

# WE'RE ON YOUR SIDE

Welcome to Health Matters Personal Health Team



## Your Personal Health Team is here to provide you and your family with the personalized support that you need to remove barriers to care and manage your health

Everyone has different needs for their health and well-being. When you don't know where to go for help with a simple question or a more serious situation, we are here for you.

Now you have a team of clinical experts — including nurse case managers, health coaches, registered dietitians, exercise physiologists, behavioral professionals, social workers and personal advocates — ready to support your medical needs as well as your social and emotional well-being.

- Access confidential assistance from reliable, compassionate professionals at no cost to you
- Connect with a Personal Nurse Advocate to help find the care you need
- Access online educational information and coaching programs designed to help manage your chronic conditions like diabetes or asthma, or make lifestyle changes in areas like weight, tobacco or stress reduction
- Locate community resources and support
- Prepare a hospital stay — and a recovery plan for when you leave

## We're here to help, so you can focus on getting better

Trust your Personal Health Team to help:

- Connect you with a Personal Nurse Advocate to find the care you need
- Explain your condition, treatment options and medications
- Empower you to manage your chronic condition
- Find quality, cost-effective facilities in your plan's network
- Provide information about alternatives to costly treatments or procedures
- Ensure a smooth transition between inpatient and outpatient care
- Work with your provider to coordinate home health care, therapy or special medical needs
- Guide you to online resources, tools and coaching programs



Cigna Personal Nurse Advocates have a **95% satisfaction** rating<sup>1</sup>

## To learn more about your Personal Health Team or to get answers to your questions about health plan benefits:



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**Together, all the way.®**



1. 2021 National Care Management Satisfaction Survey Results.

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