

Health Accelerated: Body & Mind.

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Sr. Client Manager



Together, all the way.®

Offered by: Cigna Health and Life Insurance Company, Life Insurance Company of North America, Cigna Life Insurance Company of New York, or their affiliates.



1% of claimants drive 36% cost¹

4 in 10 have a chronic health condition = 73% cost¹

4% take specialty Rx = 28% total health care cost²

1 in 5 have a mental illness³ = 7x more sick days⁴

2-3X > cost for Behavioral Customers

1. 2016 Book of Business claims as of 12/2016. 2. Cigna analysis of specialty medication users, integrated pharmacy and medical benefits claim review. Integrated Data Source Jan.–Dec. 2016. 3. Mental Health America. 2018. “The State of Mental Health in America 2018” 4. Thrive: How Better Mental Health Care Transforms Lives and Saves Money, Richard Layard and David M. Clark, Princeton University Press, 2015.



**Because
together, we
can do so
much more.**

**Advocate for
whole-person
health**

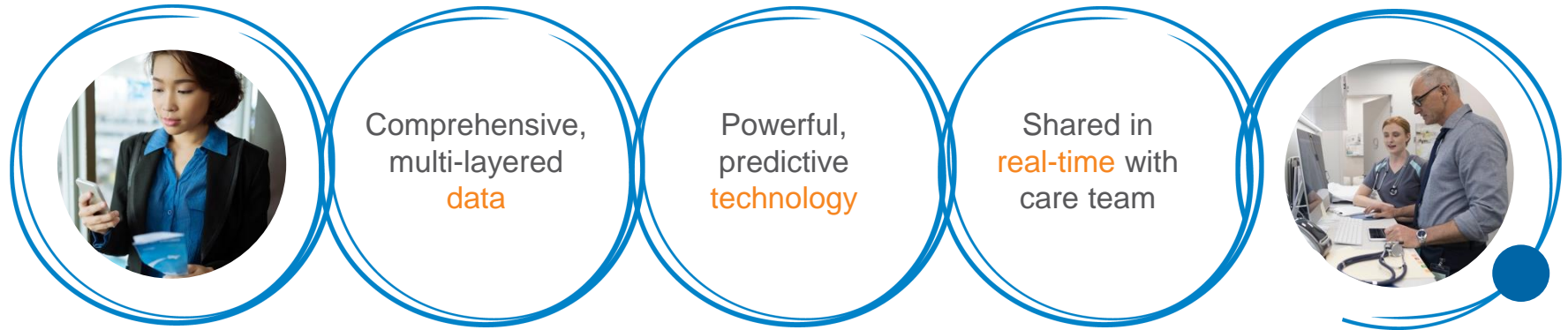
**Predict
and
save**

**Partner
and
champion**



Connecting data for an all-in view.

Physical | Emotional | Social | Financial | Environmental



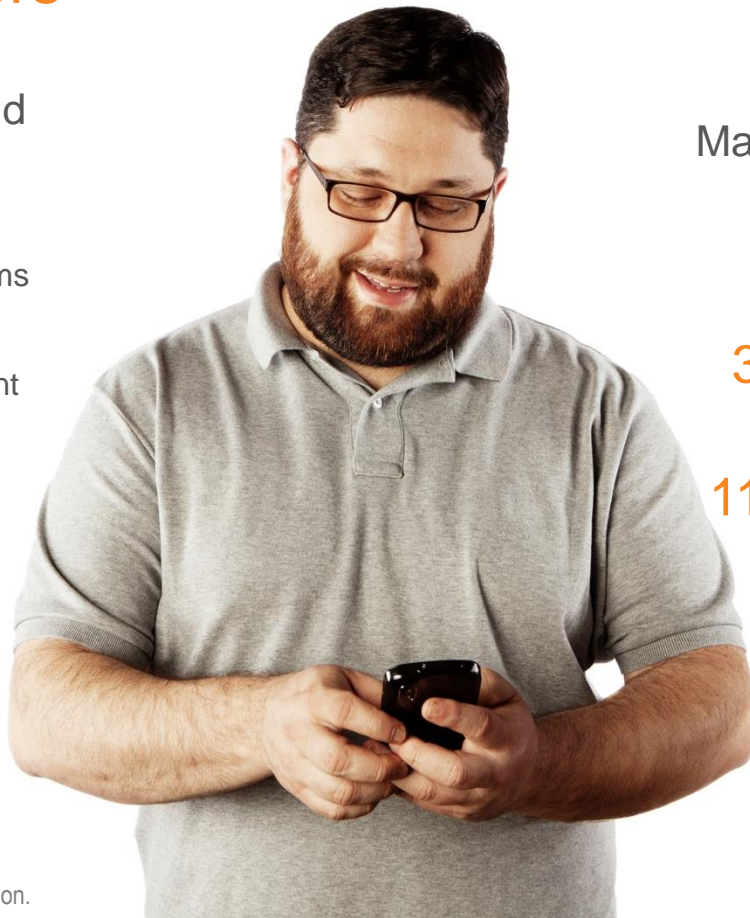
Driving better health and savings through precise and personal interactions.



Engaging Customers

On Utilization, Health, Cost and Quality

- **Expansion** of evidence-based programs
- Using analytics to **find them sooner**
- **Proactive notification** and management of high-cost claimants
- **Developing new ways** to drive behavior change through incentives
- **Innovations in plan design** – RX post Ded.
- **Data driven platform** – One Guide / Digital Assets / Steerage
- **Account Team** resources broadened



Making an impact

6% total medical cost potential savings¹

3-5% case management participation¹

11.4% reduction in readmissions¹

9% reduction in high-cost claimants when medical, behavioral and pharmacy are combined²

Results may vary. See OADV-5 in appendix for source information.

myCigna Engagement Results - CDHP

Registrations

- 24% more Employees registered for myCigna¹

Logins

- 56% more customers logged into MyCigna¹
- 50% more myCigna log-ins per user¹

Views

- 6% more myCigna cost views per user¹
- 42% more members accessed the directory to search for a doctor or service¹

Health Risk Assessment

- 2.2x more Employees complete a health assessment^{1,2}

1. 2018 Cigna national book of business study of medical customers who have a Cigna benefit with Integrated HSA Banking vs. those with an HSA-eligible Cigna benefit with carve-out HSA banking. Cohort is based on customers with 12 months of continuous Cigna plan experience January-December 2017. MyCigna registration is based on registration as of November 2018, MyCigna logons and views based on 2017 searches.
2. Health assessment completions based on Oct 2016-Dec 2017 completions, expanded timeframe to align with incentives programming as applicable



Accelerating a new model that treats body and mind as one.

Our clients see more productive, healthier workforces.

9% reduction in high-cost claimants¹

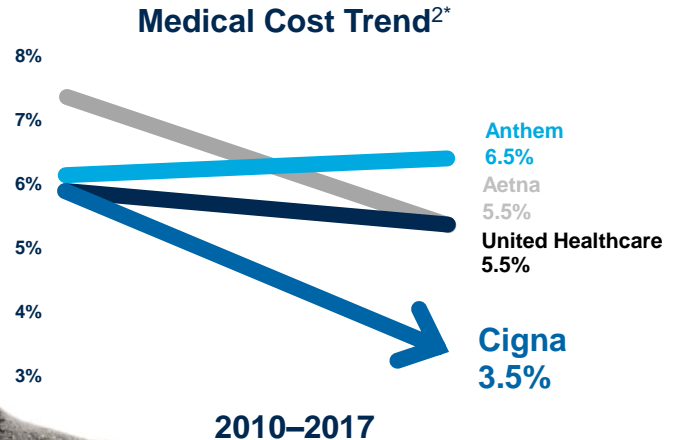
7% increase in preventive care visits¹

22% increase in customer participation¹

\$193
savings PMPY
when you combine
medical, pharmacy &
Total Behavioral
Health¹



And benefit from the lowest cost trend among top competitors.



Results may vary. *Chart is for illustrative purposes only. If no specific guidance was given, the midpoint of the reported range was used. See OCOR-4 in appendix for source information.

Sources

OCOR-4 – 1. Cigna 2018 National Book of Business study of medical customers who have Cigna pharmacy and behavioral benefits vs. Cigna medical only. PMPY = per member per year. 2. Based on Cigna and top three national competitors' 2010 and 2017 analyst calls – publicly available information.

OCOR-8 – 1. Cigna June 2018 analysis of data for top 5 Accountable Care program groups nationally, compared to local market in 2017. Accounts for 19,200 aligned customers. Comparisons to market are established using Cigna internal claims data.

OOG-5 – 1. Cigna 9/2018 analysis of One Guide and non-One Guide populations using 2017 data. 2. Cigna 9/2018 National Book of Business Consultative Analytics Platform report using 2017 data. 3. Lower cost, higher quality facilities include Cigna Care Designated, Cigna Collaborative Care arrangements and COEs. 4. 9/2018 Net Promoter Score results including One Guide Medical Proclaim, Home Delivery and Retail Pharmacy.

OADV-5 – 1. Cigna 2017 Nationwide book of business analysis of Health Matters Care Management Complete. 2. Cigna 2018 National Book of Business study of medical customers who have Cigna pharmacy and behavioral benefits vs. Cigna medical only.

OADV-14 – 1. Cigna 2017 Nationwide book of business analysis of Health Matters Care Management Complete. 2. 2017 Cigna analysis of population engagement comparing new Health Matters Care Management model to prior PHS+ model.



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