

Benefit from the power of our digital-first solutions.

Cigna Healthcare strategies lead to better experiences, improved health and lower costs.



Getting care through a fragmented health care system is causing employees to experience poorer health outcomes and higher costs.

Cigna HealthcareSM takes a fundamentally different approach to solving this problem.

Creating better customer experiences

Our digital strategy begins with better understanding:

- Our vast data engine helps us understand where each customer is in their personal health journey
- Early and accurate predictive models enable us to personalize customer experiences

Here's how we deliver.

- **CONNECTED:** We integrate medical, pharmacy and behavioral data to proactively manage health
- **COMPATIBLE:** Our flexible platform helps curate the right resources, tools and technology to customize care for your specific population
- **CONVENIENT:** A simple, guided experience matches customers to the right resources at the right time – wherever they are

Onboarding new customers

We have a simple interface to help customers create an account so we can guide them through boarding. We also send spouses an email so they can create their own account. There are three distinct sections - Onboarding New Customers, Finding and Accessing Care, and Managing Health and Wellness.

Finding and accessing care

Our digital provider listings are enhanced with:

- Guided search flows that lead customers to better providers
- Verified patient reviews
- Provider profiles that are more comprehensive – including photos, quality scores and LGBTQ+ indicators

Managing Health and Wellness

We also make it easier for customers to find the information they need to know what's covered on their plan and how to make the most of their benefits.

When care is accessed through the digital front door, transformation occurs.

Personalized and coordinated care for physical and behavioral health

- **\$2,565** savings of medical costs with appropriate behavioral health planning and treatment intervention¹

Better quality care at less cost through digital matching to the best providers and sites of care

- **73%** of CCC providers performed better than market for inpatient admissions², **13%** performed better for preventive health³ and **9%** performed better for chronic disease.⁴

Always-on access to virtual care⁵

- **\$121** weighted average savings per visit⁶



To learn more, talk to your Cigna Healthcare representative to request a demo.





1. Association of Outpatient Behavioral Health Treatment with Medical and Pharmacy Costs in the First 27 Months Following a New Behavioral Health Diagnosis in the US. Published Dec. 2022. Results may vary.
2. Cigna Healthcare 2021 analysis (weighted average) of top Accountable Care program groups. Subject to change.
3. Cigna Healthcare internal analysis of existing chronic and preventive measures for Cigna Collaborative Care Arrangements as of Dec. 2021. Results may vary.
4. Cigna Healthcare internal analysis of existing chronic and preventive measures for Cigna Collaborative Care Arrangements as of Dec. 2021. Results may vary.
5. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.
6. Cigna Healthcare "Episodes of Care study comparing virtual vs. brick and mortar visits." 2020 book of business. [Pricing study]. Client results may vary.

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