

# Changing plans can be seamless

Especially when you have a dedicated team on your side.

Cigna Healthcare<sup>SM</sup> understands that changing benefits can potentially be disruptive for you and your employees. That's why you can rest easy knowing that you'll have a team in place to help support you at every step. **And your employees will have a 24/7 pre-enrollment support line to answer questions about their benefits plan.**

## You don't have to go it alone.

Count on a full transition team that will be assigned to your company or organization. Meet your Cigna Healthcare support team:

**Your Client Manager** – Dedicated and responsible for your complete satisfaction.

- Oversees all aspects of your benefits plan
- Serves as a consultative and strategic partner
- Provides guidance on our wide range of solutions
- Answers financial questions regarding your plan

**Your Engagement Consultant** – Will provide strategic guidance on employee health engagement.

- Customizes health and wellness programs
- Coordinates open enrollment and employee education initiatives

**Your Implementation Manager** – A single point of contact for all of your unique implementation needs.

- Creates an implementation schedule
- Manages initial and subsequent implementation activity
- Ensures that eligibility services are uninterrupted

**Your Client Service Executive** – In place to provide expertise on service administration.

- Oversees end-to-end service delivery and benefit administration
- Identifies areas of concern and helps drive improvements in service as needed

## What sets us apart.

To assure a smooth transition, your dedicated team will:

- Handle your implementation strategy, process and deliverables
- Work with you to develop a customized implementation guide
- Offer post-implementation support throughout your plan year

## We provide support for your employees.

It's important for your employees to feel as comfortable as possible during the transition period. That's why we provide them with the support they need – including a 24/7 pre-enrollment support line. Your employees can ask questions and talk through their options with someone who understands the details of their plan. Plus, we provide a suite of customizable enrollment materials and digital tools that have been thoughtfully created to be both comprehensive and easily understood.

 **Take the first easy step and call your broker to learn more.**



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