

Cigna Medicaid News

A resource for our Members

Flu season is here!

Did you get your annual flu shot?

A flu shot is the best way to lower your chances of getting the flu and prevent spreading it to your family and friends. Your flu shot is available at no additional cost to you. Your Cigna plan covers the cost of the shot once a year. You can get a shot at your doctor's office, an urgent care center or local pharmacy.

Take everyday preventive actions to stop the spread of germs.¹

It's likely that flu viruses and the virus that causes COVID-19 will both spread this fall and winter.

- Take everyday preventive actions to reduce the spread of flu.
- Avoid close contact with people who are sick.
- If you are sick, limit contact with others as much as possible to keep from infecting them.
- Cover coughs and sneezes.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with viruses that cause flu.

Mental Health Support Line

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, help is available. Please call the toll-free HHSC COVID-19 Mental Health Support Line at 1-833-986-1919 to speak with a mental health professional for help dealing with stress, anxiety, or depression.

Did you know that you can check if a medication is covered online?

You can access Texas Medicaid formulary and preferred drug list information list online at www.txvendordrug.com/formulary. You can also get a copy of the formulary in paper form without charge. If you would like to ask for a paper copy, please call Member Services at 1-877-653-0327 (TTY: 7-1-1) Monday to Friday, 8:00 a.m. to 5:00 p.m. Central Time. A paper copy will be sent to you within five business days of your request.

What a Service Coordinator can do for you

As a Cigna Member, you've likely heard about Service Coordinators. But who are they? And how can they help you?

Your Service Coordinator is a vital member of your health care team. He or she partners with you, your doctor and your family (or personal caregivers) to make sure you have the health care support you need. That might mean:

- Helping you manage a challenging condition like diabetes or heart disease
- Finding community programs or services to help with other needs like utilities assistance
- Recommending medical supplies or other aids that may assist you to live more independently at home
- And more!

For more information or if you have any questions, please contact your assigned Service Coordinator directly or you may call the Service Coordination line at 1-877-725-2688, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Building resilience in times of stress.

We are living in stressful times. Some stressors we can anticipate and others take us by surprise. Because we may not be able to avoid stress, it's important to have a plan for managing it. Building your resilience can help you manage on a day-to-day basis. Resilience is the ability to adapt well to difficulty, change, or other sources of stress. Being resilient doesn't mean that you will not feel stress or anxiety. It does make it more likely that you'll be able to manage that stress and feelings of anxiety or uncertainty.

How can you encourage a resilient mindset?

Manage fears and worries. Managing your emotions can help stress feel less overwhelming. Get in the habit of checking in with yourself when worries start to feel unmanageable. It may be helpful to then try out a different sort of response. Ask yourself, "What's the worst that could happen?" Allow yourself to consider all the possibilities. Then imagine how you might prepare or cope with these outcomes. Taking this thoughtful perspective can slow down runaway worries and help you see that you could manage. It may also help to limit the amount of time in your day that you worry. Try setting aside specific worry times to prevent fearful thoughts from taking over your day.

Focus on what you can control. There are many things you can't control in difficult situations. Thinking too much about those things can weigh you down. If you turn your focus to the things you can control – your thoughts and actions – you can reclaim a sense of power over what happens next. Taking active steps to manage the challenges can also help you'll feel more resilient.

Think about how you've coped in the past. Identify what has worked in the past when you have faced challenges. Remind yourself of your strengths. Trust that your natural strengths will help you cope. You may want to keep a list of your strengths or successes nearby. Turn to them when you need a reminder.

Be mindful and aware. If you tend to dwell on distressing "what if" thoughts, it may be helpful to try to shift your focus on the here and now. Focusing on the present moment without judging what you're experiencing as good or bad can help build resilience. Take brief opportunities during the day to stop and take a few deep breaths. As you do, bring your attention to the present. Notice and appreciate the world around you using all your senses. Let stressful thoughts of the past or future pass like clouds moving across the sky.

Seek out the positive. When faced with difficulties, push yourself to see what remains good and manageable in your world. You may still struggle, but this balanced perspective can help you feel stronger. You may want to start or end your day thinking of three things that are positive or that make you feel grateful. Doing this repeatedly can create new brain connections that make it easier to see things in a balanced, less stressed way. (Chowdhury, 2020)

Actions that can help you manage stressors and practice resilience

Seek other perspectives. Having a broader viewpoint may give you a better base from which to understand and manage what's happening. Remember that others may be feeling this stress too. Be sure to focus on useful conversations and avoid getting stuck in negativity.

Build a support network. Staying connected to others can help you feel more resilient. Having a strong support network is like a safety net that helps to cushion the extreme effects of stress. The encouragement of friends and family can also make you feel stronger and more prepared when stress hits.

Consider ways to make a positive difference. Identifying meaningful ways to address challenges can give you a way forward instead of feeling stuck.

Focus on healthy self-care. It can be easier to be resilient when you're well, strong, and energized. This means eating nutritious foods regularly throughout the day. It includes staying hydrated, exercising regularly, and getting restful sleep on a regular basis. Avoid using alcohol, drugs, or other unhealthy methods of coping. Make time for activities that are enjoyable whenever possible.

Clinical Quality Improvement Program

The Cigna Medicaid Quality Improvement Program helps to improve the medical care we provide our Members.

PREVENTIVE SCREENINGS

Cigna's Quality Improvement program focuses on many preventive screenings. In this report, we will focus on three:

- Breast cancer screening
- Cervical cancer screening
- Chronic obstructive pulmonary disease (COPD)

Breast cancer screening

Early detection is an important factor in the success of breast cancer treatment. The earlier breast cancer is found, the more easily and successfully it can be treated. The type and frequency of breast cancer screening that is best for you changes as you age. Tests used for screening include:

Mammogram: A mammogram is an X-ray of the breast that can often find tumors that are too small for you or your doctor to feel. Standard mammograms use film to record images of the breast, but most mammograms done now are digital mammograms. Digital mammograms record images of the breast in an electronic file.

3-D mammogram: This test uses X-rays to create a three-dimensional image of the breast. This is a newer test that may be used alone or with a digital mammogram.

Clinical breast exam: During a clinical breast exam, your doctor will carefully feel your breasts and under your arms to check for lumps or other unusual changes. Talk to your doctor about whether to have a clinical breast exam.

Make sure you know what your breasts normally look and feel like. When you know what is normal for you, you are better able to notice changes. Tell your doctor right away if you notice any changes in your breasts.

Cervical cancer screening

Cervical cancer screening tests can help your doctor find and treat abnormal cell changes on your cervix before they develop into cervical cancer. These tests may be done as part of a pelvic exam. Your doctor will likely suggest that you begin screening at age 21 and continue until you are age 65. Most women who have had a hysterectomy don't need to have tests. But if you have a history of pre-cancer cells or cervical cancer, even if you've had a hysterectomy, you may still need to have regular screening after age 65.

Some women have a higher-than-average risk for cervical cancer because of their medical history. Talk with your doctor if you don't know your risk. Your doctor will suggest a screening schedule based on your age and risks.

Chronic obstructive pulmonary disease (COPD)

COPD is a lung disease that makes it hard to breathe. It is caused by damage to the lungs over many years, usually from smoking. COPD gets worse over time. You can't undo the damage to your lungs.

How can you live well with COPD?

There are many things you can do at home to stay as healthy as you can.

- Avoid things that can irritate your lungs, such as smoke and air pollution.
- Use an air filter in your home.
- Get regular exercise to stay as strong as you can.
- Eat well so you can keep up your strength. If you are losing weight, ask your doctor or dietitian about ways to make it easier to get the calories you need.

People who have COPD are more likely to get lung infections, so you will need to get a flu vaccine every year. You should also get a pneumococcal shot. It may not keep you from getting pneumonia. But if you do get pneumonia, you probably won't be as sick

How do I prepare for an emergency or natural disaster?

For information on how to prepare for an emergency or disaster such as hurricanes and other tragic events, Members can call Texas 2-1-1 for assistance. Texas 2-1-1 is available 24 hours a day, 7 days a week. 2-1-1 can also help you connect with services that you may need, such as help finding food or housing, child care, crisis counseling or substance abuse treatment. Call 9-1-1 for immediate help in an emergency, or if you are in need of life-saving assistance.³

Long term services and supports

Do you need help with tasks like getting dressed or shopping for groceries? If you're aging and/or have a chronic illness or disability, you may qualify for Cigna's Long Term Services and Supports (LTSS) program. Call your Service Coordinator for more information.

Suicide Awareness and Prevention

Death by suicide is the tenth leading cause of death in the US, and the second leading cause of death for people 15-34.⁴ Cigna wants everyone affected to know you are never alone.

Important Crisis Phone Numbers

If you or a loved-one is in crisis, please contact one of the numbers below. Counselors are available to assist you 24/7.

- National Suicide Prevention Lifeline: 1 (800) 273-8255
- Crisis Text Line: Text HOME to 741741 from anywhere in the USA.

24-hour health information line

If you need medical advice when your doctor's office is closed, call our 24-Hour Health Information Line at 1-855-418-4552 (TTY: 7-1-1). Experienced nurses will answer your medical questions 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.

Take care of your mental health

You may experience increased stress during this pandemic. Fear and anxiety can be overwhelming and cause strong emotions.

To get immediate help in a crisis

- Call 911
- Disaster Distress Helpline: 1-800-985-5990 (press 2 for Spanish), or text TalkWithUs for English or Háblanos for Spanish to 66746. Spanish speakers from Puerto Rico can text Háblanos to 1-787-339-2663.
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish.
- National Domestic Violence Hotline: 1-800-799-7233 or text LOVEIS to 22522
- National Child Abuse Hotline: 1-800-4AChild (1-800-422-4453) or text 1-800-422-4453
- National Sexual Assault Hotline: 1-800-656-HOPE (4673)
- The Eldercare Locator: 1-800-677-1116 TTY
- Veteran's Crisis Line: 1-800-273-TALK (8255) or text: 8388255

Sources

1. Centers for Disease Control and Prevention, <https://www.cdc.gov/flu/prevent/prevention.htm>, Accessed November 12, 2020
2. Chowdhury, M.R. (2020). The neuroscience of gratitude and how it affects anxiety and grief. Retrieved from <https://positivepsychology.com/neuroscience-of-gratitude/>
3. 211texas.org/about-2-1-1/
4. American Association of Suicidology, <https://suicidology.org/facts-and-statistics/>, Accessed August 22, 2019.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including HealthSpring Life & Health Insurance Company, Inc. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc.
© 2020 Cigna Some content provided under license.

MEMBER SERVICES

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

Monday — Friday

8:00 a.m. — 5:00 p.m. Central Time.

Messaging service used weekends, after hours and on federal holidays.





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 5 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, Complaints, and Grievances Department
P.O. Box 211088
Bedford, Texas 76095
Phone: 1-800-653-0327 (TTY 711) Fax: 1-877-809-0783

You can file a grievance in writing by mail or fax. If you need help filing a grievance, Customer Service 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>.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including HealthSpring Life & Health Insurance Company, Inc. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. ATTENTION: If you speak English, language assistance services, free of charge are available to you. Call 1-877-653-0327 (TTY: 7-1-1). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-653-0327 (TTY: 7-1-1). CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Vui lòng gọi 1-877-653-0327 (TTY: 7-1-1). 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 cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. © 2020 Cigna

929160 07/19

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).

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

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)。

Tiếng Việt (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).

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

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).

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

Arabic ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-653-0327 (رقم هاتف الصم والبكم 711).

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

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

Italian – ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-653-0327 (TTY: 711).

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

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。

Farsi توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-877-653-0327 (TTY: 711) تماس بگیرید.

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।

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

Urdu خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال 1-877-653-0327 (TTY: 711)۔ ک

Lao – ຄຳໃຈໃສ່: ຖ້າທ່ານວົ້າພາສາລາວ, ງານບໍລິການໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາຈະໃຫ້ບໍລິການຝຣີແກ່ທ່ານ. ໂທ: 1-877-653-0327 (TTY 711).

Greek – ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-877-653-0327 (TTY: 711).