



**CIGNA'S SHARED  
ADMINISTRATION  
PROGRAM**  
the next generation

**GO YOU<sup>SM</sup>**



## In-network access to care

Through the Shared Administration Program, you have access to a nationwide network that includes hospitals, doctors, labs and many other types of health care professionals. With more than one million in-network health care provider locations, access to in-network care is readily available.

It's easy to find in-network health care providers close to your home or work. All you have to do is visit [www.CignaSharedAdministration.com](http://www.CignaSharedAdministration.com), click on "FIND A DOCTOR" and then select "Shared Administration OAP Provider Directory."

- Choose a Primary Care Physician (PCP) as your personal doctor, who can get to know you and your health risks and opportunities, help coordinate care to get you well and act as a personal health advocate. Selecting a PCP is recommended but not required.
- If you need to see a specialist, you do not need a referral; still, it is strongly recommended that you talk to your PCP first to determine together the right type of specialist and plan of action to treat your condition.
- Choose to see doctors or other health care professionals who participate in the Cigna network to keep your out-of-pocket costs lower.

## Protect and manage your health

Your health is your most valuable possession. Through our web tools, you can learn how to better manage your current conditions, how to identify and reduce your risk for future illness, and how to improve your overall health. You even have access to discounts on products and services that can improve your health.

- Just visit <https://group.MyCareAllies.com>. You'll need your plan's password to log in (see your plan manager, administrator or plan literature). When you visit the website, you'll find resources and information along the top of the page.
- Use <https://group.MyCareAllies.com> to learn how to manage chronic conditions like diabetes, osteoporosis, acid reflux, heart disease and many more. You can also find the most up-to-date information on less common conditions like fibromyalgia, hepatitis, Chronic Obstructive Pulmonary Disease (COPD) and others. Just select "Health Library," "Tools" or "Health Links" under the "Tools & Resources" tab.
- Identify your health risks by taking a **health assessment**. You can even print your results, share them with your doctor and review how to improve your health and reduce your personal health risks. Go to <https://group.MyCareAllies.com>. Just click on "My Health Assessment" and follow the registration steps to access this secure, confidential tool. You may also want to take advantage of the online health coaching programs on stress, sleep, nutrition and physical activity that may be suggested as part of your assessment results.



## Health Info Line provides 24-hour access to clinicians

Sometimes it's not convenient, or even possible, to talk to your doctor when you need information or answers to your questions. It's nice to know that, even in the middle of the night or on weekends, you can call the 24-Hour Health Information Line to talk with a nurse about your child's fever, pain that is getting worse or an injury that your spouse just suffered. Our nurses are there to help with information on care options, treatment alternatives, home care remedies, etc. They'll also help you find a local urgent care provider for convenient care at a lower out-of-pocket cost if you require that care.

You can also call the 24-Hour Health Information Line to discuss a new diagnosis that you want to learn more about. And please don't hesitate to call if English is not your primary language. We offer information in many other languages as well.

To talk to a nurse, call the number on your Cigna medical ID card, or to learn more, please visit <https://group.MyCareAllies.com>, enter your plan's password and select "Health Information Line" under the "Health & Well-being" tab. You can find your password in your plan materials or by contacting your plan manager.

## Support for mothers-to-be and baby, too

At Cigna, we want to help you take an active part in staying healthy during your pregnancy. Through this program, you have access to easy-to-understand prenatal care information and Cigna maternity nurses who can answer your questions around the clock, every day of the year.

Our nurses will also work with you to identify if you may be at risk for a premature delivery. If that is the case, we will help you understand what you can do to reduce risks and improve the chances of a healthy delivery for you and your baby.

Remember, while proper care during your entire pregnancy is important, the most critical developmental months can be the first three. So don't delay. As soon as you find out you are pregnant, call the number on your Cigna medical ID card to enroll in the program.

## Special help and support during the most trying times

You may get a call from a Cigna Case Manager reaching out to help you in your time of need. You can call a Case Manager if you or your covered dependent have any of the following conditions:

AIDS	Hepatitis
Amyotrophic Lateral Sclerosis	Hip/Knee Joint Replacement
Asbestosis	Multiple Sclerosis
Cancer	Muscular Dystrophy
Cerebral Palsy	Non-healing Wounds
Chronic Obstructive Pulmonary Disease (COPD)	Osteo or Rheumatoid Arthritis
Crohn's Disease	Pneumonia
Cystic Fibrosis	Renal Failure
Hemophilia	Sickle Cell Anemia
	Stroke/Cerebral Hemorrhage

Maybe you're actively battling cancer, recovering from a heart attack, or managing the pain and care associated with a head trauma, severe burns or a spinal injury. Maybe you have a child who was born prematurely. There are many complex situations where we can help by providing you with a Case Manager who will support you and your family through a serious condition.

A Case Manager will:

- Review and explain treatment alternatives with you and your family
- Help navigate your care in-network
- Answer health-related questions
- Review various doctor alternatives
- Coordinate post-hospital care
- And much more

To reach a Case Manager, just call the number on the back of your Cigna medical ID card. We're here to help.

## Assistance for transplant candidates

With the Cigna Shared Administration Program, you have access to more than 135 independent Cigna LifeSOURCE Transplant Network® Programs of Excellence.

Each is carefully chosen and must continue to meet stringent quality standards. Through this specialty program, our nurses help coordinate care at a LifeSOURCE Transplant Program of Excellence facility, facilitate and arrange for follow-up and related drug treatments, answer your questions, help coordinate travel arrangements for you and your spouse, and much more.

If you or a covered family member have questions about a planned transplant, contact your Case Manager or call **1.800.668.9682**. You can review the list of participating transplant centers at **www.CignaSharedAdministration.com**. Select “For Taft-Hartley plan members,” click “Medical Shared Administration” and select “Cigna LifeSOURCE Network.”

## Inpatient hospital preadmission certification

Our nurses work behind the scenes to make sure that you're getting the care you need, at the right place, with the right timing. They help find hospitals and other facilities in the Cigna network, and help you fulfill requirements for the necessary preapprovals before being admitted. If you go to an in-network facility, the preadmission call will likely be made for you. If you are seeking care out-of-network, or if you want to be sure your inpatient care is approved, you should call the number on the back of your Cigna medical ID card.

## Access to discounts on products and services that improve your health

You also have access to discounts on health and wellness services often not covered by traditional medical plans. Just visit **https://group.MyCareAllies.com**, enter your plan password, and select “Discounts” under the “Tools & Resources” tab. Or call **1.800.558.9443** for a list of participating providers. You can save money in a wide variety of ways as you take advantage of the following:

- Over 15,000 fitness facilities including many major chains
- A network of more than 27,000 Chiropractors, Acupuncturists, Massage Therapists and Registered Dietitians
- Weight management programs (including some of the industry's most popular ones)
- Tobacco cessation programs
- An online store featuring vitamins and supplements, herbal products, dental products, homeopathic remedies, natural products, diet and sports nutrition, yoga and fitness activities, and health improvement books, audio, video and DVDs
- Vision and hearing care discounts including eye exams, eyewear, LASIK correction, and hearing exams and aides

To access discounts, please be sure to show your Cigna medical ID card.

Note: A discount program is NOT insurance, and the member must pay the entire discounted charge.

## Carry your medical ID card

Always remember to bring your Cigna medical ID card with you when you visit a doctor's office, hospital or other facility. Generally speaking, it's smart to have your medical ID card with you, in your wallet, purse or pocket, wherever you go.



## Cigna's Shared Administration Program

As a Cigna member, you have access to services that help you take better care of yourself, improve your health, reduce your out-of-pocket costs and obtain support when you need it.

### Your Cigna Shared Administration Program offers:

- More than one million in-network health care professional locations
- Web tools to help you manage your health and access in-network care
- 24-hour health information and support
- Maternity support and prenatal education for mothers-to-be
- Case Management to help members with critical illnesses and injuries
- Transplant support and access to Programs of Excellence
- Hospital preadmission certification to ensure that you receive the right care, in the right setting and at the right time
- Discounts on many products and services not covered by your Health plan

We invite you to take advantage of the support and health improvement services available to you through Cigna's Shared Administration Program.



**Go sing a song  
Go dance a dance  
Go do good deeds  
Go find some peace  
Go give a gift  
Go get one, too**

**WHATEVER YOU DO  
GO YOU.**



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