

HAPPIER, HEALTHIER AND MORE PRODUCTIVE EMPLOYEES

There's a proven tool to help you get there.

The Cigna One Guide service offers the convenience of an app with the personal touch of live service to help your employees engage in their health and get the most value from their plan.

It delivers proactive, personalized support to help them navigate health care at every opportunity. Powerful data analytics help to guide them to the programs and resources that are most relevant to them – like incentives* and coaching. By anticipating their needs and tuning into their communication preferences, the One Guide service helps your employees take control of their health on their terms.



The Cigna One Guide service can help transform your workforce.

10% ↑

higher health engagement**

4% ↑

higher completion of screening and wellness assessments***

48% ↑

higher employee incentive balances***

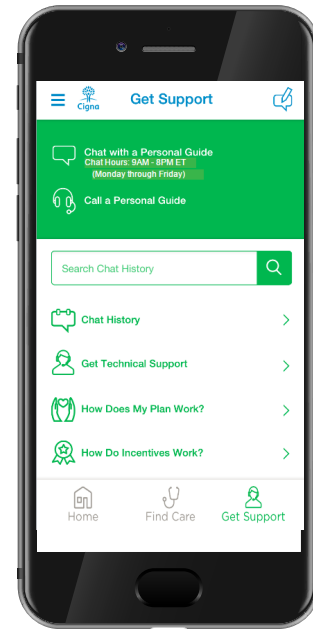
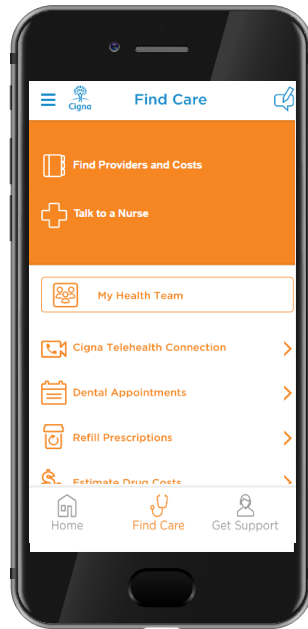
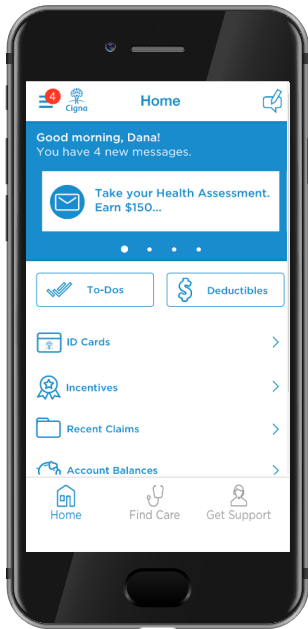
3.2% ↑

higher employee satisfaction**

Together, all the way.®



Technology that powers the experience



For illustrative purposes only. Actual features will vary by plan design.

PERSONALIZED OPPORTUNITIES

- Pre-enrollment guidance on choosing the right plan
- Thorough support to help use the plan
- A highly personalized experience
- Proactive messaging based on individual health needs

QUICK ACCESS TO FINDING AND GETTING CARE

- Guidance in finding the right doctor, lab, pharmacy,* or convenience care center
- Easy connection to health coaches, pharmacists* and other resources

ONE-CLICK ACCESS TO ONE GUIDE SUPPORT

- Dedicated one-on-one support in complex situations, for those who need it most
- Access to personal guides by phone or click to chat
- Education on plan features, ways to maximize benefits and earn incentives

Contact your Cigna representative to learn more.



* If included as part of your plan design.

** Cigna internal analysis of clients with 2014 full-year participation in the concierge service program, covering 182,000 customers. Engagement rates improved in chronic, wellness and lifestyle health advocacy programs. Individual client/customer results will vary and are not guaranteed.

*** Based on internal Cigna interim analysis of client pilot from October 2014–June 2015, covering only customers continuously eligible from October 2013–June 2015. Results reflect customers who used the online experience tool more than three times during the period versus the control group that did not use the tool.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, contact your Cigna sales representative.

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