



UNIVERSITY of
DENVER

HUMAN RESOURCES &
INCLUSIVE COMMUNITY

Learn About Your Benefits and Resources Available to You

We want to make sure you can easily access the information you need to better understand and navigate the benefits and resources available to you and your family. On our website you will find detailed information about all of the benefit offerings, legal notices, and updates on education and advice webinars and in-person sessions.

Visit the benefits website at <https://www.du.edu/human-resources/benefits/index.html>.

Review the Employee Benefits Guide at <https://www.du.edu/human-resources/media/documents/2021-2022-benefits-guide.pdf>.

For those enrolled in a Cigna medical plan, there's only one number you need to remember to connect with any of the services Cigna offers, including pharmacy, coaching, customer service or the Health Information Line: 1-800-Cigna-24 (the number on the back of your Cigna ID card).

You may also register at myCigna.com or download the myCigna App to access your important health information, find care and costs, view claims, update your profile, and much more.

The Cigna One Guide® service is available to you 24/7/365. Call a Cigna One Guide representative to get personalized, useful guidance. Your personal guide will help you:

- Easily understand the basics of health coverage
- Discuss the health plans and services available to you
- Check if your doctors are in-network to help you avoid unnecessary costs
- Get answers to any other questions you may have about the plans or provider networks available to you

Also, Cigna Health Advocacy Services offers you expert assistance with a wide range of healthcare and health insurance issues. You can get the answers you need, when you need them, 24/7, at no additional cost to you. Services include:

- Help finding the right health care professionals based on your needs
- Help locating specialists, scheduling appointments, arranging medical tests or special treatments
- Answering questions about diagnoses, test results, treatments, medications and more
- Getting information about generic drug options
- Addressing questions and concerns related to your medical bills

Please feel free to contact the Shared Services Center at 303-871-7420 or Benefits@DU.edu with questions or requests for hard copies of any of our benefits materials.

We hope you make use of these helpful resources.