



Multnomah County

WELCOME TO CIGNA



HOUSEKEEPING ITEMS

- Welldyne is still your pharmacy: you can use the pharmacy information on the back of your Cigna ID Card: RX Group MULTCO / PCN WDRX / Bin 008878

With your 9 digit Cigna number on the front

You'll also receive a new WellDyne card in January

- Your vision plan is through VSP and providers only need your social security number to confirm your enrollment
- Refer to the County's [Cigna FAQs](#) for an over view of services and programs to manage your health care.

Transition of Care (continued on next page)

- If you are currently receiving care from an out of network provider for a qualifying condition listed on the [TOC form](#), You may be approved to continue care for up to 90 days to complete treatment and find an in network provider.
- If approved for transition of care, coverage will be at the in-network level. The provider may bill you for the difference between the charges that they bill Cigna and the Cigna allowed amount.
- Transition of Care applies only to the treatment of that specific medical condition with that health care provider. All other conditions are subject to regular plan benefits. You must submit a transition of care form with 30 days of 1/1/2022.

HOUSEKEEPING ITEMS

How do I submit a Transition of Care form?

- Call Cigna One Guides at 1 (800) 244-6224 and ask to submit a Transition of Care request. Your request will be submitted without filling out a form. Be sure to obtain a confirmation number.
- Download the [fillable Transition of Care form](#) using Adobe, fill out and sign electronically, and submit via email to the Employee Benefits Office, employee.benefits@multco.us, who will submit the form to Cigna.
- Print the form and mail or fax it directly to Cigna. Fax numbers and mailing address is on the form. Please allow 7-10 business days for Cigna's decision which will be mailed to you through regular USPS mail.

MYCIGNA.COM[®]

Your online home for assessment tools, plan management, medical updates and much more:

- Find in-network doctors and medical services
- View ID card information
- Review your coverage
- Manage and track claims
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources
- Receive alerts when new plan documents are available
- Complete your Health Assessment
- Access My Health Assistant Online Coaching



You can scan to easily register your account and go to your app store and download the myCigna[®] App and access your account with just a fingerprint on any compatible device.

Download the **myCigna[®] app** and access your account.³

For illustrative purposes only.

1. Prices shown on myCigna[®] are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna[®] for more information.
2. App/online store terms and mobile phone carrier/data charges apply. Actual myCigna[®] features may vary depending on your plan and individual security profile.



How to Locate Your Electronic ID Card



Messages



ID Cards



Rx Cart

Lou ▾

[Home](#)

[Find Care & Costs](#)

[Claims ▾](#)

[Coverage ▾](#)

[Spending Accounts ▾](#)

[Prescriptions ▾](#)

[Wellness ▾](#)

At-home COVID-19 testing: On December 2, 2021, the federal government announced a plan to cover the ... [Learn more](#)

[Dismiss](#)

Welcome, Lou!

**Talk to a doctor 24/7
using your phone, tablet,
or computer, for minor
medical issues.**

[Learn more](#)

From Your Health Plan

Talk to a doctor or nurse 24/7. Access to care using your phone, tablet, or computer.

[See more](#)

[See all messages](#)

Feedback

Talk with us



BEHAVIORAL HEALTH RESOURCES

Clinical support

Three sessions to connect with licensed clinicians in our network, at no additional cost to you¹

Happify™ offered through Cigna

Digital self-guidance tool to help increase resilience through activities, games and guided meditations. Designed to help reduce stress and anxiety while encouraging confidence²

iPrevail offered through Cigna

On-demand peer coaching and personalized learning to help boost your mood and improve mental health care²

Seminars offered monthly on topics such as autism, eating disorders, substance use and behavioral health

Coaching/Support Services

- Addresses challenges such as autism spectrum disorder, eating disorders, pain management, substance use
- Provides help for individuals and families when it comes to understanding a behavioral diagnosis or learning about treatment choices
- Identifies in-network providers and what you'll pay

1. Three visits per issue per year. Restrictions apply to fully insured business sites in New York.

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.





Cigna Emotional Well-Being Virtual Support

The help you need is only a click or call away. Visit [myCigna.com](https://mycigna.com) and select “connect now” under “My Health Team” to learn more about available resources or to schedule an appointment. You may be asked to provide your Cigna ID#, identification and a credit card to cover the cost share. Your approval is required prior to processing any payment. Please call **800.244.6224 any time** for assistance.



Behavioral digital/virtual care with trained coaches, therapists and psychiatrists. Available 24/7/365

- Help with stress, sleeping issues, anxiety and depression
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Behavioral Health coaching
- Age 18+
- Customer cost share may apply, waived on PPO 400



Virtually connect with a Licensed Therapist or Psychiatrist via live video and private texting.

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Age 13+
- Customer cost share may apply, waived on PPO 400



Virtual medical and behavioral health services with a Counselor or Psychiatrist for most non-emergency conditions

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Nationwide coverage
- Age 10+
- Customer cost share may apply, waived on PPO 400



Live virtual therapy and digital tools, texting assigned Therapist between sessions. Most users have a significant reduction in symptoms in eight weeks.

- Help with obsessive compulsive disorder
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited¹; visit [myCigna](https://mycigna.com) for coverage areas
- Age 6+
- Customer cost share may apply, waived on PPO 400



12-week virtual counseling program. Live virtual counseling with a Licensed Therapist and private texting. Ongoing 9-month check-ins available as needed.

- Help with anxiety, depression and stress
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited¹; visit [myCigna](https://mycigna.com) for coverage areas
- Age 18+
- Customer cost share may apply, waived on PPO 400



Behavioral Virtual Capabilities

Getting the support you need



Behavioral Services	Ginger ²	MDLIVE ^{1,2}	Meru ¹	NOCD ¹	Talkspace ²	Happify ²	iPrevail ²
24/7 Availability	◆					◆	◆
Visit: Virtual Video with a Licensed Therapist	◆+	◆	◆	◆	◆		
Visit: Virtual Video with a Psychiatrist	◆+	◆			◆		
Text Coaching/Therapy Capabilities	◆		◆	◆	◆		◆
Offered Nationwide	◆	◆			◆	◆	◆
Behavioral Health Coaching ³	◆						◆
Peer Support Specialists ⁴							◆
Anxiety/Depression/Stress	◆	◆	◆		◆	◆	◆
Obsessive Compulsive Disorder		◆		◆	◆		
Substance Use/Addiction		◆			◆		◆
Customer cost share applies	◆	◆	◆	◆	◆		
No customer cost share						◆	◆

*With Ginger, customers have to begin with a behavioral coach. If needed, a customer may be triaged up to a therapist or psychiatrist, all within the Ginger system.

1. 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 or under all plans.

Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. 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. 3. Behavioral coaching - focuses on the present and what you want to accomplish in the future. They provide techniques and strategies to help create a plan and reach personal goals. 4. Peer support Specialists - bring their own personal knowledge of what it is like to live and thrive with mental health conditions and substance use disorders. They provide understanding, coping skills and empowerment through mentoring and other supports.



Cigna's Your Health First® program

Provides whole person support – body and mind

Coaches are trained to support 16 common conditions that can be impacted by behavioral change

- Asthma
- Coronary artery disease (CAD), angina, acute myocardial infarction (AMI), heart disease
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Diabetes I and II
- Metabolic syndrome
- Peripheral arterial disease
- Low back pain
- Osteoarthritis
- Depression, anxiety, bipolar disorder

Cigna health coaches can help you navigate the challenges of living with chronic conditions

CIGNA LIFESTYLE MANAGEMENT PROGRAMS

Our health advocates provide personalized support to help you make lasting changes.

- **Weight management:** Learn to manage your weight using a non-diet approach that helps you change habits, eat healthier and become more active
- **Quit tobacco:** Develop a personal quit plan to become — and stay — tobacco-free
- **Reduce stress:** Understand the sources of your stress and learn coping techniques to better manage it in all areas of your life



Use an online or telephone coaching program (or both) for the support you need.



OMADA FOR CIGNA

®

1

Omada is a digital lifestyle change program focused on building healthy, long-lasting habits.

- Designed to help you lose weight, gain energy and reduce the risks pre-diabetes, type 2 diabetes and hypertension
- Surrounds you with the tools and support you need to make lasting, meaningful changes to the way you eat, move, sleep and manage stress — one small step at a time
- Teaches healthy habits — guided by interactive online lessons and support groups, professional health coaching and a digitally connected scale
- Receive the program at no additional cost if you or your covered adult dependents are enrolled in the company medical plan offered through Cigna, are at risk for pre-diabetes, type 2 diabetes and hypertension, and are accepted into the program
- To get started, visit omadahealth.com/multnomah

The Omada® program is administered by Omada Health, Inc., an independent third-party service provider. Cigna does not endorse or guarantee the products or services of any third parties and assumes no liability with respect to any such products or services.



CIGNA HEALTHY PREGNANCIES, HEALTHY BABIES[®]

*ADDITIONAL SUPPORT AT NO EXTRA COST

Enroll during your first or second trimester. Our perinatal specialists will reach out to you during and after your pregnancy to support you along the way, answer any questions, offer screenings for post-partum depression and much more.



Access 24/7 support
through the Health
Information Line



Get ongoing support from
a perinatal specialist with
nursing experience



Incentives for
participating in the
program \$150/\$75¹



Download a guide with
information, tools and
resources



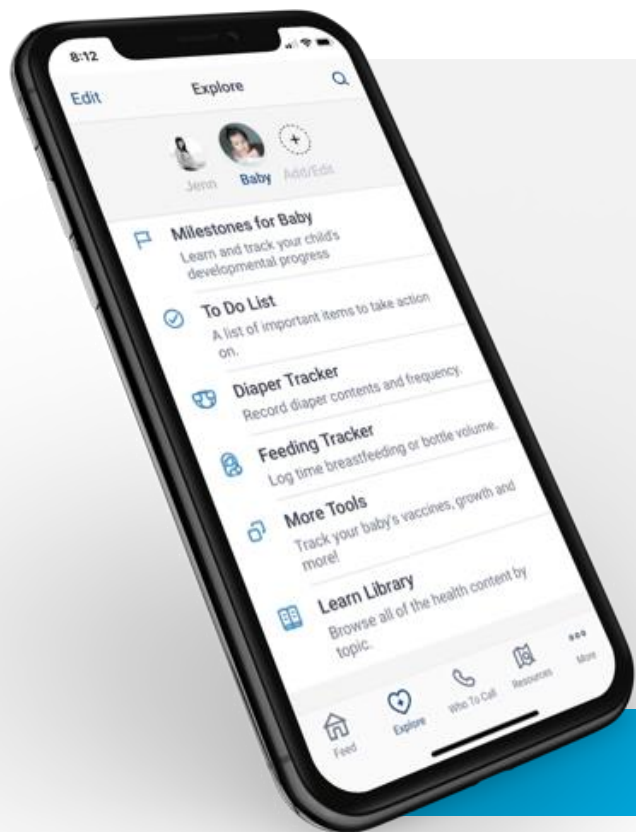
Access an audio
library of pregnancy
health topics

Enrolling in the program is easy (and free). Just call **800.615.2906** or sign up through the **Cigna Healthy Pregnancy[®] app.²**

1. Incentive paid after completion of post-partum call. Reward eligibility and type may vary based on plan offering. Incentive awards may be subject to tax; you are responsible for any applicable taxes.
2. The app is for educational purposes only. Medical advice isn't provided. Don't use information in this app to diagnose yourself. Always check with your health care provider for information about examinations, treatment, testing, and care recommendations. In an emergency, dial 911 or visit the nearest emergency room. App/online store terms and mobile phone carrier/data charges apply.



CIGNA HEALTHY PREGNANCY® APP



With the Cigna Healthy Pregnancy app, you can:

- Enroll in the Cigna Healthy Pregnancies, Healthy Babies® program
- Learn about available incentives for completing the program
- View helpful information in the expanded content library
- Keep track of topics to discuss with your doctor and set reminders
- View educational videos about your baby's weekly development
- Connect to your baby through the Baby Boost relaxation tool
- Get personalized notifications about developmental milestones and to-dos for baby's first two years
- Link to Cigna benefits and resource pages

Download the app now.^{1,2}



For illustrative purposes only.

1. The app is for educational purposes only. Medical advice is not provided. Do not rely on information in this app as a tool for self-diagnosis. Always consult your doctor for appropriate examinations, treatment, testing and care recommendations. In an emergency, dial 911 or visit the nearest hospital.
2. The downloading and use of the app is subject to the terms and conditions of the app and the online stores from which it is downloaded. App Store is a registered service mark of Apple Inc. Google Play is a trademark of Google LLC.



24/7 CUSTOMER ASSISTANCE



Reach us 24 hours a day,
seven days a week



Get answers to your
health, claims and
benefit questions



Ask for a Spanish-speaking
service representative, or
someone who can translate
one of 200 languages



Order an ID card, check
claim status and more

The answers you need are just a phone call away. Anytime you need us,
feel free to call the toll-free number on your Cigna ID card.



Product availability may vary by location and plan type and is subject to change. All group health benefit plans and health insurance policies contain exclusions and limitations. For costs and complete details of coverage, see your plan documents or contact your Cigna representative.

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