

Pick up the phone and take charge of your wellness

Your next step to better health

You've taken the health assessment, now it's time to take part in wellness coaching by Cigna.

You may receive an outreach call from Cigna to schedule a coaching call. It's important for you to answer the call. But don't wait for Cigna to call to take advantage of a **FREE** personal health coach.

And by following through on a coaching call by March 31, 2012, you will avoid paying the \$25 per-month employee-engagement surcharge beginning May 1, 2012.



Call
800-997-1406

Press 2 for Health and
Wellness, then 1 for a
Health Advocate

Or visit
mycigna.com

- Click on "Manage My Health"
- Choose "My Health Assessment"
- Coaching programs are on the bottom right of the screen

Employees have two options to avoid the engagement surcharge:

1

Participate in a Cigna coaching call, or

2

Sign up for one or more of four online coaching programs and read three articles

Cigna's Your Health First at-a-glance facts to know

Who's calling: Your Health First

Schedule a coaching call: 800.997.1406

Caller ID: Cigna PHT or Cigna CORP

Online coaching programs: www.mycigna.com

Hours of operations for scheduled appointments

- Monday - Friday 8 a.m. to 10 p.m. CST
- Saturdays 9 a.m. to 4:30 p.m.

Hours of operations for welcome calls

- Monday - Friday 9 a.m. to 8:30 p.m. CST
- Saturdays 9 a.m. to 2 p.m.

What YHF advocates assist with:

- Managing a chronic condition and identifying triggers
- Creating personal care plans
- Understanding medications or doctor's orders
- Coping with stress
- Quitting tobacco use
- Maintaining good nutrition
- Losing weight
- And much more

YHF tools available upon request:

- Toolkits
- Workbooks for Living with a Medical Condition and Lifestyle Management Programs
- Educational materials
- Various Preference Sensitive Care booklets with DVDs

Online coaching program topics:

- Strength and Resilience
- Energy and Performance
- Feel Better, Look Better
- Sleep Better, Feel Better, Live Better

Additional online wellness resources:

- Educational articles
- Podcasts
- Chronic condition support tool
- Treatment decision support tool

Other things to note:

- You will have one advocate for the extent of your health journey
- Advocates have access to other clinical resources for consultations or referrals



DiscoverHealth

mycigna.com | 800-997-1406
www.houstonhumanresources.org

General Wellness Coaching FAQs

How do I contact Cigna?

Don't wait for Cigna to call. Dial 800-997-1406 to schedule a time that is convenient for you. The coaching call will take a minimum of 30 minutes depending on your personal health conditions. After you complete your first full coaching call, the option to continue with your health coach is completely up to you. If you like, your wellness coach will make regular calls to you to help you on the path to better health.

Should I wait for Cigna to call?

No. If you are ready to get help in improving your health, go ahead and call Cigna today to set up your appointment.

Depending on claims history, health condition and health assessment results, some employees may not receive a phone call. Even so, those employees must also complete the wellness engagement requirement.

What will be discussed?

You will direct the topic of the coaching call. If you participated in the health assessment, you can use the results to help guide your health concern questions. Some examples of what you can discuss with the Your Health First advocate are: needing to eat a more balanced diet, ways to get more exercise, or how to manage a chronic condition. To hear a sample coaching call, go online to www.houstontx.gov/hr/wellness.html.

How do I know if it is Cigna calling?

Your caller ID will show Cigna PHT if it is the initial call to set up a coaching call. If it is a live coach, the caller ID will show Cigna CORP. If Cigna is calling, you should pick up the phone.

I'm a private person and this seems invasive. What if I don't want to talk to a stranger about my health concerns?

You have the option to complete your coaching engagement by going online to mycigna.com and reading just three articles. See the question about the online coaching programs for directions.

How do I access the online programs?

If you don't want to talk to anyone on the phone, log on to mycigna.com and sign up for one of four coaching programs. To get to the coaching programs, click on the "Manage My Health" menu and choose "My Health Assessment." From there you can choose to join Strength and Resilience; Energy and Performance; Feel Better, Look Better; or Sleep Better, Feel Better, Live Better. Once you join a coaching program, you will receive weekly email reminders to log on and read useful online articles. Read just three articles, and your coaching engagement requirement will be met.

If you are accessing the articles from your weekly email reminder, you must click on the link in the email and log on to mycigna.com.

How will I know I've met the requirement?

At the end of your coaching call, ask the Cigna Your Health First advocate if you've met the requirement. Otherwise you can call Cigna at 713-837-9377, 713-837-9375, 713-837-9376 or 713-837-9448 on the Thursday after you complete your online requirement. You will also receive a confirmation postcard mailed to the home address you have on file. Postcards are scheduled to be mailed at the end of December, January and February.

What happens if I don't participate in a coaching engagement?

You will be assessed a monthly \$25 surcharge for the next plan year from May 1, 2012 - April 30, 2013.

I completed a coaching call and my coach wants to schedule more. Is it required?

No. You have met the requirement to avoid the surcharge, but you can continue this benefit if you choose.

I've already met the requirement to avoid the initial \$25 health-assessment surcharge. Do I have to do this too?

Yes. Every employee with a city-sponsored Cigna plan must participate in a coaching engagement to avoid the surcharge.

I'm a retiree, do I have to participate to avoid the surcharge?

No. Retirees, dependents and those in phase-down, or on FMLA or Leave of Absence will not be assessed a surcharge. Only active employees must meet the coaching requirement.

What's next?

Each plan year, you will have to meet the health assessment and coaching requirements. The city is taking a new approach to employee wellness. Healthy employees are happier and more productive.

In addition, the impact on the city's self-insured health plan is minimized thus helping to manage rising medical contributions.

