



# WELCOME TO CIGNA

Let's get you started in the  
right direction.

We want your transition from Kaiser to Cigna to be as smooth as possible. That's why we've put together the following checklist with tips and information for things you can do before and after your plan start date, so you can jump right in and make the most of your new plan.

## BEFORE YOUR PLAN START DATE

### Manage your prescriptions

- › Get a 60-day prescription for your daily/maintenance medications from your Kaiser network provider. This will help hold you over until you are able to make an appointment with your new primary care provider (PCP) to get a new prescription. When scheduling your appointment, let your PCP know you are running low on your prescription. Depending on your PCP's availability, an appointment could take up to 14 days.
- › If your medication requires prior authorization, supporting documentation will need to be shared with your provider. Make sure your new provider has all clinical documents from your Kaiser network provider to submit to Cigna for prior authorization.

### Transfer your medical records

It's helpful to get a copy of your medical records and have them on hand if you start using any new health care providers. This will help Cigna network providers understand your medical background. To transfer your medical records you can do one of the following.

- › Ask your Kaiser network provider to help transfer your medical records. Note: Every provider is different, but this process could take four to six weeks.
- › Call Kaiser to start the process, including completing the required forms.
- › Access your online information on the Kaiser website to have records transferred.
- › Ask Kaiser for your digital records on a CD or have medical records mailed to you.
- › Ask your Human Resources Department or your Cigna representative for assistance in obtaining forms from Kaiser.

Together, all the way.®



Offered by Cigna Health and Life Insurance Company or its affiliates.

❑ **If you'll be changing PCPs, have a conversation with your current provider**

Here are some key questions to ask before your coverage through Kaiser ends.

- Based on my health status, what should I share with my new provider?
- Am I taking any medications that require a prior authorization?

❑ **Apply for Transition of Care**

If you are currently receiving ongoing treatment for an acute condition from a provider who will not be part of your new plan's Cigna network, you can apply for Transition of Care coverage. This lets you request in-network coverage for a specific period of time or until your care can be safely transitioned to an in-network provider.

Some common examples where this may be necessary include second or third trimester pregnancy, scheduled surgeries, behavioral health/substance use services, dialysis, radiation and/or chemotherapy, and infusions. Note: This process can take approximately 5-7 business days after the plan start date.

If you need care within the first 15 days of your new plan start date, you must submit your forms by your plan start date for review and approval. Your plan administrator can help with a tight turnaround time.

Otherwise, if you have any upcoming surgeries, procedures or are pregnant, apply as soon as possible – preferably within 30-60 days after your plan effective date.

Depending on your plan, you may be responsible for the cost of any services provided by any out-of-network health care provider, hospital or other facility after your start date of coverage, unless Transition of Care coverage is approved by Cigna.

**To get a Transition of Care form, go to Cigna.com (at the bottom of the page under "I want to" menu). Then select Medical Forms.**

You can also see your plan administrator or Cigna representative for the form. Forms must be completed by you, and must include your provider contact information. You may want to talk with your Kaiser network provider on the reason and diagnosis, treatment being received and expected duration.

Completed forms can be sent directly to Cigna for processing. (Instructions are included on the form.)

## AFTER YOUR PLAN START DATE

❑ **Confirm you have a preventive care appointment with your Cigna network provider**

Regular preventive care can help uncover health problems before they start. So even if you're feeling fine, you should schedule your annual check-up, as well as any screenings or immunizations your PCP may recommend during your visit. Most preventive care services are covered at 100% when you receive them from an in-network provider or facility.\*



To schedule appointments with your doctor, call your doctor's office directly.

❑ **Register on myCigna.com and download the myCigna® App\*\***

**myCigna** is your personalized online resource that makes it easy to manage your health plan and costs. On **myCigna**, you can:

- Find in-network doctors and medical services
- Review coverage
- Manage and track claims
- See cost estimates for medical procedures and prescription drugs
- Compare quality-of-care information for doctors and hospitals
- Take a health assessment
- Explore online coaching with My Health Assistant
- Set up your health goals, challenges and activities

❑ **Use the provider directory on myCigna to get to know the providers and facilities in your network, including:**

- PCPs
- Specialists (cardiologist, oncologist, dermatologist)
- Emergency rooms, urgent care centers, behavioral health and substance use facilities
- Pharmacies (retail and 90-day retail pharmacies)
- Labs, radiologists, MRIs, CAT scans

## □ **Make the most of your care options**

If you need care and your PCP isn't available, the emergency room isn't your only choice. You can save time and money with one of these options.

- **Cigna Telehealth Connection** – Connect with a board-certified doctor via video chat or phone 24/7, including weekends and holidays. You can get the care you need – including most prescriptions (when appropriate) – for many minor conditions. Your out-of-pocket cost is typically the same or less than a visit with your PCP.\*\*\*
- **Convenience care clinics** (may not be available in all areas) – For the treatment of minor medical concerns. Convenience care clinics are usually located in retail stores and pharmacies, and are often open nights and weekends.

## □ **Call Cigna's Health Information Line, anytime**

If you're unsure where to receive care, you can call Cigna's 24-hour Health Information Line anytime to speak with a clinician who can help you understand and make informed decisions about health issues you are experiencing, at no extra cost.

## □ **Change your PCP, anytime**

There are two easy ways to change your PCP.

- Call the number on the back of your ID card to speak with a live customer service representative 24/7/365.
- Go to **myCigna.com** and select "My Health Team."

If your current ID card contains your PCP information, you will receive a new ID card showing your new PCP selection.

## □ **Transfer and update your prescriptions**

If the pharmacy you're currently using is not in your plan's Cigna network, you can easily switch to one in-network. With Cigna, you have plenty of options.

- **Retail pharmacy** – Use the directory on **myCigna.com** to view a list of the in-network pharmacies near you.
- **Cigna 90 Now<sup>SM</sup>** (if available under your plan) – For certain maintenance medications, you may be able to receive a 90-day supply from participating retail pharmacies.
- **Cigna Home Delivery Pharmacy<sup>SM</sup>** (if available under your plan) – You can also get a 90-day supply of maintenance medications through Cigna Home Delivery Pharmacy. Making the switch is easy with our QuickSwitch<sup>®</sup> program.

Once you find the pharmacy you want, just call the number on the back of your ID card and Cigna can help with the rest.

**Prescription expiring?** If you have prescriptions that will soon be expiring, contact your new Cigna PCP. This will likely require an appointment. When scheduling your appointment, let them know you need an updated prescription. This may help ensure you get an appointment sooner, so that you don't miss taking your medications.

## **Remember: We're here to help 24/7/365.**

Should you have any questions along the way, don't hesitate to give us a call. Our live customer service representatives are here for you anytime.

**Before enrollment**, call for help with understanding your plan options.

**After enrollment**, call the toll-free number on the back of your Cigna ID card to:

- Get answers to health, claims and benefit questions
- Get a new ID card, update insurance information and check claim status
- Talk with a licensed pharmacist
- Talk with a clinician for help deciding where and when you should get treatment

\*Not all preventive care services may be covered. For example, immunizations for travel are generally not covered. Review your plan documents for a complete list of covered preventive care services. \*\*The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. myCigna features may vary dependent on your plan design. \*\*\*Telehealth services are provided by third-party companies/entities and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities and video chat is not available in all areas. This service is separate from your health plan's provider network. Telehealth services may not be available to all plan types. A PCP referral is not required for this service.

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

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