

Well Informed



MEMBER1 L CARBEE
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NORTH SUTTON NH 03260

September 2019

Personal health reminders and tips for you.

Dear Member1,

Life is hectic. Health and wellness don't always make it to the top of our To Do lists. At Cigna, we understand, and we want to help you stay on track. That's why we're sending you personal health reminders and tips with this letter.

Here's how it works: When we process your medical, pharmacy and lab claims, we review them, so we can let you know about:

- Prescriptions you may need to fill and take more regularly
- Medical tests that might help you
- No-cost or low-cost programs and services that could help you to better manage a specific health condition

If you see any specialists, we share this information with them, too. You'll find their names with the reminders.

We're committed to protecting your health information, and follow all state and federal privacy laws and regulations, including HIPAA.

Next steps

1. Read the enclosed information.
2. Talk to your doctor, if you need to.
3. For more health information, go to myCigna online.

Questions or concerns?

We're happy to help! Please call us at 1.800.346.4575. We're available Monday through Friday, 8 a.m. to 6 p.m. EST.

Note: If you've already acted on any of our reminders, please disregard them.

Sincerely,

Cigna Well Informed Team

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Personal Health Reminders and Tips for You

You and Your Care: *Is a blood thinner, like warfarin, right for you?*

Why: Blood thinners help prevent clots from forming. Blood clots can be the result of an irregular heartbeat (atrial fibrillation). Preventing harmful blood clots helps to reduce the risk of a stroke or heart attack.

Examples of blood thinners:

<u>Generic</u>	<u>Brand</u>
warfarin	Coumadin
rivaroxaban	Xarelto
dabigatran	Pradaxa
apixaban	Eliquis

Next step: If you aren't already taking a blood thinner, ask your doctor if this medicine would be right for you.

For more health information or cost saving tips and tools: Visit myCigna® online.

Please note: *This message is based on the latest information we have about you from processing your claims. Because this information is limited, you or your doctor may have taken steps we don't know about. If you and your doctor have discussed this treatment option, please ignore this message.*

DISCRIMINATION IS AGAINST THE LAW

Medical coverage

Cigna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cigna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Cigna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact customer service at the toll-free number shown on your ID card, and ask a Customer Service Associate for assistance.

If you believe that Cigna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by sending an email to ACAGrievance@Cigna.com or by writing to the following address:

Cigna
Nondiscrimination Complaint Coordinator
PO Box 188016
Chattanooga, TN 37422

If you need assistance filing a written grievance, please call the number on your ID card or send an email to ACAGrievance@Cigna.com. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1.800.368.1019, 800.537.7697 (TDD)
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.



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Proficiency of Language Assistance Services

English – ATTENTION: Language assistance services, free of charge, are available to you. For current Cigna customers, call the number on your ID card (TTY: Dial 711).

Spanish – ATENCIÓN: Hay servicios de asistencia de idiomas, sin cargo, a su disposición. Si es un cliente actual de Cigna, llame al número que figura en su tarjeta de identificación (los usuarios de TTY deben llamar al 711).

Chinese – 注意：我們可為您免費提供語言協助服務。對於 Cigna 的現有客戶，請致電您的 ID 卡背面的號碼（聽障專線：請撥 711）。

Vietnamese – XIN LƯU Ý: Quý vị được cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Dành cho khách hàng hiện tại của Cigna, vui lòng gọi số trên thẻ Hội viên của quý vị (TTY: Quay số 711).

Korean – 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 현재 Cigna 가입자님들께서는 귀하의 ID 카드에 있는 전화번호로 연락해주시오(TTY: 다이얼 711).

Tagalog – PAUNAWA: Makakakuha ka ng mga serbisyo sa tulong sa wika nang libre. Para sa mga kasalukuyang customer ng Cigna, tawagan ang numero sa iyong ID card (TTY: I-dial ang 711).

Russian – ВНИМАНИЕ: вам могут предоставить бесплатные услуги перевода. Если вы уже участвуете в плане Cigna, позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки участника плана (TTY: 711).

Arabic – برجاء الانتباه خدمات الترجمة المجانية متاحة لكم لعملاء Cigna الحاليين برجاء الاتصال بالرقم المدون علي ظهر بطاقتكم الشخصية (TTY: اتصل ب 711).

French Creole – ATANSYON: Gen sèvis èd nan lang ki disponib gratis pou ou. Pou kliyan Cigna yo, rele nimewo ki dèyè kat ID ou (TTY: Rele 711).

French – ATTENTION: Des services d'aide linguistique vous sont proposés gratuitement. Si vous êtes un client actuel de Cigna, veuillez appeler le numéro indiqué sur votre carte d'identité (ATS : composez le numéro 711).

Portuguese – ATENÇÃO: Tem ao seu dispor serviços de assistência linguística, totalmente gratuitos. Para clientes Cigna atuais, ligue para o número que se encontra no seu cartão de identificação (Dispositivos TTY: marque 711).

Polish – UWAGA: w celu skorzystania z dostępnej, bezpłatnej pomocy językowej, obecni klienci firmy Cigna mogą dzwonić pod numer podany na karcie identyfikacyjnej (TTY: wybierz 711).

Japanese – 注意事項：無料の言語支援サービスをご利用いただけます。現在のCignaのお客様は、IDカードの電話番号 (TTY: 711) まで、お電話にてご連絡ください。

Italian – ATTENZIONE: Sono disponibili servizi di assistenza linguistica gratuiti. Per i clienti Cigna attuali, chiamare il numero riportato sulla tessera di identificazione (Utenti TTY: chiamare il numero 711).

German – ACHTUNG: Die Leistungen der Sprachunterstützung stehen Ihnen kostenlos zur Verfügung. Wenn Sie gegenwärtiger Cigna-Kunde sind, rufen Sie bitte die Nummer auf Ihrer Krankenversicherungskarte an (TTY: Wählen Sie 711).

Persian (Farsi) – توجه: خدمات کمک زبانی، به صورت رایگان به شما ارائه می شود. برای مشتریان فعلی Cigna، لطفاً با شماره قید شده بر روی کارت شناسایی خود تماس بگیرید (شماره تلفن ویژه ناشنوايان: شماره 711 را شماره گیری کنید).