance use disorders and probationers. Amber has worked with teens and children who have experienced domestic violence, child abuse, and sexual assault. In addition, Amber has worked with clients navigating life transitions and clients, family conflicts, and dealing with self-image/self-esteem issues. Amber is a trauma informed and culturally competent therapist. Amber is trained in evidenced practices including Eye Movement Desensitization and Reprocessing (EMDR), Cognitive Processing Therapy (CPT), and Theraplay. In addition, Amber has received training in Trauma Focused Cognitive Behavioral Therapy (TF-CBT), Expressive Arts Therapy, and Play Therapy. Amber believes that everyone can benefit from therapy. Amber recognizes how hard it is to reach out for help and acknowledges the strength it takes to start counseling. Amber is passionate about helping her clients feel empowered and reclaiming their voice. Amber loves to learn and is frequently attending training sessions that will help her enhance her clinical skills. In her free time.

Professional History

Active Licenses
License Level: LCSW - Licensed Clinical Social Worker

Education
University Of Texas-arlington, 2015

Affiliated Clinics

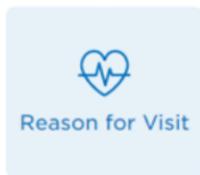
Empowering Space, PLLC

- Virtual Counseling
 - In-Network
 - Accepting new patients
 - Add To My Health Team
- Specialties**
• Social Work
- Languages Spoken by Provider**
Not Available
- Female | 35 yrs old
- Ethnicity**
African American

Clinical Practice Info

Cigna's Find Care Experience

Making it easy for customers to find the right care at the right time



Enter a specialty or type of doctor

Popular Doctor Types

- Primary Care: All Specialties
- OB-GYN
- Pediatrician
- General Dentist
- Pediatric Dentist
- Orthodontist
- Behavioral Health Counselor**
- Optometrist

I'm looking for a provider with experience in:

- Anxiety
- Depression
- Cultural & Race Related Counseling
- Addiction
- ADD/ADHD
- Marriage/Couples Counseling
- Anger Management
- Grief and Loss Counseling
- Post-Traumatic Stress Disorder
- Adoption Counseling
- Autism
- Child/Teen Behavioral Counseling
- Domestic Violence Counseling
- Eating Disorders
- Family Counseling
- Emergency Responder Counseling
- LGBTQ Counseling
- Medication Management
- Neuropsychology Testing
- OCD
- Sexual Abuse Counseling
- Sexual Health Counseling



Multnomah
County

Better Experience: Customer Advocacy



Cigna Smart Support program

Providing a higher level of service dedicated to our public sector clients



For your employees

- Dedicated call center with Personal Health Care Advocates
- My Personal Champion® program
- Wellness tools on the myCigna® website and app
- Representatives available 24/7/365



For you

- Deep Insights from serving over 3.1M public sector customers across the country
- Dedicated, multidisciplinary teams
- Benefits strategy that matches the County's needs
- Simplified implementation process
- Experienced Client Manager who provides updates and recommendations on improving costs and outcomes



The power of Cigna One Guide®

Making it easier to get and stay healthy with affordable, quality care

- Guiding to high performing providers and more efficient care settings and options
- Proactive guidance to personalized, relevant, high-value recommendations
- Integrated activities across behavioral, pharmacy, coaching and case management
- Enhanced third-party connections, content and reporting

24/7 SUPPORT & ENGAGEMENT



ONLINE, PHONE & CHAT

70 Personal Guide NPS¹

45% of customers utilizing high-performing providers²

58% more customers connected to case management programs³

1. Cigna One Guide® Personal Guide Net Promoter Score (updated annually: September 2020) 2. Cigna FY2019 office visit/outpatient utilization for OAP customers (excluding Medicare customers) residing in top 40 Cigna care designated (CCD) markets, based on 21 CCD specialties. High performing defined as providers identified as having top results, based on Cigna's quality and cost-efficiency measures. 3. Cigna 2019 matched case-control study of 2018 claims for One Guide engaged clients/customers with 24-month coverage compared to non-One Guide population with 24-month coverage. Results may vary.

My Personal Champion program

Providing more than just answers

An advocate who stands by you during critical times to give you the specialized support you need

- Helps you understand your coverage in highly complex situations
- Coordinates internal and external resources, including those in your community, such as social workers and financial counselors
- Works with integrated team of clinicians
- Monitors claims and helps resolve billing questions



I can't thank My Personal Champion enough for her unwavering support as my family and I endured my battle with cancer. Knowing that she was monitoring my claims and was there to help me navigate through the confusion was such a relief. She treated me like family.*

– A Cigna customer



*This example is for illustrative purposes only. It's based on an actual customer experience. Customer results will vary.

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Driving the future of health care through digital

Seamless integration to keep employees continuously engaged – and healthier

Built into every plan, our always-on digital support is fueled by:

Data & Analytics

Identifies specific opportunities for customers

Connecting Customers to Providers

Differentiated Brighter Match algorithm connects customers with the right care

Custom Digital Experience

End-to-end experience powered by myCigna app and website



DOING MORE FOR OUR CUSTOMERS EVERY STEP OF THE WAY

Help them manage chronic conditions and find the right care

Save money and maximize benefits and incentives

Provide and improve our tools

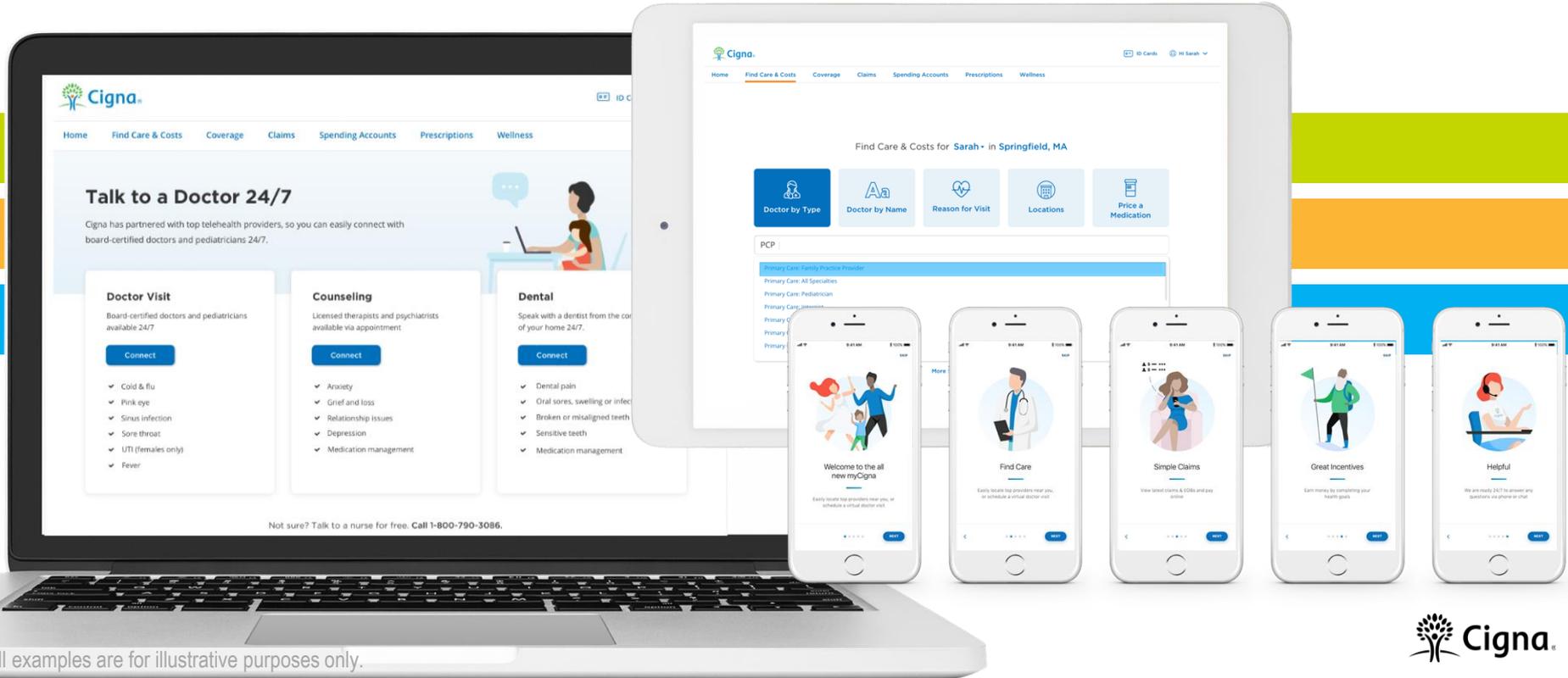
Cigna customers who use our digital tools are

+40%¹

more likely to choose high-quality providers when looking for care

A simple, customized experience, every time

Digital tools that enhance everyone's experience and engagement across every channel



MYCIGNA

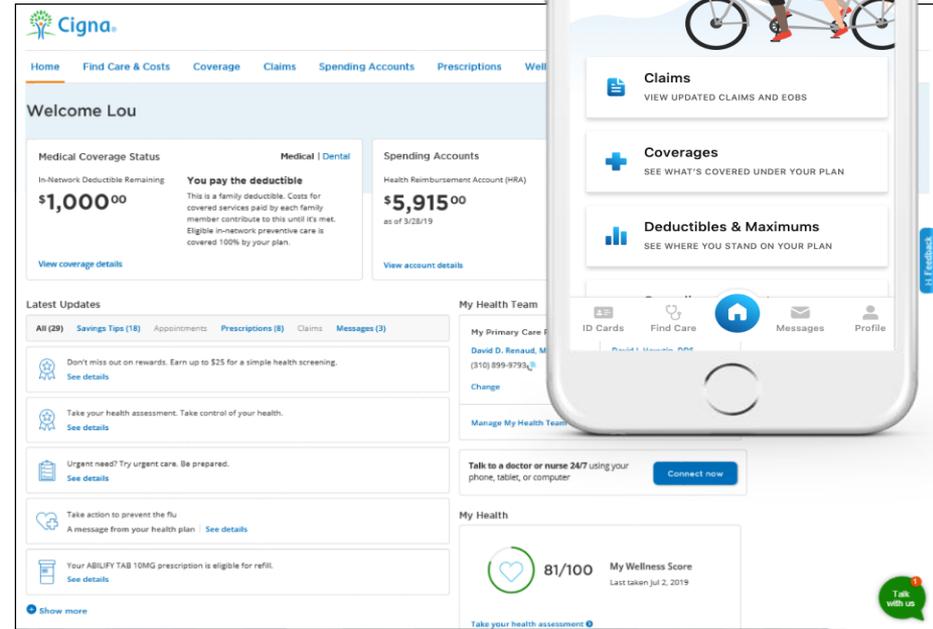
TODAY'S SIMPLIFIED DIGITAL EXPERIENCE

Industry Leading Features

- Set up telehealth medical or behavioral appointment online
- See patient reviews on primary care physicians
- Compare real-time drug pricing customized to your benefits
- Compare cost and quality information for doctors and hospitals customized to your benefits
- Click-to-chat messaging feature

Standard Features

- Access a variety of health and wellness tools and resources
- Sign up to receive alerts when new plan documents are available
- Track your account balances and deductibles
- View ID card information
- Review your coverage
- Find in-network doctors, dentists and medical services
- Manage and track claims
- Order refills or talk with a pharmacist at Cigna Home Delivery PharmacySM
- Fully integrated with HSA, HRA & FSA, if offered



Example used for illustrative purposes only. Subject to change. Actual costs and coverage will vary.



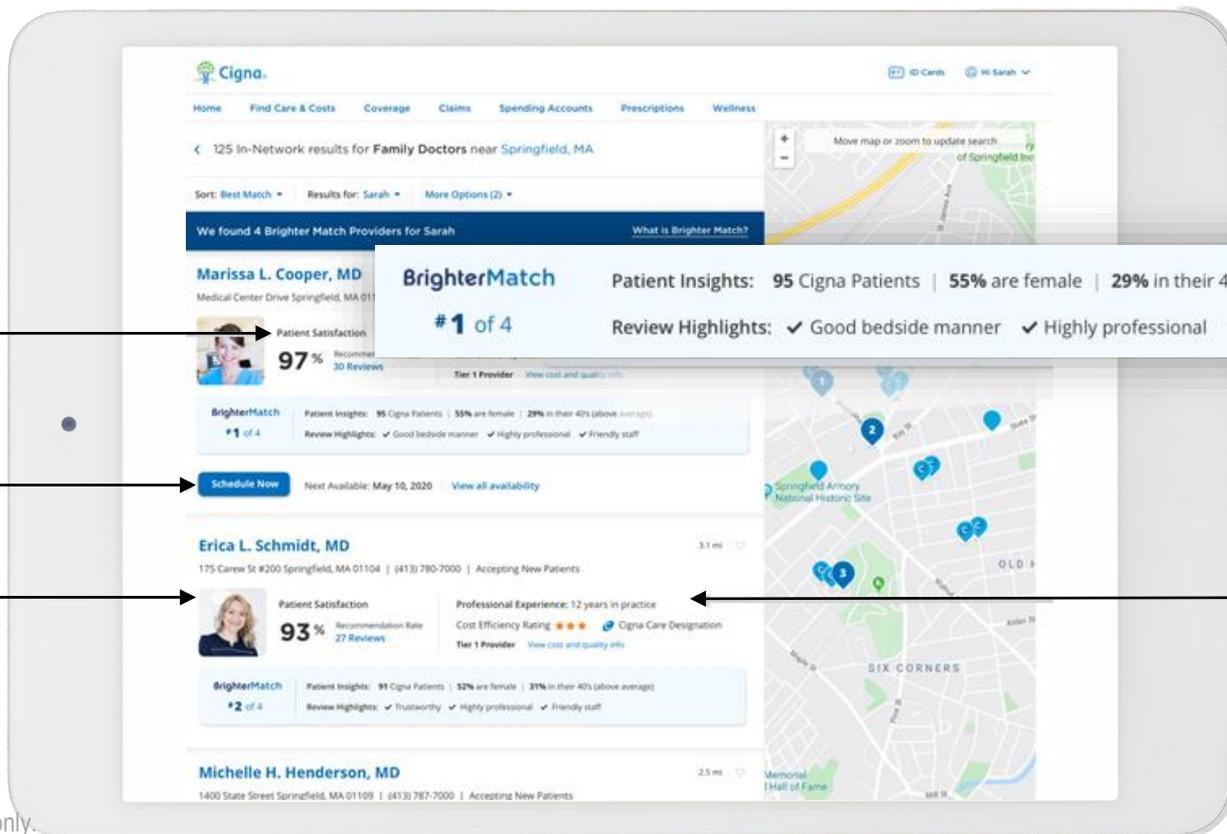
Harnessing the power of technology

Brighter Digital tools empower customers with personalized recommendations and information to make more informed decisions

Patient reviews

Online scheduling

Provider photos



Social proof

Quality & affordability



All examples are for illustrative purposes only.

Informative patient reviews included

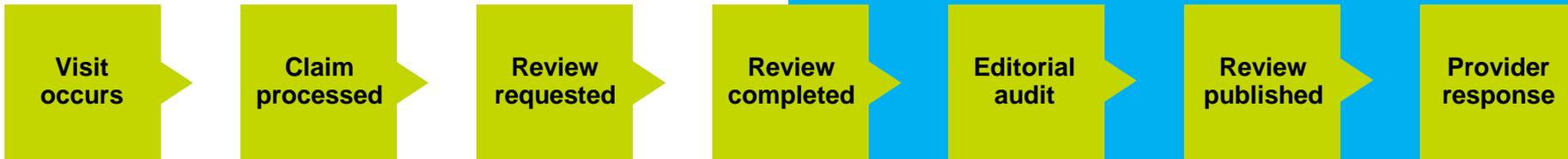
Verified patient reviews put the power of choice in customers' hands

Why are reviews important?

95% of patients use online reviews to evaluate physicians*

72% use reviews as the first step when choosing a provider*

The process



WHY CIGNA'S PROCESS WORKS



- **Verification:** Only Cigna patients with a paid claim for a provider can submit a review
- **Viability:** Reviews are solicited from patients proactively, allowing for a more balanced sample of satisfied patients
- **Simplicity:** Patients are simply asked whether they would recommend that doctor, which removes the subjective bias of using a 5-star scale
- **Vetting:** Cigna's editorial process prevents any inaccurate or inappropriate reviews from being published

* Source Cigna, Internal Analysis: Cigna Digital Provider Review Response Initiative. Claims-based survey of patients who visited a Cigna dentist or primary care provider as of January 31, 2020.

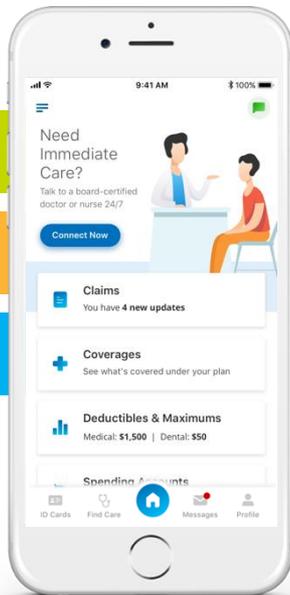
Improving our tools to improve the experience

myCigna® App enhancements make managing benefits even easier

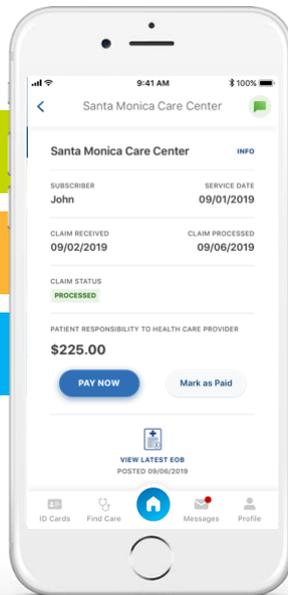
Simple and intuitive

Easy to find ID cards, providers, benefits information, incentives

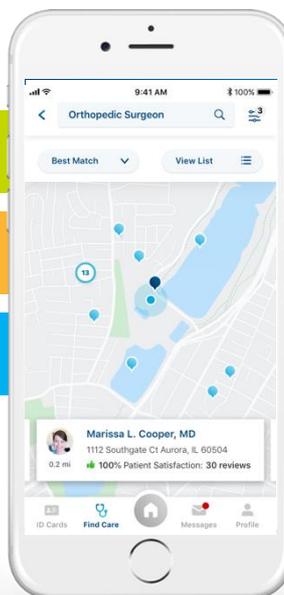
Centralized alerts



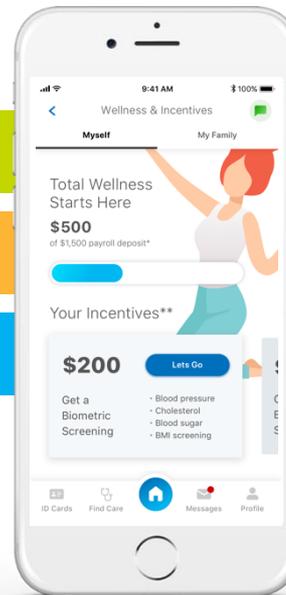
Dashboard



Claims Details



Search



Wellness





Multnomah
County

Better Experience: Employer Service



YOU HAVE A DEDICATED MULTIDISCIPLINARY TEAM BEHIND YOU EVERY STEP OF THE WAY

CLIENT ADVOCACY

Account management & financials

- **Charlotte Baker**, Senior Client Manager
- **Alison Clearwater**, Senior Underwriter

CUSTOMER ADVOCACY

Wellness & communications

- **Lindsey Ackerson**, Engagement Consultant
- **Hayley Cornell**, MS, CN, LMHC, Regional Engagement Lead
- **Kriquette Andrews**, Engagement Director



EXECUTIVE SPONSOR
Ryan Kocher, Market President

CLINICAL ADVOCACY

Clinical support & analytics

- **Karen Easterly-Behrens**, RN, Clinical Lead
- **Cassandra Dawson**, Pharmacy Clinical Account Manager
- **Peter Freeburg**, MA, LPCC, Behavioral Clinical Account Manager
- **Dr. Rick Hourigan**, Market Medical Executive

SERVICE & OPERATIONS

Implementation & service

- **Tara Lenaburg**, Implementation Manager
- **Letecia Huard**, Client Service Executive



Cigna's Enrollment Support

- Comprehensive communication materials in English and Spanish
- Virtual Presentations and Seminars (live or recorded)
- Pre-Enrollment 800#
 - Customer service representatives available 24/7/365
 - Walk through benefits program, member online tools and resources
- Ongoing Enrollment Meetings and Health Fairs
- Extensive Experience with Workday
- Transition of Care





Better Health & Savings – Cigna Care Advocacy and Network



Guiding Care

- *Right time*
- *Right setting*

ENABLED BY:

- Value Based Network
- Data and predictive analytics
- Digitally - driven experiences
- Commitment to innovation

1. Cigna unique provider data as of August 2020. Subject to change. 2. Accredo operations data, 2020. Subject to change 3. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.

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Value Based Programs
730+ Cigna Collaborative Care programs including 250+ Accountable Care Organizations

Customer Advocacy
24/7/365

Industry-Leading Clinical Support
7000+ clinicians¹
20 Therapeutic Resource centers²
1000+ behavioral coaches¹

Specialty Nurse Case Management
Personalized Dedicated

Virtual Care³
Real-time, Real Access Medical, Dental, & Behavioral Health 24/7/365

WHOLE PERSON CARE
IT'S AT THE CORE OF WHAT WE DO

Chronic Condition Management
end-to-end solutions

Behavioral Health
Extensive Network In person, virtual and digital solutions

Benefit Management
Medical/specialty

Cigna

THE RIGHT SUPPORT

FOR YOUR EMPLOYEES AND THEIR FAMILIES

INTEGRATED PROGRAMS

TO SUPPORT ALL NEEDS

- Chronic condition support
- Crisis support
- Onsite
- Specialized case management and coaching
- Community programs
- Integrated EAP
- Family and caregiver support
- Navigating health care benefits
- Guiding to the right providers
- Behavioral support (including complex needs)
- Lifestyle programs

Proactively identifying individuals in need of support with sophisticated predictive analytics



Condition-specific and specialist care

Guidance and resources to help customers make smart choices

BARIATRIC

average
20%
savings¹

FERTILITY

Up to **45%**
savings for singleton
births, NICU and
hospital stays²

ORTHOPEDICS

21%
average program
savings per
procedure vs.
average market rate*

ONCOLOGY

14%
reduction in inpatient
utilization among
SCC providers⁴

OUR COMMITMENT

- Advance quality
- Expand reach and guidance
- Improve predictability of cost and savings

PRE-DIABETES

\$424* –
\$972**
total medical cost
two-year savings
per participant

GENE THERAPY

Total U.S. market
forecast through
2026 is
\$13.9B*

TRANSPLANT

Average
savings of
\$253K
per case³

BEHAVIORAL

Other in-network
facilities have a
37%
higher readmit rate⁵

1. Cigna 10/2018 national book of business analysis of 2017 average cost difference with utilization of centers of excellence designated hospitals. 2. Savings vary greatly according to multiple factors. Clients' savings experiences vary, but outcomes are generally improved. 3. Targeting national average savings of 21% per episode for bundle payment. 4. Cigna Q3 2019 analysis of a top community group compared with national in their first year of program participation. 5. Initial test results – Cigna claims study June 2017 with four clients. Results are not statistically significant. Limited capability with restricted marketing and no Cigna value points. 6. Omada results based on one client June 2016, Blue Cross Blue Shield of Louisiana. Results not statistically significant. Clients are more likely to garner higher results like these with marketing. 7. The Cigna Gene Therapy Program has contracted with providers who have manufacturer access to these therapies and provides customer care through the gene therapy case management team Gene Therapy - EvaluatePharma, Evaluate Ltd, London UK. www.evaluate.com Accessed May 2020. 8. 2018 LifeSource Weighted Average Savings by Transplant Type analysis across Cigna's national transplant network. 9. Cigna 2018 Book of Business claims study (1/1/18 through 12/31/18). Costs refer to allowed amounts, 30-day calendar readmissions, an industry metric. Confidential, unpublished property of Cigna. Use and distribution limited solely to authorized personnel. © 2020 Cigna

Our approach is different

Deep engagement and collaboration with high-performing providers*

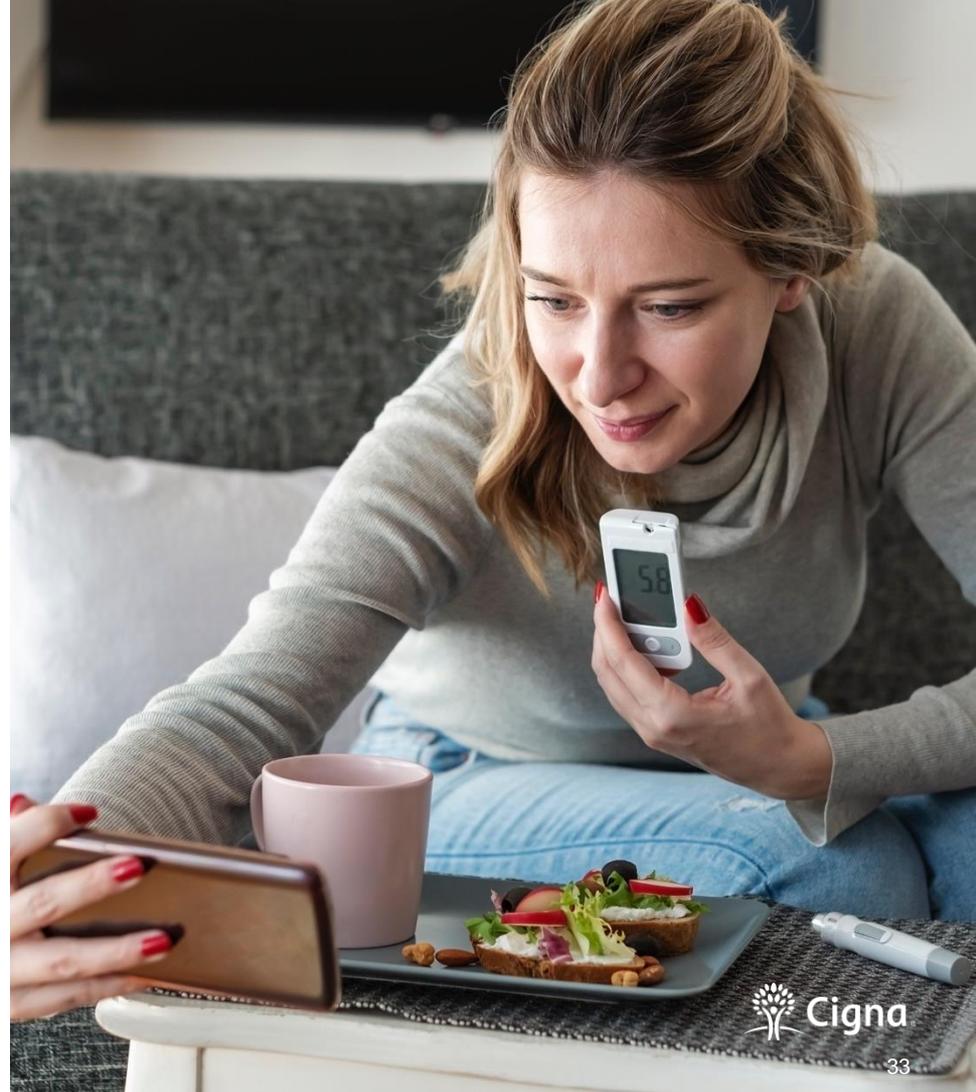
Quality

Value

Convenient access

Choice

Built into all of our network designs



*Providers identified as having top results, based on Cigna's 2020 Quality, Cost Efficiency, and Cigna Care Designation Methodology White Paper. Some doctors are included in Tier 1 due to contractual obligations and network adequacy requirements and may not meet Cigna quality and/or cost-efficiency measures.

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Leading the way with value-driven care

- Create simple pathways connecting our customers to affordable, high-performing providers*
- Measure the quality and efficiency of care delivered
- Collaborate deeply with providers to create the right incentives
- Seamlessly coordinate care to promote whole person health and well-being

Average

14%

lower cost per episode of care¹

730+

Cigna Collaborative Care (CCC) programs²

\$624M

Medical cost savings since inception³

*Providers identified as having top results, based on Cigna's 2020 Quality, Cost Efficiency, and Cigna Care Designation Methodology White Paper. 1. Cigna analysis of claims spend in CCD markets for 2017 for the 21 specialties reviewed, July 2018. Weighted average of all markets. Comparisons made against non-Cigna Care Designation providers. Results may vary. 2. Cigna internal analysis of existing arrangements as of June 2020. Subject to change. Cigna 6/2019 analysis of national Accountable Care program groups with effective dates from 2014 through 2018. Care Coordination Reimbursements already paid to groups are subtracted from the savings to reflect overall investment.

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Multnomah
County

Better Health & Savings - Behavioral



Extraordinary times now more than ever

Americans need behavioral health support

1 in 4

struggle with depression since stay-at-home orders¹

47%

feel lonelier due to social isolation and fewer social interactions²

30%

have developed Generalized Anxiety Disorder¹

2X

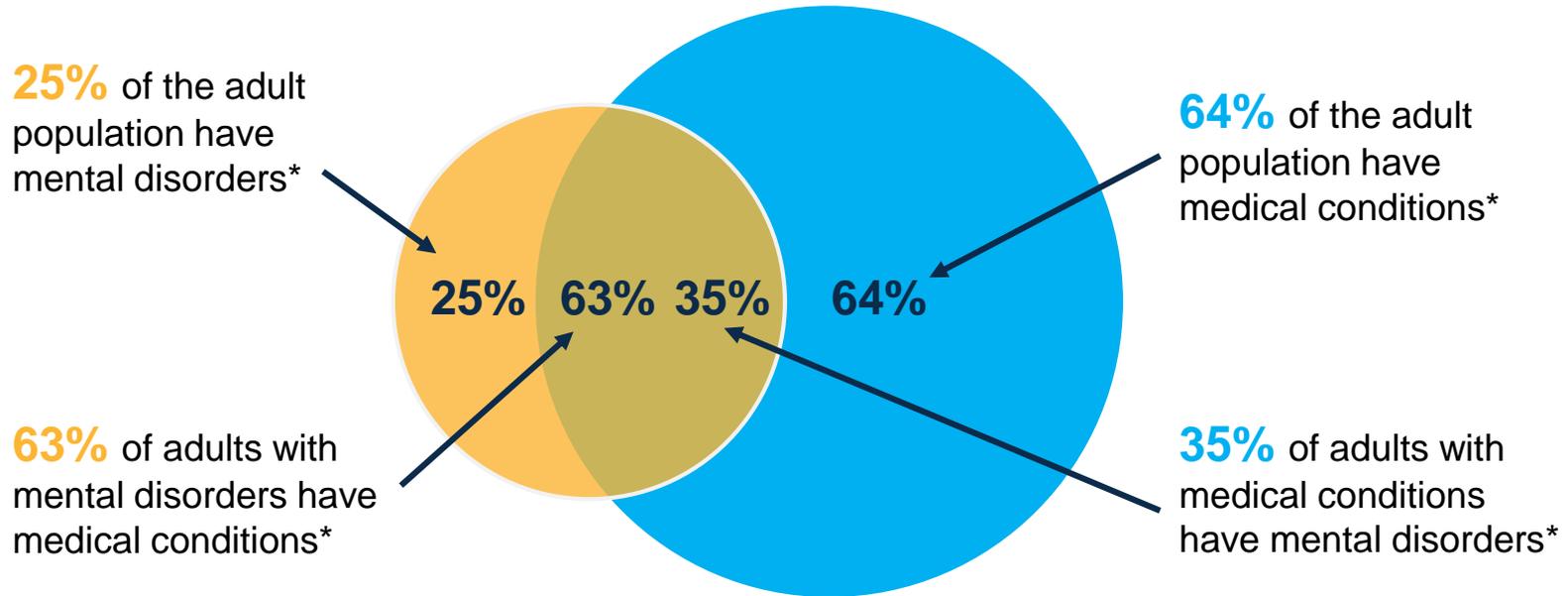
more people in 2020 said they considered suicide than did in 2018³



1. Mental Health America, Data Shows Impacts of COVID-19 on Mental Health, June 2020 2. TIME, COVID-19 Is Making America's Loneliness Epidemic Even Worse, May 2020. 3. CDC, Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic, August 2020.

Medical and behavioral comorbidity

Cigna data is consistent with a previous national industry study on medical and behavioral comorbidity.



*Cigna Behavioral Health Insights, Cigna Book of Business claims data 4-1-17 through 3-31-18 for customers/clients who purchased behavioral and medical through Cigna. Adults only.

Wrapped in care

The right support where and when it's needed

Targeted, personalized support and intervention across the spectrum

- Employee Assistance Program
- Behavioral Health
- Confide Behavioral Health Navigator
- Caregiver HelpHub
Caregiver Bridge



24/7/365 crisis and emergency support

Virtual provider network including Talk Space, Ginger, and MDLIVE*

Quick access to providers

Free educational awareness seminars

Personalized coaching support

Digital tools

STRESS

ANXIETY

ADHD

AUTISM

EATING DISORDERS

DEPRESSION

SUBSTANCE USE



Legal consultations about employment matters are not available under this program. * Cigna provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.

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More options means more access

GREATER AVAILABILITY

- Over **52,000 virtual providers** – one of the largest virtual networks in the country¹
- Onsite resources available
- Fast Access network guarantees first-time appointment in five business days for therapy or EAP²
- Help finding an appointment
- Expanding into specialty areas

ADDRESSING QUALITY

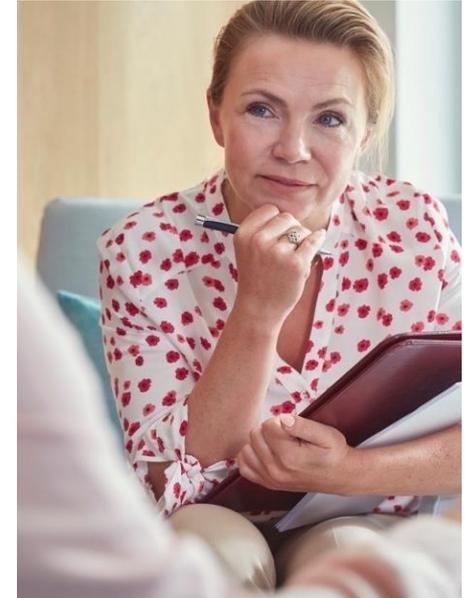
PROVIDER COLLABORATION

- 96% of customers would recommend their in-network provider³
- Connecting medical and behavioral providers through Cigna Accountable Care Organizations
- Working with patients to schedule appointments

NETWORK GROWTH AND WIDE ACCESS

Network size **doubled** in the last five years²

- **203,559** mental health and substance use providers¹
- **6K+** facilities¹
- **197K+** individual practitioners¹
- Specialties for Emergency Responders and Healthcare Professionals



1. Cigna unique provider data as of October 2020. Subject to change. 2. Per our agreement with contracted providers. Within five business days for first time appointment with non-prescriber; 15 business days for prescriber. 3. myCigna.com patient recommendation reviews, 2020.

Innovative provider relationships for better outcomes

Our strategic approach to contracting with digital and virtual providers:

- Increases access to care
- Allows for anonymous and convenient care
- New opportunities for clinical innovation
- EAP services provided through in-network behavioral providers

Benefit to employees:

- Access to behavioral care the same as any other provider
- New modality options, such as text messaging
- Access to peer support services
- Ability to self-manage care through online tools
- Additional providers with increased availability
- Easy to schedule with online scheduling tools

talkspace

Meru Health

Kaden

MAP Care Solutions™

nocd

sondermind®



Behavioral care support

Emergency responders

30%

of first responders develop behavioral health conditions¹

Challenge: Support unique needs of law enforcement/ firefighters exposed to traumatic situations

Solution: Make finding and accessing care simpler

Client: Federal, state and local municipalities, health care systems



Customized provider network and directory.

Preferred providers have access to Emergency Responder and Public Safety Clinical Certification™ (ERPSCC™) training*

Preferred providers who have experience treating first responders and can accommodate their unique needs/requests. Trained in first responder culture.

Outpatient and inpatient providers work together to help ensure confidentiality and privacy.

Dedicated EAP and Cigna resource phone line.

Community collaboration.

*In collaboration with the National Emergency Responder and Public Safety Center
1. SAMHSA, Disaster Technical Assistance Center Supplemental Research Bulletin; First Responders: Behavioral Health Concerns, Emergency Response, and Trauma, May 2018, <https://www.samhsa.gov/sites/default/files/dtac/supplementalresearchbulletin-firstresponders-may2018.pdf>.

24/7 crisis support

When customers need us most

We recognize signs – even on regular service calls, we know what to listen for.

We know crisis support includes solving basic needs – we assess the holistic needs of our customers, including social and economic needs – and connect them with community resources.

24,300
after hours
crisis calls¹

37,800
weekday crisis
calls¹

69,500
community
support calls¹

131,600
total calls
served in
2020¹



1. 2020 Cigna Behavioral Operations report.



**Multnomah
County**

Better Health & Savings – Well Being Solutions



Cigna Life ConnectedSM

For all aspects of your employees' well-being

Our holistic approach designed uniquely for each client that addresses multiple dimensions of employee well-being, aiming to optimize health and workforce productivity.



Physical



Emotional



Environmental



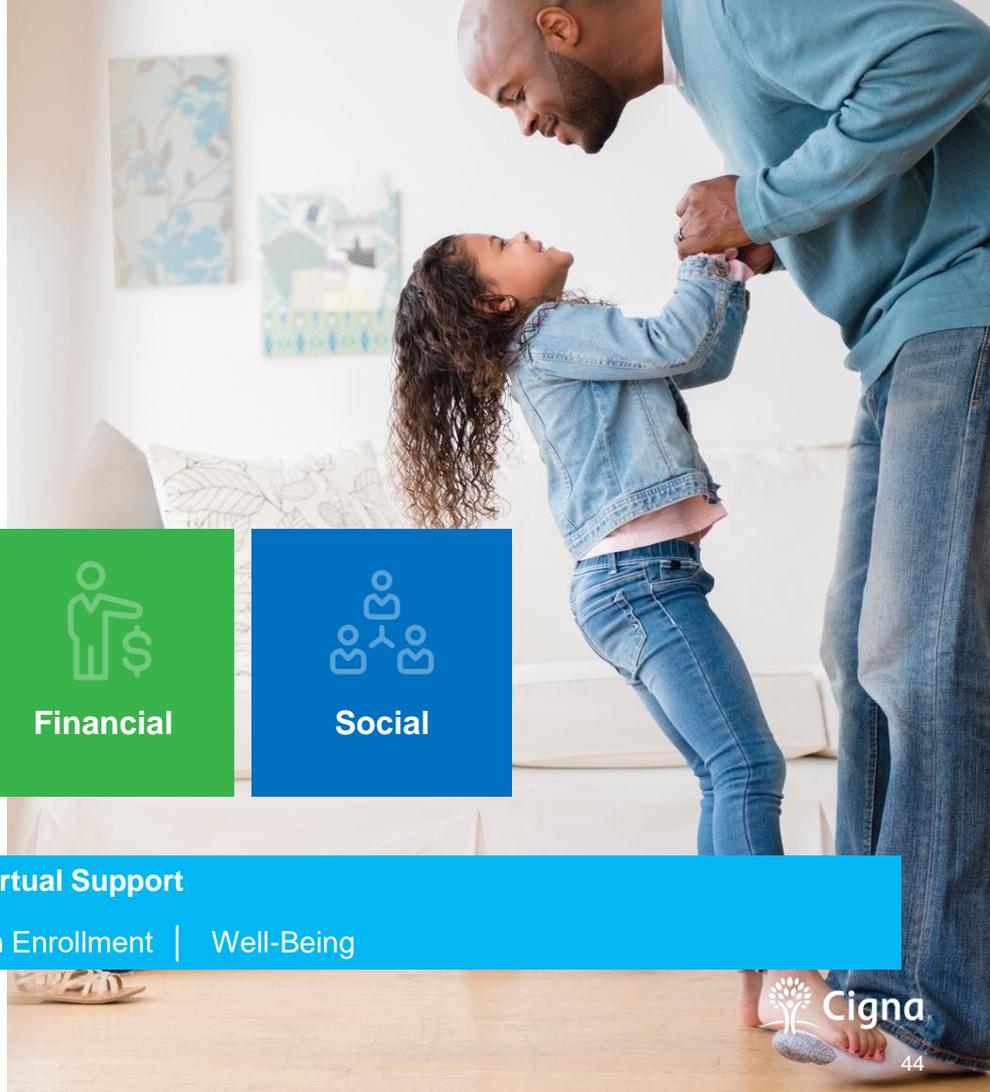
Financial



Social

Digital and Virtual Support

Benefit Education | Open Enrollment | Well-Being



Multnomah County's Engagement Strategy

Cigna Engagement Consultants work with you to create your unique strategy.



LIFE CYCLE

- Open Enrollment Meeting Support
- Deep Dive Discussion and Well-Being Strategy Development
- Schedule Recurring Touchpoints
- Strategy and Communication Execution
- Quarterly Review of Engagement Results
- Open Enrollment Strategy Development

1. Legal consultations about employment matters are not available under this program. 2. Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.



Building the right plan

Helping you reach your well-being goals

Recommended Action Plans are customized to the unique needs of your population and your organizational goals.

Goal #1 – Seven dimensions of well-being: Use the good work that Multnomah County has invested in well-being as a foundation upon which to grow.

Goal #2 – Education and raise awareness: Focus on unique ways to educate employees regarding Cigna resources. Leverage mental health and well-being programs and tools.

Goal #3 – Explore incentives: Explore ways to incentivize for participation in well-being program. Look beyond solely financial incentives.



WORKING TOGETHER FOR BETTER RESULTS



OUR GOAL | Better Health | Better Savings | Exceptional Customer Experience

- 1) Customer Experience, SMART Support, Digital Engagement
- 2) Health Advocacy Leading to Better Outcomes
- 3) Behavioral Health Integration and Access
- 4) Value-based Network Approach
- 5) Driving Affordability

