

CIGNA CAREPLAN

Member Newsletter | Summer 2021



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FROM OUR PRESIDENT

Dear valued Cigna members,

I hope you're enjoying the warm summer weather. With longer daylight hours, it's a great time to get outdoors and soak up some sunshine. The sun is the best—and only—natural source of vitamin D, and it's a proven mood booster. But in spite of its benefits, you have to be careful to avoid sunburns, heat stroke and more. For some sun safety tips, check out page 4.

Also, as we are in the middle of the year, it is a good time to make sure you have visited your doctor for your annual wellness visit. In this visit, you can talk to your doctor about how you are feeling and learn about ways to stay healthier during the year. Sometimes you may receive screenings to ensure you stay healthy.

We are here to help you. If you have questions about your plan, just give your Service Coordinator or Member Services a call.



Have a great summer!

Dee Cavaness
Interim Medicaid Plan President
Cigna Medicaid

IMPORTANT PHONE NUMBERS



Member Services

We can answer questions about your benefits, provider network or other issues related to your plan.

Call: **1-877-653-0327 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 8 p.m. Central Time, excluding state-approved holidays



Service Coordination

We provide services and support when you need it.

Call: **1-877-725-2688**, Monday to Friday, 8 a.m. to 5 p.m. Central Time



Health Information Line

Call us if you need health advice when your doctor's office is closed.

Call: **1-855-418-4552 (TTY: 7-1-1)**

A nurse will answer your questions 24 hours a day, 7 days a week. Always call **9-1-1** if you have a medical emergency.

LOOKING FOR COMMUNITY RESOURCES?

We can help! Cigna CarePlan Members have access to a website that helps you find programs and services, like low-cost housing, food, education, transportation and more, to help you get through tough times.

Here's how it works:

Go to cignatxmmp.auntbertha.com and enter your zip code. Then use the icons to find the services you need. If you have questions, please contact Member Services or your Service Coordinator.

TRANSPORTATION SERVICES UPDATE

Starting June 1st, Cigna will offer Nonemergency Transportation (NEMT) services.

NEMT services provides rides to health care appointments. It's for members who have no other transportation options. This benefit includes rides to the doctor, dentist, pharmacy and other places you get Medicaid services. These trips do not include ambulance rides.

Do I have to pay for NEMT?

No. Cigna has arranged for our transportation vendor, Access2Care, to provide NEMT services at no cost to you.

What transportation services are included?

- > Public transportation (city bus passes)
- > Mileage reimbursement
- > A taxi or van service
- > Wheelchair van

What information do I need to schedule a ride?

- > First and last name of the person with the appointment
- > Medicaid ID number for the person with the appointment
- > Address where you would like to be picked up (usually your home address)
- > The best telephone number to reach you
- > Address and phone number of your appointment location
- > Name of the medical professional you will be seeing
- > The type of provider you will see (such as primary care provider, specialist, behavioral health, dental, etc.)
- > Date and time of the appointment
- > Whether you will need to arrive early (for paperwork or getting around a big facility)
- > If you will be traveling alone or if someone will be traveling with you
- > Any needs you may have, like using a wheelchair or walker, so the right type of vehicle will pick you up

Additional Information

Emergency ambulance trips are not arranged through Access2Care. If you need immediate treatment, please call **911**.

For our members who live in a nursing facility, please continue to work with your facility on arranging transportation needs.

Questions? Please call Member Services.

Call **1-877-653-0327**,
Monday to Friday,
8 a.m. to 8 p.m.
Central Time



TRANSPORTATION CONTACT INFORMATION

How do I schedule a ride?

Members can call to arrange a ride.

Call **1-888-721-8184**, Monday to Friday,
8 a.m. to 5 p.m. Central Time
(excludes state-approved holidays)

Please call at least two workdays (48 business hours) before your appointment. If the appointment is outside your county, please call five days before the appointment.

Where's my ride?

Members can call for a ride home and/or check on the status of their scheduled rides.

Call **1-888-721-8184**, Monday to Saturday,
8 a.m. to 7 p.m. Central Time

SUMMER SAFETY TIPS



DRINK OFTEN

Make sure to stay hydrated in the summer heat. Drink plenty of water throughout the day, and avoid sugary drinks. Replace salt lost from sweating with fruit juice or sports drinks.

LIMIT EXPOSURE

Head outdoors when the sun's rays are the weakest: before 11 a.m. and after 4 p.m. Watch out for cloudy weather—you can still get sunburned.

APPLY SUNSCREEN

Protect your skin. Apply at least a 30 SPF sunscreen 15 minutes before you go outside. Look for a sunscreen that protects against both ultraviolet A (UVA) and B (UVB) rays. Reapply it every two hours, even on cloudy days, and after you swim or sweat.

PROTECT FROM SUN

Wear a hat to shield your face, and wear sunglasses to protect your eyes. To prevent eye damage, choose sunglasses with UVA/UVB protection and polarized lenses. Wear tightly woven, loose-fitting cotton clothing.

STAY CLEAR OF BITES

To help prevent bug bites, use an insect repellent.* Wear a long-sleeve shirt and long pants when in wooded or grassy areas. To treat bug bites: apply a cold compress for a few minutes, and then use calamine or hydrocortisone ointment to help stop the itch.

* Texas Health and Human Services covers some mosquito repellent products at no cost. To learn more, visit careplantx.cigna.com/customer-resources/supplemental-benefits-services.

Sources: Environmental Protection Agency; Centers for Disease Control and Prevention

SUMMER WORD SEARCH



Q	F	F	I	W	T	S	H	T	D
S	A	F	E	T	Y	H	E	F	B
W	C	W	S	T	L	O	A	I	U
G	S	U	M	M	E	R	T	S	G
P	O	O	L	U	K	T	L	H	S
S	U	N	G	L	A	S	S	E	S
T	U	S	U	N	B	L	O	C	K
E	W	A	T	E	R	L	I	H	J
N	J	I	C	E	C	R	E	A	M
T	U	C	S	Y	K	L	E	T	T

Summer
Heat
Water
Sunblock
Bugs
Fish
Safety
Pool
Ice cream
Sunglasses
Tent
Shorts
Hat

FOUR TIPS TO HELP PREVENT FALLS

Falls are the leading cause of injuries among older adults. Talk to your doctor, family or friends, and make a plan to learn more about how you can help prevent falls. Here are some helpful tips.

1 | Preventive Exams

Being able to see, hear and walk comfortably can prevent falls.

- > If you have a hearing aid, be sure it fits well and wear it.
- > Have your eyes checked by an eye doctor at least once a year. Conditions like cataracts and glaucoma can limit your vision.
- > Have your doctor check your feet once a year and discuss proper footwear.

2 | Safety at Home

Half of fall accidents take place at home. Take steps to create a safe home environment.

- > Create clear pathways in your home by removing clutter and electrical cords.
- > Replace area rugs with non-skid carpets.
- > Add lights in hallways, stairs and bathrooms.
- > Install grip bars in your shower and tub, and add handrails near steps and stairways.
- > Keep frequently used household items on lower shelves and cabinets.

3 | Exercise & Diet

Staying healthy and active can also help prevent falls.

- > Try exercises that make your legs stronger and improve your balance.
- > Eat a balanced diet to maintain a healthy weight.
- > Get enough sleep. If you are tired, you are more likely to fall.

4 | Medications

Ask your doctor or pharmacist to review the medicines you take. Some medicines, or combinations of medicines, can cause side effects that increase your risk of a fall.



If you have a fall, be sure to let your doctor know. A fall can be a sign of a new medical condition, problems with your medications or as simple as a change in your eyesight.

PREVENTIVE SERVICES to Complete this Year

Have you taken advantage of your covered health care plan benefits?

It is now mid-year and we want to make sure you get the health screenings and exams you need.

Preventive screenings can help prevent future health issues down the road. It is also important to visit with your doctor so he or she understands how you are doing.

Before the end of the year, talk to your doctor about which covered health care services are right for you. You may want to schedule:

- > Annual Exam
- > Colonoscopy
- > Cervical Cancer Screening
- > Mammogram
- > Podiatry
- > Hearing Screening
- > Eye Exam



WE WANT TO HEAR FROM YOU!

Cigna invites you to join our Member Advisory Group. We meet each quarter to learn what our members like about their Cigna health care plans. We also talk about what we can do to make your experience even better.

Sign up today!

Call Member Services to ask how you can join this meeting by phone. They can also help you sign up for any other member events.

Call **1-877-653-0327 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 8 p.m. A Member Service Representative will work with you to reserve a spot for the meeting.

CIGNA COMMUNITY EVENTS

Cigna provides community events throughout the year on many health topics. These events are for members, providers and the community at large. View the full list on our website. Go to: starplus.cigna.com/updates/events

SUMMER WORD SEARCH ANSWER KEY

From Page 4

Q	F	F	I	W	T	S	H	T	D
S	A	F	E	T	Y	H	E	F	B
W	C	W	S	T	L	O	A	I	U
G	S	U	M	M	E	R	T	S	G
P	O	O	L	U	K	T	L	H	S
S	U	N	G	L	A	S	S	E	S
T	U	S	U	N	B	L	O	C	K
E	W	A	T	E	R	L	I	H	J
N	J	I	C	E	C	R	E	A	M
T	U	C	S	Y	K	L	E	T	T

CIGNA MEMBER SERVICES

Monday to Friday | 8 a.m. to 8 p.m. Central Time | 1-877-653-0327 (TTY: 7-1-1)



The information contained in this newsletter is not intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your doctor with any questions you may have regarding a medical condition or treatment and before undertaking a new health care routine.

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Notice of Nondiscrimination: Discrimination is Against the Law

Cigna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Cigna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Cigna:

- › Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- › Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services at **1-877-653-0327 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 8 p.m. Central Time.

If you believe that Cigna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Cigna
Attn: Appeals and Grievances Department
P.O. Box 211088
Bedford, TX 76095
Phone: **1-877-653-0327 (TTY: 7-1-1)**
Fax: **1-877-809-0783**

You can file a grievance in writing by mail or fax. If you need help filing a grievance, Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

Multi-language Interpreter Services

English – ATTENTION: If you speak English, language assistance services, free of charge are available to you. Call **1-877-653-0327** (TTY 711). This call is free.

Spanish – ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-653-0327** (TTY 711). Esta llamada es gratuita.

Chinese – 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1-877-653-0327** (TTY 711)。此電話免費。

Vietnamese – CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-653-0327** (TTY 711). Cuộc gọi này miễn phí.

French Creole – ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-877-653-0327** (TTY 711). Apèl sa a gratis.

Korean – 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-653-0327** (TTY 711)번으로 전화해 주십시오. 이 전화는 무료입니다.

Polish – UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-653-0327** (TTY 711). To połączenie jest bezpłatne.

French – ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-653-0327** (ATS 711). Cet appel est gratuit.

Arabic – ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-653-0327** (TTY 711). هذه المكالمات بالمجان.

Russian – ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-653-0327** (TTY 711). Звонок бесплатный.

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-653-0327** (TTY 711). Libre ang tawag na ito.

Farsi/Persian – توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می باشد. با شماره **1-877-653-0327** (TTY 711) تماس بگیرید. این تماس رایگان است.

German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-653-0327** (TTY 711). Dieser Anruf ist kostenlos.

Hindi – ध्यान दें: अगर आप हिंदी बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। **1-877-653-0327** (TTY 711) पर कॉल करें। यह कॉल नि:शुल्क है।

Portuguese – ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-877-653-0327** (TTY 711). Esta ligação é gratuita.

Italian – ATTENZIONE: nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-653-0327** (TTY 711). La chiamata è gratuita.

Japanese – 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-877-653-0327** (TTY 711)まで、お電話にてご連絡ください。この通話は無料です。

Navajo – Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jík'eh, éí ná hóló, kojí' hódíłnih **1-877-653-0327** (TTY 711). Díí béesh bee hane'ígíí t'áá jík'eh.

Gujarati – ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-653-0327** (TTY 711). આ ફોન મફત છે.

Urdu – توجه دین: اگر آپ اردو زبان بولتے ہیں تو آپ کے لئے زبان معاون خدمات مفت میں دستیاب ہیں۔ کال کریں **1-877-653-0327** (TTY 711)۔ یہ کال مفت ہے۔

Greek – ΠΡΟΣΟΧΗ: Υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης για εσάς εάν μιλάτε ελληνικά. Καλέστε στο **1-877-653-0327** (για χρήστες TTY, καλέστε 711). Η κλήση αυτή είναι δωρεάν.

Lao – ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ໂດຍບໍ່ເສຍຄ່າ ພ້ອມໃຫ້ບໍລິການແກ້ໄຂທ່ານ. ໂທໂທທີ **1-877-653-0327** (TTY 711). ສໍາລັບການໂທນີ້ແມ່ນບໍ່ເສຍຄ່າ.