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Important phone numbers

Member Services

1-877-653-0327 (TTY: 7-1-1)

7 days a week
8 a.m. to 8 p.m. Central Time

Service Coordination

1-877-725-2688

Monday to Friday
8 a.m. to 5 p.m. Central Time

24-hour Health Information Line

1-855-418-4552

24 hours a day
7 days a week

Transportation

**1-877-633-8747
(1-877-MED-TRIP)**

Monday to Friday
8 a.m. to 5 p.m. Central Time

Behavioral Health Line

1-877-725-2539

Monday to Friday
8 a.m. to 5 p.m. Central Time

Dental care

1-855-418-1628

Monday to Friday
7 a.m. to 5 p.m. Central Time

Vision care

1-888-886-1995

Monday to Friday
7 a.m. to 8 p.m. Central Time

Safelink

1-877-631-2550

Monday to Saturday
7 a.m. to 9 p.m. Central Time
Sunday
7 a.m. to 6 p.m. Central Time

My Cigna benefits

Cigna-HealthSpring CarePlan Members **GET FREE SERVICES**

*that are not covered by basic
Medicaid and Original Medicare.*



Review this booklet to learn about your benefits. Not every service may be listed. For more information, you can:

- 1 Review your Member Handbook.
- 2 Call Member Services toll-free **1-877-653-0327 (TTY: 7-1-1)** 7 days a week, 8 a.m. to 8 p.m. Central Time.
- 3 Go to [Careplantx.cigna.com](https://careplantx.cigna.com)

If you live in a nursing facility, please refer to the Cigna-HealthSpring STAR+PLUS Member Handbook for Nursing Facility Carve-In. You can find this Member Handbook by visiting starplus.cigna.com or get a copy by calling Member Services at 1-877-653-0327 (TTY: 7-1-1), 7 days a week, 8 a.m. to 8 p.m. Central Time.

Temporary cell phone service

Members who are enrolled in the Federal Lifeline free Smart Phone program will receive free outbound calls to the Cigna Member Services phone number that will not count toward monthly minute allotment. Members who opt in will receive relevant Health Related text messages from the plan.

- unlimited text messages
- free 6-1-1 and 9-1-1 calls
- mobile health alert messages by CareMessage

Call Safelink at:

1-877-631-2550

24-hour Health Information Line

You can call to talk to a nurse 24 hours a day, 365 days a year. You can get health information and advice anytime day or night.

Call the 24-hour Health Information Line at:

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

\$30 quarterly allowance for over-the-counter (OTC) medications and products

You get \$30 every quarter to use toward your over-the-counter (OTC) health products. You will receive an OTC catalog that lists items such as:

- Anti-itch lotions and creams
- Cold, flu, decongestant and sinus relief
- Dental and denture care
- First aid and medical supplies
- Foot care
- Sleeping aids
- Vitamins and minerals
- Wart remover and more

Unused dollars rollover quarter to quarter, but must be used by December 31, 2020.

To place an order, call:

1-866-575-3744 (TTY: 7-1-1)

Monday to Friday,
7 a.m. to 8 p.m. Central Time.

\$25 gift card for Cervical Cancer Screening

If you are covered by only Medicaid you can get a \$25 gift card for completing a recommended Cervical Cancer Screening.

Limit 1 gift card per year.

Call Member Services at:

1-877-653-0327 (TTY: 7-1-1)

\$20 gift card for Diabetic Members

If you are covered by only Medicaid you can get a \$20 gift card for completing your annual A1c test.

Limit 1 gift card per year.

Call Member Services at:

1-877-653-0327 (TTY: 7-1-1)

Transportation

You can get a ride to and from your doctor and other medical visits.

Medical Transportation Services will arrange for transportation services when State transportation services are unavailable. You must call at least 2 days before appointment to schedule transportation.

To schedule a ride, call:

1-877-633-8747 (1-877-MED-TRIP)

Monday to Friday,
8 a.m. to 5 p.m. Central Time

Vision services

- 1 routine eye exam annually
- 1 pair of contact lenses every 2 years OR
- 1 pair of eyeglasses (frames and lenses).

Call vision provider at:

1-888-886-1995

Monday to Friday

7 a.m. to 8 p.m. Central Time

Dental services

You can get dental services such as:

- 1 oral exam every 6 months
- 1 cleaning every 6 months
- 1 bitewing X-ray every year
- 1 full mouth and panoramic X-ray every 36 months
- Restorative Services - fillings every 12 months, crowns every 60 months
- Periodontics
- Extractions - unlimited

A \$2,000 annual maximum limit applies to all services. Unused amounts of the annual allowance do not carry forward to future benefit years. You can visit a participating dentist to get services.

Call dental provider at:

1-855-418-1628

Monday to Friday

7 a.m. to 5 p.m. Central Time

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.

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
Attention: Appeals, Complaints,
and Grievances Department
P.O. Box 211088
Bedford, Texas 76095

1-877-653-0327 (TTY: 7-1-1)
7 days a week
8 a.m. to 8 p.m. Central Time
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>.

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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.

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 jiił'eh, éí ná hóló, kojł' hódíłłnih **1-877-653-0327** (TTY 711). Díí béesh bee hane'ígíí t'áá jiił'eh.

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

Urdu – توجہ دیں: 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 – ຄື້າໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ໂດຍບໍ່ເສຍຄ່າ ພ້ອມໃຫ້ບໍລິການແກ່ທ່ານ. ໂທໂປທີ **1-877-653-0327** (TTY 711). ສໍາລັບການໂທນີ້ແມ່ນບໍ່ເສຍຄ່າ.

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