

A nighttime photograph of a city skyline reflected in water, with light trails from a bridge in the foreground. The skyline includes several prominent skyscrapers, one of which is the tallest and most brightly lit. The water in the foreground is calm, creating clear reflections of the city lights. In the lower right, a curved bridge or overpass is visible, with long, bright white and yellow light trails from moving vehicles. Streetlights along the bridge are also illuminated. The sky is a deep blue, suggesting twilight or early night.

INNOVATIONS IN CARE

Together, all the way.®



INNOVATIONS IN CARE

Evolving our solutions to meet the moment.

Together, all the way.®



Transforming the health care experience.

See how we're
innovating across
the delivery system
to expand choice
and improve
quality, affordability
and experience.



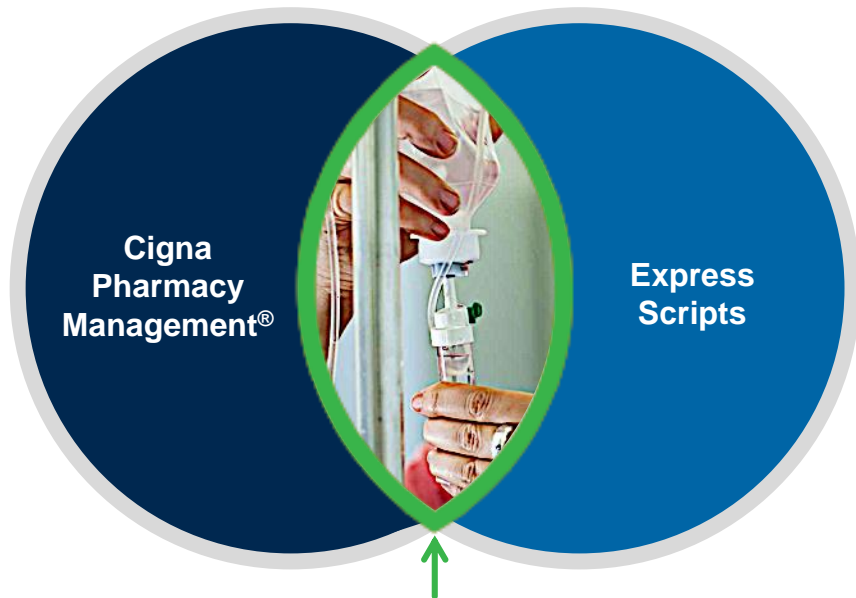


ACCREDO

A Cigna specialty pharmacy.



Accredo helps meet the needs of individuals with complex medical conditions.



Specialty pharmacy and specialty drug management

Affordable care.

Improved outcomes.

An enhanced experience for your patients with Cigna-administered coverage.



A team of experienced pharmacists and nurses help at every step.



Through Accredo, you and your patients have access to a team of pharmacists and nurses with extensive training and experience.



550

Field-based
nurses



500

Specialty-trained
pharmacists



33

Pharmacy
facilities



15

Condition-specific
Therapeutic
Resource Centers



Accredo provides expanded access to limited and exclusive distribution drugs.

Provides **99.1% access** to specialty drugs.*
Resulting in **66% more access** to limited distribution drugs (LDDs).**

Large network
distribution products*

154

Small network
distribution products*

57

Exclusive distribution
products*

16



*Analysis based on 2018 Express Scripts adjudicated claims volume for commercial and health plan payers for limited distribution, exclusive distribution and open access specialty drugs. **Cigna 2019 analysis of LDD availability.

Nationwide support for prescribers to ensure the best care for patients.



Customized prescriber engagement and education

- Team of more than 180 health care provider engagement team members.
- Patient and community support.
- Clinical education and continuing education unit credit offerings.
- Disease-specific patient/prescriber collateral.



Convenient tools

- Book of business satisfaction surveys.
- Prescriber- and account-based patient analytics.
- Prescriber website.
- ePrescribe and electronic prior authorization.
- Real-time benefit check for patient-specific prescription benefit information at point of care.



VERIFIED PATIENT REVIEWS

Helping customers make more informed
decisions about where to get care.



Patient reviews matter to customers making health care decisions.

88%

of consumers trust online reviews as much as personal recommendations.*

94%

of patients use online reviews to evaluate physicians.**

72%

of patients use online reviews as the first step to finding a new physician.**

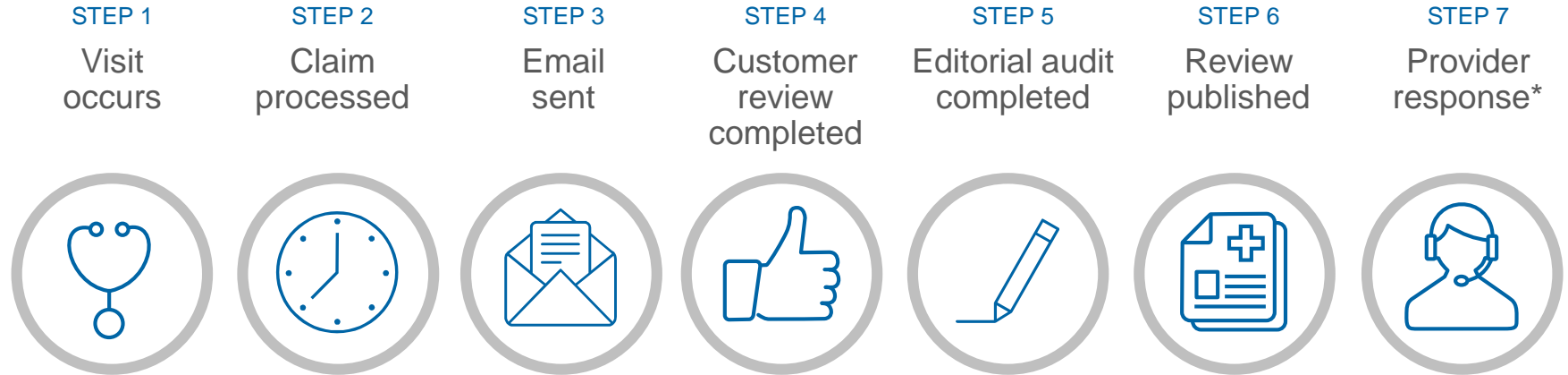


*Feedbackfive.com/blog/product-reviews.

**Softwareadvice.com/resources/how-patients-use-online-reviews.

The customer journey.

A step-by-step process.



*Provider engagement with reviews is not required for publishing to myCigna.com.



If you're a provider, here's all you need to do.

Log in to
CignaforHCP.com
and select Patient
Reviews



Search by TIN
and then
Provider
Name



View reviews
(may select
Report or
Respond option)



REPORT (REMOVE) PATIENT FEEDBACK


- Provider will indicate why they want the review removed and will be assigned a case number
- Case will move to pending
- Cigna will review the case within 3–4 days and determine if the review should be maintained or removed
- Cigna will reach out to the provider via phone or email to update them on the decision

RESPOND TO PATIENT FEEDBACK

- Provider will submit their response and be assigned a case number
- Case will move to pending
- Cigna will review the response within 3–4 days and either approve the response to be published, or request the provider edit their response
- Cigna will reach out to the provider via phone or email to update them on the decision



An example of what providers see at CignaforHCP.com.



Search Help Log Out

Provider Reviews [®]

136 results for Alex Gregory ▾
TIN# 123456

95% Recommendation Rate | Total Reviews: 57 3

Cigna helps our customers choose the best healthcare providers by showcasing fair and accurate reviews from real patients. Feedback is gathered from patients that have a valid claim with a specific provider. This means that every review is guaranteed to be from a provider's actual patients.

Date	Location	Review Comment
1/19/2019	501 Santa Monica Blvd. Santa Monica, California	<p data-bbox="508 607 1352 623"> Not Recommended - Verified Patient Case# A523</p> <p data-bbox="508 634 1348 702">"Dr. Gregory and his staff were rude to me during a visit. I didn't like the way his assistant talked down to me, and I only saw Dr. Gregory for a minute."</p> <p data-bbox="508 721 1031 760">Review Maintained: Cigna maintained this patient's review on: 01/23/2019 I would like this taken down because it is slander. My staff is never rude to patients.</p> <p data-bbox="527 781 739 798">Respond to Patient View Details</p>
1/18/2019	501 Santa Monica Blvd. Santa Monica, California	<p data-bbox="508 856 707 872"> Recommended - Verified Patient</p> <p data-bbox="508 885 1348 975">"I love Dr. Gregory! I've been going to see him for 25 years, and his service has always been exemplary. His staff is kind and gentle, and I love how clean his office is. I wish that he validated parking in front of his office though, it can make going to the doctor really expensive!"</p> <p data-bbox="527 1000 595 1016">Options ▾</p>



An example of what customers see at myCigna.com.

Cigna ID Cards HI Sarah

Home Find Care & Costs Coverage Claims Spending Accounts Prescriptions Wellness

Marissa L. Cooper, MD

Advanced Integrative Medical Center | 600 S Washington St #300, Naperville, IL 60540 | (708) 684-5650

Doctor Info Office Info **Reviews** All Locations

27 Verified Patient Reviews

92% (25) (2) Recommendation Rate From Verified Patients

Erin (Verified) for Dr. Cooper on 06/17/2019

Recommended "This doctor's office is a pleasant and professional. Everybody at this office is friendly. You definitely feel at ease there because they do provide quality service. It has been my experience."

Timothy (Verified) for Dr. Cooper on 06/14/2019

Not Recommended "I waited an hour before being treated, and staff was not very helpful, so I canceled."

Suzette from Dr. Cooper's office responded:

"We apologize for any inconvenience with your appointment. Please reach out to us so we can assist you further."

Specialties

- Family Practice - Board

Customers can view a provider's profile by clicking the **"Reviews"** tab.



LONELINESS STUDY

There's a silent epidemic called loneliness that can have an impact on a person's overall well-being.



Results from Cigna's 2019 study show that loneliness is a growing concern.



24% of Americans say their behavioral health is fair to poor.



Americans reporting good behavioral health is down **5 percentage points** from 2018 (76% vs. 81%).



The Centers for Disease Control and Prevention validates our findings that **20% of Americans** will experience a mental illness in a given year.*

UCLA LONELINESS SCALE

20

30

40

50

60

70

80

LESS LONELY

VERY LONELY

* Key substance use and mental health indicators in the United States: Results from the 2015 National Survey on Drug Use and Health. Rockville, MD: Center for Behavioral Health Statistics and Quality. Substance Abuse and Mental Health Services Administration. 2016.



Key determinants of loneliness in America.



A lack of social support and infrequent meaningful social interactions.



Negative feelings about one's personal relationships.



Poor physical and behavioral health.



A lack of balance in one's daily activities – doing too much or too little of any given thing (e.g., sleep, work).



Loneliness across key demographics.

GENDER

Men (46.1) are lonelier than women (45.3).



RACE/ETHNICITY

Hispanic respondents (47.7) and those who identify their race as “other” (47.2) are loneliest, followed by Black/African-American respondents (46.3).

GENERATION

Younger generations are lonelier than older generations.



Nearly eight in 10 Gen Zers (**79%**)



and seven in 10 millennials (**71%**) are lonely



vs. half of Baby Boomers (**50%**)



ANNUAL HOUSEHOLD INCOME

Higher-income individuals are less lonely than those with lower incomes. People with incomes of 25K or less had a 7.2-point higher loneliness score than those with incomes of \$125K or greater (50.6 vs. 43.3).



COMMUNITY

Those living in urban (46.7) and suburban (44.7) communities are less lonely than those in rural areas (47.0).



Identifying lonely patients.



DO THEY HAVE FRIENDS AT WORK?

People who report that they don't have good relationships with their coworkers (53.7) are 10 points lonelier than those who do (43.7).



HOW IS THEIR WORK-LIFE BALANCE?

Americans who feel they don't have a good work-life balance (50.8) are almost seven points lonelier than those who say they do (44.0).



We have resources to help address loneliness.

There are many ways you can help your patients address feelings of isolation and loneliness.



For providers:

Visit our new online page designed for providers at Cigna.com/connections.



For patients:

They can get an informative look at loneliness by visiting Cigna.com/CombatingLoneliness.



CORONAVIRUS (COVID-19)

Where to find the latest up-to-date
information for customers and providers.



Leading the way for you.

How we're making it easy for you to focus on delivering safe, efficient and quality care.

- 1 Providing COVID-19 billing and reimbursement guidance to ensure you can keep delivering care.
- 2 Making it easier for you to treat patients virtually and expanding virtual care capacity.
- 3 Waiving prior authorizations for patient transfers.
- 4 Extending prior authorizations for covered medications and managing medication supply.
- 5 Providing supportive resources to help manage anxiety and build resiliency.
- 6 Offering a free, digital interactive triage tool to assess COVID-19 risk.



Leading the way for our customers.

What we're doing to protect against the spread of the virus and ease the financial impact of COVID-19 testing and treatment.

- 1 Waiving cost-sharing for COVID-19 diagnostic tests and treatment.
- 2 Making it easier for customers to be treated virtually.
- 3 Making it easier for customers to be transferred from hospitals.
- 4 Offering free home delivery for up to 90-day supplies of Rx maintenance medications.
- 5 Providing supportive resources for the public to help manage anxiety and build resiliency.
- 6 Offering a free, digital interactive triage tool to assess COVID-19 risk.



Helpful resources to navigate COVID-19.

We provide frequent updates to keep you informed in this uncertain time.



For providers:

Visit CignaforHCP.com and select the *Cigna's response to Coronavirus* banner located at the top of the page. Please be sure to keep checking the site for updates as information evolves.



For patients:

They can get more information and stay up to date by visiting Cigna.com/coronavirus.





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