

MORE FROM LIFE[®]

ARE YOU SUN SAVVY?

Take the quiz
page 5

PEDAL, PADDLE, SPLASH!

Cool ideas for getting
active outdoors
page 10

MEDICATION TLC

How to treat your
medicines with care
page 14

JUST DESSERTS

Healthy summer treats
to enjoy
page 8



FEATURES

- 5 Are You Sun Savvy?**
Test your knowledge
- 6 Heat Hazards and Quick Cool Downs**
When you get too much sun
- 8 Just Desserts**
Healthy summer treats
- 10 Pedal, Paddle, Splash!**
Ideas for fun outdoor activities
- 12 Making the Right Call**
Care Management services to support you
- 14 Medicine TLC**
Handle medications with care
- 16 Getting Back to (Nearly) Normal**
Mental health in a time of COVID-19

COLUMNS

- 13 Find-a-Word Puzzle**
- 15 Ask the Doc**
Cigna Chief Medical Officer Dr. Gina Conflitti discusses taking precautions after your COVID-19 vaccination

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Together, all the way.®

Science says, be happy

If you think you feel happier in the summer, it's not your imagination — it's science. The sun signals your body and brain to make more serotonin, a key hormone that stabilizes mood and increases feelings of well-being and happiness. You also get more vitamin D, called the "sunshine vitamin" because it's produced in your skin in response to sunlight. Like serotonin, vitamin D plays an important role in regulating mood.

Starting on page 4, we help you celebrate summer with some ideas for outdoor activities. And you can learn about heat hazards and ways to quickly cool down. Bonus: Some of those cool-downs are delicious!



FROM OUR PRESIDENT



Dear Cigna friends,

It's been more than a year since the world began its battle against COVID-19. We've faced unprecedented challenges, both as individuals and as a

nation. Through it, we've learned what's really important: our health and the health of our loved ones.

We're slowly starting to return to normal, and the Centers for Disease Control and Prevention (CDC) has updated its guidelines for mask wearing and physical distancing. Do your part to keep virus rates low by getting vaccinated and following the latest CDC recommendations, which are available at www.cdc.gov/coronavirus/2019-ncov.

Even after we get past the physical dangers, the mental health effects of the virus will be felt for years to come. It's never been more important to learn how to cope with stress in a healthy way. On page 16, we discuss how the pandemic has forced lifestyle changes that can cause anxiety and depression. And, we offer valuable resources for getting support.

On a lighter note, I hope you have a sun- and fun-filled summer. To help you do just that, check out the tips for staying safe in the heat, starting on page 4, along with a few recipes to cool you down in a hurry.

See you next issue!

Sincerely,

Aparna Abburi
President, Medicare

NEED A RIDE TO GET VACCINATED? Make your appointment, then schedule transportation

COVID-19 vaccinations are now available across the country. To ensure transportation isn't a barrier to getting your shots, Cigna has partnered with Access2Care to provide rides to COVID-19 vaccine appointments — at no cost to you.

How it works

- > Cigna customers will have access to up to four one-way trips to or from an indoor vaccination site (a trip is defined as one-way transportation under 60 miles).
- > For customer privacy reasons, transportation to drive-through vaccine sites isn't currently available.

How to schedule

- > Call the Access2Care customer service number listed for your state at Cigna.com/covidma. Find your state's number by clicking "How do I schedule a ride to get my COVID-19 vaccination?" in the Medicare frequently asked questions list.
- > You must call at least 48 hours before your vaccine appointment.

When it's time for your trip

- > Be ready one hour before your scheduled vaccine appointment.
- > A contracted transportation vendor will arrive to take you and one adult caregiver to the appointment.
- > Follow COVID-19 safety measures by wearing a mask during your entire ride.

If you need more information, visit Cigna.com/covidma. If you still have questions, call Customer Service.



Get in the Swing of Summer

While the benefits of sun are many, exposure to its heat and rays requires a little caution. Check out pages 5-11 to:

- Test your sun IQ
- Learn the hazards of too much sun exposure
- Get delicious ideas for keeping your cool when temperatures soar
- Pick the best outdoor activities while staying safe



ARE YOU SUN SAVVY?

How much do you know about staying safe under the summer sun? Take the true/false quiz below to find out.

- | | | |
|-----------------------------------------------------------------------------------------|---|---|
| 1. If you don't spend lots of time outdoors, you don't have to worry about skin damage. | T | F |
| 2. Some medications can make you more sensitive to the sun. | T | F |
| 3. When outdoors, you should reapply sunscreen every four hours. | T | F |
| 4. You can't get sunburned on a cloudy day. | T | F |
| 5. If you use a waterproof sunscreen, you don't have to worry about reapplying. | T | F |
| 6. A wet shirt offers less UV protection than a dry one. | T | F |
| 7. Putting butter on a sunburn helps it heal. | T | F |
| 8. Dark-tinted sunglasses protect against UV rays better than lighter lenses. | T | F |
| 9. It's a good idea to wear a hat outdoors if you don't have much hair. | T | F |
| 10. Limit outdoor activities to early in the morning or late in the afternoon. | T | F |

ANSWERS

- 1. False.** If you're regularly exposed to the sun, even for brief periods, skin damage can occur. That's especially likely if you have a fair complexion.
- 2. True.** Anti-inflammatories, antifungals, blood pressure medications and some antibiotics can cause sunburn-like symptoms, a rash or other unwanted side effects.
- 3. False.** You should reapply sunscreen — with an SPF of at least 30 — every two hours, and even more often if you're swimming or sweating. An average-size adult needs to use at least an ounce to evenly cover the body, about the amount it takes to fill a shot glass.
- 4. False.** Up to 80% of the sun's UV rays can still pass through clouds and fog. Sunscreen is a must even when it's cloudy.
- 5. False.** There's no such thing as a completely waterproof sunscreen. In fact, the U.S. Food and Drug Administration doesn't allow manufacturers to claim sunscreens are fully waterproof or sweatproof.
- 6. True.** Dry T-shirts, long-sleeved shirts/pants and clothes made from tightly woven fabric offer the best protection.
- 7. False.** Butter might even make a sunburn worse. It can contain bacteria and could cause an infection. Aloe vera gel is a better choice to soothe and cool.
- 8. False.** The darkness of a sunglass lens has no effect on its ability to shield from UV rays. Light-colored tints like green, amber and gray provide the same protection. Choose sunglasses with a UVA/UVB rating of 100%.
- 9. True.** Even if you do have hair, a hat is a good idea. Choose one with a wide brim to protect your scalp, face, ears and neck.
- 10. True.** The sun's rays are strongest between 10 a.m. and 4 p.m., so plan outdoor activities — especially if they're demanding — for early mornings and late afternoons.

Sources: American Cancer Society; Centers for Disease Control and Prevention; U.S. Food and Drug Administration



HEAT HAZARDS AND QUICK COOL DOWNS

Dealing with effects of too much sun

The sun is our friend. It provides light and warmth, and it contributes to our mood and well-being. But as with most good things, moderation is key. Get to know some heat hazards and how to lower your body temperature in a hurry.

HEAT HAZARDS

Sunburn causes:

- > Painful, red skin
- > Blisters on the skin in serious cases

What to do: Stay out of the sun until your sunburn heals. Put cool cloths on sunburned areas or take a cool bath. Apply an aloe-based lotion, but don't break blisters. (See the sun safety quiz on page 5 to get the scoop on the importance of sunscreen.)

Heat cramps can happen if you're overly active in the heat, get dehydrated or lose nutrients through sweating. Symptoms include:

- > Muscle pain or spasms
- > Heavy sweating during exercise

QUICK COOL DOWNS

When you get too hot and need to cool off fast:

- > Take a cool bath or shower, or sponge off with cold water.
- > Put your feet in cold water or an ice bath.
- > Fill a spray bottle with water and keep it in the refrigerator for refreshing sprays to your face.
- > Apply cold to pulse points, where veins are closer to the surface. Putting cold water or ice on your wrists, neck and temples lowers blood temperature in those areas, which reduces body heat.
- > Store lotion in the refrigerator and rub it on hot feet.
- > Go for a swim. A dip in a pool (or ocean, lake, river or stream) can cool and refresh.
- > Cool down with the tasty treats listed on the next page.



What to do: Stop physical activity and move to a cool place. Drink a sports drink to restore lost electrolytes. Wait for cramps to go away before resuming physical activity. Seek medical help if cramps last longer than an hour, if you're on a low-sodium diet and/or if you have heart problems.

Heat exhaustion occurs when your body is unable to cool itself. Symptoms include:

- > Heavy sweating
- > Cold, pale and clammy skin
- > Fast, weak pulse
- > Nausea or vomiting
- > Muscle cramps
- > Tiredness or weakness
- > Dizziness
- > Headache
- > Passing out

What to do: Move to a cool place. Loosen your

clothes. Put cool, wet cloths on your body or take a cool bath. Sip water. Get medical help right away if you're throwing up or if your symptoms get worse or last longer than an hour.

Heat stroke has symptoms similar to those of heat exhaustion and can also include:

- > High body temperature (103°F or higher)
- > Hot, red, dry or damp skin
- > Absence of sweating
- > Fast, strong pulse
- > Confusion
- > Seizure

What to do: Call 911. Heat stroke is a medical emergency and requires immediate treatment. Move the person to a cooler place and lower their temperature with cool cloths or a cool bath. Don't give them anything to drink.

DELICIOUS CHILLERS

Cool down from the inside out with these tasty options:



Coconut water is super-hydrating and loaded with vitamins, minerals and other nutrients.



Watermelon is true to its name and mainly composed of water. Try a chilled slice for a sweet cool down. Cantaloupe, strawberries, cucumbers and celery are also great hydrators.



Ice cream and other frozen treats are favorite summer coolers. For the fewest calories, stick to popsicles made of fruit. Or make your own by blending your favorite fruits and freezing them.



Yogurt and buttermilk are cooling foods full of probiotics, vitamins and minerals that help restore energy. Try the yogurt-based smoothie recipe on page 9 for an extra nutritional boost.



Peppermint's menthol content not only triggers a cold sensation in the brain, it also calms the mind. Drink iced peppermint tea as a way to cool down *and* chill out.



Grapes are a yummy treat when frozen.



JUST DESSERTS

Good-for-you summer treats

Not that you really need a reason to indulge in sweet treats, but if you do, here's a good one: They can serve as a great way to hydrate and cool down on a hot summer day. The recipes on the next page are more than just delicious — they're healthy, too.



SUMMER BREEZE SMOOTHIE

- 1 cup nonfat plain yogurt
- 6 medium strawberries
- 1 cup pineapple, crushed, canned in juice
- 1 medium banana
- 1 teaspoon vanilla extract
- 4 ice cubes

Place all ingredients in blender and puree until smooth. Serve in frosted glasses.

Makes 3 1-cup servings | Per serving: 121 calories; 0g total fat; 0g saturated fat; 1mg cholesterol; 64mg sodium; 2g total fiber; 6g protein; 24g carbohydrates; 483mg potassium

TROPICAL FRUIT COMPOTE

- ¾ cup water
- ½ cup sugar
- 2 teaspoons fresh lemon juice
- 1 piece lemon peel
- ½ teaspoon vanilla or rum extract (optional)
- 1 pineapple, cored and peeled, cut into 8 slices
- 2 mangoes, peeled and pitted, cut into 8 pieces
- 3 bananas, peeled, cut into 8 diagonal pieces
- Fresh mint leaves (optional)

In a saucepan, combine water, sugar, lemon juice and lemon peel (and vanilla or rum extract if desired). Bring to a boil, then reduce heat and add fruit. Cook at a very low heat for 5 minutes. Pour syrup into a cup and set aside. Remove and discard lemon peel and refrigerate cooked fruit for 2 hours. To serve, arrange fruit in a serving dish and pour a few teaspoons of syrup over the fruit. Garnish with mint leaves.

Makes 8 1-cup servings | Per serving: 148 calories; less than 1g total fat; less than 1g saturated fat; 0mg cholesterol; 3mg sodium; 15mg calcium; 0mg iron

RAINBOW FRUIT SALAD

For salad:

- 1 large mango, peeled and diced
- 2 cups fresh blueberries
- 2 bananas, sliced
- 2 cups fresh strawberries, halved
- 2 cups seedless grapes
- 2 nectarines, peeled and sliced
- 1 kiwi fruit, peeled and sliced

For honey orange sauce:

- ⅓ cup unsweetened orange juice
- 2 tablespoons lemon juice
- 1½ tablespoons honey
- ¼ teaspoon ground ginger
- Dash nutmeg

Mix the fruit together in a large bowl. In a small bowl, combine all ingredients for the honey orange sauce and mix well. Just before serving, pour honey orange sauce over fruit.

Makes 12 4-ounce servings | Per serving: 96 calories; 1g total fat; less than 1g saturated fat; 0mg cholesterol; 4mg sodium

Recipes are from the National Heart, Lung, and Blood Institute's *Stay Young at Heart and Heart Healthy Home Cooking African American Style* collections at www.nhlbi.nih.gov.



PEDAL, PADDLE, SPLASH!

Summertime is outdoor fun time

As the weather heats up, nature beckons. Outdoor activities — with fresh air and many opportunities to stay physically distanced — are a great way to get some exercise while staying safe from COVID-19. However, you'll still want to safeguard against heat-related illnesses.



PLAY IT COOL

Stay safe during outdoor exercise by drinking plenty of fluids and timing your workout to avoid the hottest part of the day (generally 10 a.m. to 4 p.m.). Here are some activities you can try:

> **Pedal.** Remember riding a bike as a kid and feeling the cool breeze on your face? Cycling is fun, and options for where you can pedal are increasing. Many local parks now feature bike paths. And more than 100 protected bike lanes have popped up across the U.S., making it easier than ever to ride. Find bikeways in your area by visiting www.peopleforbikes.org/locations. Don't forget your helmet!

- > **Paddle.** Paddleboards, canoes and kayaks put you right on the refreshing water. Not only are they enjoyable, they also involve a low-impact activity that increases your strength and aerobic fitness. For a real adventure, search online for river expeditions and book a guided trip. Note: These activities can require special skills and knowledge. If you're a beginner, it's a good idea to get help from an expert.
- > **Splash.** You can enjoy swimming or water aerobics classes at public pools, recreation centers or a YMCA. Or maybe you're lucky lucky enough that you, a friend or a neighbor has a pool.

ENJOY THE GREAT INDOORS

Indoor activities are becoming more accessible, but it's still a good idea to avoid crowds. Try these tips:

> **Hit the mall.** Malls are a good option because they often open early just for walkers. Not only are you safe from the elements, but you don't have to worry about dodging traffic. Malls also offer security, restrooms and usually a place to get coffee or tea after your walk. Check your mall's COVID-19 requirements beforehand. Some locations may still require a mask even if you've already had your vaccination.

- > **Log on.** You can also get a fantastic workout in the comfort of your own home by streaming exercise and meditation classes when it's convenient for you. Many of our plans include a membership in Silver&Fit's* Healthy Aging and Exercise program that allows you to access daily and on-demand workouts at www.silverandfit.com. Try cardio exercise, tai chi, yoga, strength training and much more.

As always, it's a good idea to check with your doctor before starting a new exercise routine — especially during steamy summer months.

* Non-standard services at the fitness center that call for an added fee are not included in the Silver&Fit program and are not covered. Silver&Fit is provided by American Specialty Health Fitness, Inc., (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Silver&Fit is a federally registered trademark of ASH and used with permission herein. Other names may be trademarks of their respective owners. Kits are subject to change. Participating facilities and fitness chains may vary by location and are subject to change.

Sources: Centers for Disease Control and Prevention; AARP

To slow the spread of COVID-19,
limit close contact with people
during outside activities.



MAKING THE RIGHT CALL

Help is just a phone conversation away

After Leo* lost his wife to cancer, his own health began to suffer. He used to be able to keep his diabetes in check. But without his wife's help, he often forgot to take his medicine and neglected to check his blood sugar. As a result, he lost control of his diabetes.

After his third trip to the emergency room, Leo realized he needed help, so he contacted Cigna. It was the right call. Cigna offers two no-cost programs that give customers like Leo access to a Care Manager for extra support.

What does each Cigna program do?

- > **Complex Care Management** is designed to help people with more than one chronic condition, like diabetes or depression.
- > **Disease Management**** provides services like in-home care for customers with specific chronic conditions.

How do Care Managers help?

Care Managers are nurses, health coaches, pharmacists and others who work behind the scenes to help Cigna customers. They will:

- > Make sure you understand your condition(s)
- > Help coordinate care between your doctors
- > Review your medications with you to make sure you know how and when to take them

- > Discuss possible medication side effects and what you need to watch for
- > Set health goals for you and provide assistance as you work to achieve them
- > Offer access to community resources and education

Who can participate?

Any Cigna customer who:

- > Has serious health concerns, like diabetes
- > May have a hard time managing medications
- > Visits the emergency room often

Visit [Cigna.com/medicare/medicare-advantage/case-management](https://www.cigna.com/medicare/medicare-advantage/case-management) for details, including enrollment information. If you have questions, contact Customer Service. These programs are completely voluntary. You can opt out at any time, and it won't affect your benefits in any way.

* Fictional character

** Not available in all markets, and conditions supported may vary between markets.

SUMMERTIME

Summer is the perfect time of year for early morning walks, enjoying a cold beverage during a hot afternoon or watching fireflies in the evening. Search up, down, forward, backward and diagonally to find these hidden summertime words:

- | | | |
|------------|-----------|--------------|
| Adventure | Flowers | Sandals |
| Barbecue | Golf | Seashell |
| Beach | Heat | Strawberries |
| Bees | Ice cream | Sunburn |
| Berries | Kayak | Sunscreen |
| Boating | Lightning | Swimming |
| Campground | Ocean | Thunder |
| Canoe | Outdoors | Travel |
| Cricket | Park | Vacation |
| Fan | Popsicle | Wasps |
| Fireflies | Quench | Watermelon |
| Fireworks | Sailboat | |



Puzzled? The solution is on page 17.

MEDICINE TLC

Treat your medications with care

We count on medications to remedy what ails us, keep us healthy and improve our quality of life. That's why it's important to handle them with care, especially in the summer heat. This means protecting them from light, humidity and extreme temperatures by storing them properly.

Beware of humidity

The storage cupboard in your bathroom may be called a medicine cabinet, but the truth is, it may not be the best place to store your medications. That's because heat and humidity can damage them. For example, aspirin easily absorbs moisture. In a humid environment like a bathroom, it can break down into a combination of vinegar and salicylic acid, which can irritate your stomach.

A cool, dry place, like a locked cabinet drawer in your bedroom or a kitchen cabinet, can be good storage options (make sure the cabinet isn't above a stove or sink). Don't keep meds in the refrigerator unless the pharmacist or label instructs you to refrigerate after opening.

Ensure the safety of all your medications and vitamins — regardless of where you store them — by keeping them in a pill box/pill planner or in their original containers.

Avoid extreme heat

Summertime can pose extra challenges to keeping medications safe. Pills left in hot, enclosed places — like a car — can congeal, become misshapen, or have a different smell or feel. Medications that need to be refrigerated, such as insulin, can actually lose their effectiveness in the heat.

If you're out shopping, plan to pick up your meds at the end of your trip. And if you notice any changes in a medication's appearance or smell, ask your pharmacist or doctor if it's still okay to take.

For the safety of others, keep your medicines out of the reach of children and pets.

Sources: Arthritis Foundation; Cleveland Clinic



PACKAGING THAT PROTECTS

Before it ever gets to you, your medication's packaging undergoes lots of testing. The U.S. Food and Drug Administration requires drug manufacturers to meet quality and safety standards so medicines can withstand certain temperature and humidity levels and still remain stable. In most cases, desired "store at" temperature ranges are printed on your medicine labels.

Home delivery pharmacies use special packaging for temperature-sensitive shipments. Still, if you're expecting a medication delivery by mail, keep an eye on your mailbox to avoid letting it sit out in extreme temperatures.



Dr. Gina Conflitti

Cigna Chief Medical Officer

Now that a large percentage of the U.S. population has been vaccinated against COVID-19, many people wonder when we can return to our pre-pandemic ways. While it won't happen overnight, vaccines are helping contain the spread. Cigna Chief Medical Officer Dr. Gina Conflitti answers some common questions about what's safe and what's not after you've been vaccinated.

Is it safe for me to go out and see friends and family members once I'm vaccinated?

You should have good protection from COVID-19 two weeks after your final shot. But you'll still need to be careful around other people. That's because:

- > It's possible you could still transmit the virus to someone who hasn't been vaccinated yet.
- > There are new variants of COVID-19 appearing that may be more resistant to the vaccine.

What safety precautions do I need to take after I'm vaccinated?

We're still learning how vaccines will affect the spread of COVID-19, so even after you've been vaccinated, you should continue to wear a mask and physically distance where recommended by the Centers for Disease Control and Prevention (CDC).

The CDC's Covid-19 recommendations change frequently. For the latest information, visit www.cdc.gov/coronavirus/2019-ncov.

Can I travel in 2021?

While vaccines are a step in the right direction, it's still necessary to choose your trips wisely. For example, it might be safer this year to travel with family and friends you know have been vaccinated. And you should still plan to mask up and take other precautions as advised by the Centers for Disease Control and Prevention.

Is it safe for me to get medical care during the pandemic?

Yes! It's more important than ever to see your doctor to get preventive screenings and stay on top of chronic conditions. You may be able to meet with your doctor using telehealth, but some things, like blood draws, need to be done in person. Most doctors' offices have safety processes in place, such as sanitizing their waiting rooms, screening for symptoms and limiting the number of people in the office. But it's okay to ask what steps your doctor is taking if you're not sure.

And, as always, don't hesitate to call 911 or go directly to the emergency room if you experience symptoms of a heart attack, stroke or other life-threatening condition.

This column is intended only as general interest and does not in any way create a doctor-patient relationship. As with all information contained in this magazine, you should discuss any health concerns with your doctor or caregiver. If you have any immediate health care needs, contact your doctor immediately. The information in this column is not intended to serve as medical advice.



GETTING BACK TO (NEARLY) NORMAL

Mental health during COVID-19

After more than a year of living in a global pandemic, vaccines offer hope for a return to normal, or what will more likely be a *new* normal. After you get your shot(s), you'll be able to gradually increase your exposure to others who are vaccinated.

The good news: Thanks to vaccines, experts predict brighter days ahead, with opportunities to spend time with loved ones.

The not-so-good news: The toll COVID-19 has taken on our mental and emotional well-being has yet to be fully realized.

Social isolation, physical distancing and mental health

For people who have had the virus, the negative effects can be severe. One study found that 30% of patients who recovered from COVID-19 developed post-traumatic stress disorder.

Even for those who stayed well, prolonged social isolation and physical distancing has impacted mental health. Here's why: When we bond with others, our bodies release feel-good hormones. If we're deprived of contact and physical touch, these chemicals can get low.

We also experienced an abrupt change in the way we lived our daily lives — whether you lost a loved one, had the virus yourself, watched friends or family battle it, or simply read about struggles in the news. The loneliness of social isolation, along with fear of the unknown and the uncertainty of what's next, all came together to create powerful levels of anxiety.

If you're dealing with stress and anxiety, you're not alone. In 2020, about 4 in 10 U.S. adults reported having anxiety or depression, compared to just 1 in 10 a year earlier, making clear the impact COVID-19 has had on mental health.

Take care of you

Because the virus has been a life-altering event for many of us, we have a period of recovery ahead. Self-care is more essential now than ever. These steps are a great start:

- > **Get vaccinated.** The vaccines are safe and effective, and can provide a sense of relief. If you haven't had yours yet, contact your local health department or primary care provider to schedule an appointment.
- > **Get informed.** Vaccine requirements and guidelines vary by state and even by county. Find vaccine resources for your state at [Cigna.com/coronavirus/state-resources-for-covid-19](https://www.cigna.com/coronavirus/state-resources-for-covid-19).
- > **Get help.** Don't be afraid to ask for help if you're feeling worried, anxious or depressed. Call Cigna's Behavioral Health team at **1-866-780-8546 (TTY 711)**, Monday – Friday, 8 a.m. – 5 p.m. Central Time. Your call will still be answered if you call after hours.

Sources: Kaiser Family Foundation; Centers for Disease Control and Prevention; Journal of the American Medical Association



MDLIVE telehealth services

You can contact an MDLIVE provider for minor health concerns if your primary care provider (PCP) isn't available. MDLIVE providers are board-certified doctors committed to quality virtual care. Call **1-866-918-7836 (TTY 711)**, 24 hours a day, 7 days a week, or visit **MDLive.com/CignaMedicare**.

Note: Telehealth is NOT your best option if you have a medical emergency, like chest pain, a suspected stroke or a severe injury. If your situation requires hands-on, immediate care, go to the emergency room or call 911.

Great news about incentives

You still have time to earn a \$50 gift card. Simply complete your yearly 360 Exam by December 31, 2021.

Visit **CignaMedicare.com/incentives** and register. Be sure to have your Cigna ID card handy. If you have questions or need help, call Customer Service.



PUZZLE SOLUTION from page 13





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- 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

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Cigna
Attn: Grievance Department
PO Box 188080
Chattanooga, TN 37422
Phone: 1-800-668-3813 (TTY 711) Fax: 1-888-586-9946.

You can file a grievance in writing by mail or fax. If you need help filing a grievance, Customer Service is available to help you.

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, D.C. 20201
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Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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English – ATTENTION: If you speak English, language assistance services, free of charge are available to you. Call **1-800-668-3813** (TTY 711).

Spanish – ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-668-3813** (TTY 711).

Chinese – 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-668-3813** (TTY 711)。

Vietnamese – CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-668-3813** (TTY 711).

French Creole – ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-668-3813** (TTY 711).

Korean – 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-668-3813** (TTY 711)번으로 전화해 주십시오.

Polish – UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-668-3813** (TTY 711).

French – ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-668-3813** (ATS 711).

Arabic – ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-668-3813** (TTY 711).

Russian – ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-668-3813** (телетайп 711).

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-668-3813** (TTY 711).

Farsi/Persian – توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. **1-800-668-3813** (TTY: 711) تماس بگیرید.

German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-668-3813** (TTY 711).

Portuguese – ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-668-3813** (TTY 711).

Italian – ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-668-3813** (TTY 711).

Japanese – 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-668-3813** (TTY 711)まで、お電話にてご連絡ください。

Navajo – Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hólq, kojł' hódíłnih **1-800-668-3813** (TTY 711).

Gujarati – ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-668-3813** (TTY 711).

Urdu – توجه دیں: اگر آپ اردو زبان بولتے ہیں تو آپ کے لئے زبان معاون خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-668-3813** (TTY 711)

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