

Read about how Cigna's changing
for the better, and what it means for you.

F.A.Q. for you



Q: Why are you making these changes, Cigna?

A: You're an original. At Cigna, we get that. So, we're changing to better support the true you. To help people be as healthy as possible, we treat them like individuals. In fact, we embrace and encourage your uniqueness. It's all part of our commitment to offer you a genuinely personal experience, tailored to fit your specific needs. And, ultimately, help keep you healthier.

Q: What do these changes mean to me?

A: For starters, we're creating new and better ways to make our interactions with you easier and more personal. In the coming weeks and months, you'll start to see a new and simpler look to our communications, including a new logo.

Don't worry, we're not changing the way you work with us. You'll still use everything – from your Cigna plan, the doctors you see and the way you log in to our websites, right down to your Cigna ID card – in the very same way you do now.

Q: How is a health service company going to treat me as an individual and help me achieve my full potential?

A: By getting to know the real you so we can better support and nurture your unique strengths. And help you reach your health goals. The way we see it, when you're running at 100%, you have the confidence and strength to be your true self.

More ways Cigna helps you live healthy

- Outstanding 24/7 customer service to answer all your questions and put you at ease
- Explanation of Benefits that clearly and simply explains your claim
- Comprehensive disease management and health and wellness programs to help you manage your conditions and keep you healthy



Q: Will I get a new Cigna ID card? And, will my existing card still be accepted?

A: Yes. You may be receiving a new Cigna ID card when your plan renews or if you need a replacement card. In the meantime, your current ID card still works and will be accepted by all in-network health care professionals and facilities.

Q: Will I have to pay more for my Cigna plan?

A: No. Your costs won't increase as a result of the changes.

Q: Will my network be different as a result of these changes?

A: No. You'll still be able to access GWH-Cigna's national network of quality health care professionals, hospitals and facilities.

Q: Will I still be able to see all my current health care professionals? And, use the Cigna pharmacy?

A: Yes. You'll still be able to see all the same health care professionals you see now, and use the Cigna pharmacy.

Q: Will my doctor be made aware of these changes?

A: Cigna is proactively notifying and educating all health care professionals about any changes affecting them and their Cigna customers.

Q: Are any of your phone numbers or addresses changing?

A: No. None of our phone numbers or addresses are changing.

Q: Will I still have access to all the same programs and services?

A: Yes. You'll still have access to all the same programs and services available to help you be as healthy as possible, so you can get more out of life.

Q: Will I still be able to access CignaforHealth.com and myCignaforHealth.com?

A: Yes. You'll still have access to all the useful information currently available on **CignaforHealth.com** and **myCignaforHealth.com**.

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