

MEDICARE ADVANTAGE PATIENT SUPPORT PROGRAMS

Quick reference guide

Medically complex patients benefit from tailored interventions. Cigna Medicare Advantage's patient support programs can serve as a customizable adjunct to your treatment plans. All programs are offered at no additional cost to the patient.

Supported by a multidisciplinary team of professionals, Cigna Medicare Advantage's patient support programs enable early intervention for patients with medical, pharmaceutical or behavioral health needs.

While provider interest in these patient support programs is highly encouraged, it is not a guarantee of enrollment. Cigna reserves the right to enroll a patient in the most appropriate clinical support program.



BENEFITS

- > Short-term and complex care management
- > Assistance coordinating services and community resources
- > Targeted efforts to prevent or manage exacerbations

RESULTS

- > Improved self-management skills
- > Improved medication adherence
- > Closed gaps in preventive care measures

PATIENT ELIGIBILITY ASSESSMENTS

Email us to request eligibility assessment for your patient:

CignaRefer_Help@Cigna.com

IN-HOME PROGRAMS	PROGRAM DESCRIPTION	PARTNER	PARTICIPATING MARKETS	WHO QUALIFIES?	LEARN MORE	REQUEST ELIGIBILITY REVIEW
Chronic conditions						
Chronic Care Management (CCM) > Provides all PCP services and coordination	> Focuses on top health care utilizers > Improves the health of patients needing in-home support > Develops personalized care plans	Alegis Care	IL, MD, PA	Must have at least one of the following: > CHF, COPD, Asthma, CKD, DM, CAD, Dementia > 2 or more hospitalizations, or 3 or more ER visits in the past year Exclusions: > Active cancer treatment requiring frequent hospitalizations > Chronic pain or psychiatric issues as the primary source of hospital utilization	> Information: Info@AlegisCare.com www.alegiscare.com	Email CignaRefer_Help@Cigna.com Include: Provider name and phone #: Patient name: Patient health ID #:
Complex Care Program (CCP) > Patient is empaneled with a community PCP			AL, GA, IL, TN, TX			
Palliative care						
Advanced Care Program (ACP)	> Reduces hospitalization risk > Manages symptoms > Improves quality of life > Organizes the home environment for better care delivery > Provides advanced care planning	Alegis Care	AL, GA, IL, TX Q1 2021 - TN	Patients with advanced illness who require home-based care; most commonly: > CHF (Class III–IV) > COPD (Stage III–IV) > End Stage Renal Disease (ESRD) > Dementia > Frailty and impaired mechanical health > Cancer	> Information: Info@AlegisCare.com www.alegiscare.com	Email CignaRefer_Help@Cigna.com Include: Provider name and phone #: Patient name: Patient health ID #:
Post-hospital transition of care						
Transitions of Care (TOC)	> Ensures a smooth transition from hospital to home > Reduced readmissions	Alegis Care	AL, GA, IL, TX Q1 2021 - MD, PA	Patients with a strong likelihood of a readmission based on diagnoses, comorbidities and/or functional health status	> Information: Info@AlegisCare.com www.alegiscare.com	Email CignaRefer_Help@Cigna.com Include: Provider name and phone #: Patient name: Patient health ID #:

DISEASE-SPECIFIC PROGRAMS	PROGRAM DESCRIPTION	PARTNER	PARTICIPATING MARKETS	WHO QUALIFIES?	LEARN MORE	REQUEST ELIGIBILITY REVIEW
Behavioral health						
Ontrak Behavioral Health (formerly known as Catasys)	<ul style="list-style-type: none"> > Uses predictive analytics to identify care-avoidant patients > Works with patients on self-identified health issues > Provides medical, therapy and coaching interventions > Helps member engage more with primary care to manage their chronic medical condition(s) 	Ontrak	All except AZ and Leon Q2 2021 - CO, NM, UT	Patients with untreated behavioral health conditions (such as anxiety, depression, substance use) that exacerbate serious physical health conditions and drive high medical costs	> Information: Ontrak 1-866-321-6560 ontrak-inc.com	Email CignaRefer_Help@Cigna.com Include: Provider name and phone #: Patient name: Patient health ID #:
Medicare Diabetes Prevention Program						
Medicare Diabetes Prevention Program	<ul style="list-style-type: none"> > Pre- Diabetes Management Program > Developed by the Centers for Disease Control and Prevention > Promotes healthier lifestyles and weight loss to reduce Type 2 diabetes risk 	Solera	All	<p>For patients with one of three blood tests conducted within one year before the first core session:</p> <ul style="list-style-type: none"> > Hemoglobin A1c test with a value of 5.7-6.4% or > Fasting plasma glucose test with a value of 110-125 mg/dl or > Oral glucose tolerance test with a value of 140-199 mg/dl <p>Exclusions:</p> <ul style="list-style-type: none"> > BMI <25 (if self-identified as Asian, BMI <23), diagnosis of ESRD, type 1 or type 2 diabetes, pregnant (development of diabetes while enrolled in program will not affect eligibility), < 18 years old 	Please visit http://soleranetwork.com/medicatedpp/ for the full clinical referral form & instructions.	Email CignaRefer_Help@Cigna.com Requires recent blood values and BMI to confirm eligibility
Chronic Kidney Disease/End Stage Renal Disease						
Chronic Kidney Disease/End Stage Renal Disease	Three episode-focused in-home care management programs	Monogram Health	Q1, 2021 – AL (including N FL), AR, AZ, GA, MS, TN Q2, 2021 – CA, Central FL (Orlando), CO, DC, DE, IL, KS, MD, MO, NC, NJ, PA, SC, TX	<ol style="list-style-type: none"> 1. CKDelay is for patients with Chronic Kidney Disease with Stage 3b or greater with approximate GFRs < 44 and > 20 and are not expected to experience kidney failure in the next 12 months. 2. Advanced CKD Transitions (ACT!) is for patients diagnosed with CKD Stage 4 with approximate GFR < 20 who are expected to experience kidney failure within the next 12 months. 3. ESRD Care Optimization (ECO) is for patients who are already diagnosed with ESRD and are on dialysis or post-transplantation with a GFR of 12 or lower. 	> Information: www.monogramhealth.com	Email CignaRefer_Help@Cigna.com Include: Provider name and phone #: Patient name: Patient health ID #:

INTERNAL PROGRAMS	PROGRAM DESCRIPTION	PARTICIPATING MARKETS	WHO QUALIFIES?	LEARN MORE OR REQUEST ELIGIBILITY REVIEW
Cigna Care Management				
Complex/Comprehensive Care Management	<ul style="list-style-type: none"> > Complex medical or behavioral health issues > Benefit provided by Cigna Medicare Advantage employed nurses or social workers who conduct assessments of the customer's health status, social determinants of health, and gaps in care utilizing a multidimensional, evidenced-based approach to identify opportunities for impact. 	All	<ul style="list-style-type: none"> > High utilization; 2 admissions in 12 months or 3 ER visits in the last 12 months > Multiple co-morbidities 	Fax: 205-444-4265 Email: CareManagementSupport@cigna.com Phone: 1-866-382-0518 *For TX: Please contact <Deandrea.Barnett@CareAllies.com> Include: Provider name and phone #: Patient name: Patient health ID #:
Behavioral Health				
Community Based Care Coordination (CBCC)	<ul style="list-style-type: none"> > Community-based care coordination team > Community Based Care Coordinators are licensed behavioral health professionals that: <ul style="list-style-type: none"> - Coordinate with providers, hospital staff, and other community resources on behalf of customers with complex behavioral health needs. - Work directly with customers during <ul style="list-style-type: none"> • Home visits • Hospital visits • Ongoing telephone contact 	All	<ul style="list-style-type: none"> > Severe and persistent mental illness > 1+ psychiatric patient admissions 	Care Management Behavioral Health Fax: 855-854-1511 Behavioral Health Phone: 866-780-8546 (TTY 711) Monday - Friday, 8:00 am - 5:00 PM Central Time Visit: https://www.cigna.com/medicare/healthcare-professionals/bhunit
Depression Disease Management (DDM)	<ul style="list-style-type: none"> > Offers prevention, detection, and education that informs customers about available treatments and services for managing depression. > 12 week program including education, mailings and telephone support <ul style="list-style-type: none"> - A dedicated behavioral health coach - 12 weeks of one-on-one phone support - Monitoring of medications or treatment - Connections to community resources 		Customers with symptoms of depression	
Substance Use Coaching Program	<ul style="list-style-type: none"> > The Behavioral Health Unit offers educational coaching programs. These free programs provide participants with telephonic support and printed resources. > Customers with substance use issues are provided with early intervention, education and support group information, and referrals to in-network providers. 		Customers with substance use issues	

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