

Case management helps you find information when you need it to help you make the best health care choices. We also want you to know your case management rights.

You have a right to:

- + Take an active part in your case management plan
- + Refuse case management and other services*
- + Learn how Cigna may help with end-of-life and advance care directives
- + Get information about how Cigna makes the decision to end case management services
- + Receive notice and information about why case management services are changed or ended
- + Have access to alternative service approaches if you or your family are not able to fully participate
- + Understand the case management relationship. When other parties may be involved in the process, and when information will be shared
- + Know and understand that the case management program may include written or electronic information on case management actions and recommendations
- + Know how to access the complaint process
- + Get information on how to contact clinicians responsible for coordinating your care

PEACE OF MIND

If you or a family member were suddenly faced with a complex medical condition, where would you turn?

How would you deal with all the decisions you would have to make?

An experienced case manager can help.

Call us at **800.244.6224**.



*When you refuse case management, you are also refusing other helpful services. For example, outreach calls, coordination between Cigna and your doctor, educational materials and more.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company and Cigna Health Management, Inc. The Cigna name, logo, and "CareLink" are registered service marks of Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only. As to Cigna content/properties, © 2017 Cigna. All rights reserved. 11/17



ON THE PATH TO RECOVERY

Case management offers the support you need.



Your health plan is insured and/or administered by Tufts Health Plan. Our alliance with Cigna® (called CareLink®) provides access to Cigna's nationwide case management program. This program can be used when you or a covered family member is ill.

A case manager will help you get access to the medical care and support you need for your treatment. The case manager can support customers with complex medical conditions, such as heart disease, cancer or stroke.

FOCUSED ON YOUR RECOVERY

When you or a loved one is ill, we want you to focus on recovery. The case manager's job is to take care of almost everything else. So you can get the medical care you need when you need it the most.

Case management is a service that is offered at no additional cost to you. Our teams include specially-trained nurses and health care specialists. They can help when you need additional support for your medical or mental health needs.



HOW WE WORK

Case managers work closely with customers, family members and doctors. They stay informed about the latest medical treatments and resources. They also have the support of a nationwide team of board-certified health care professionals.

Case managers understand medicine and your benefits. They can help you get the care you need – including inpatient or outpatient hospital services, or in-home care.

CARING, PERSONAL SERVICE

Your case manager will work closely with you to:

- + Help you find answers to your medical questions
- + Help you and your family get information on your condition, treatment options and medications
- + Work with your doctor and other medical specialists
- + Help coordinate your care while you work on getting better
- + Help you deal with changes and make decisions
- + Help you get the most from your health plan
- + Help you communicate with your health plan or employer
- + Coordinate home care services needed for recovery
- + Monitor your progress and follow your recovery



WE'RE HERE FOR YOU

Your case manager is here to support you and your family. Case management is a voluntary program, so you can decide if you want to use this service. You and your doctor can say yes or no to any suggestions your case manager makes.

If you have any questions about this program, please ask your case manager. Or call us at **800.244.6224**.



WHY IS CIGNA CALLING ME?

Through an alliance with Cigna, Tufts Health Plan offers you Cigna case management programs to help you get healthy and live well. We're excited to get to know you. Cigna may call you at home to talk about helping you manage your health.



WHAT HAPPENS ON THE CALL?

When you answer, a case manager will come on the line. This person will tell you their name and why they're calling. By talking with you, the case manager can find the best ways to help in your recovery.

Questions? Call us at **800.244.6224**.