

# MORE FROM LIFE<sup>®</sup>

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# FROM OUR PRESIDENT

Dear Cigna-HealthSpring friends,



It's summer! I love warm days when I can spend time grilling, cutting the lawn or just relaxing with a tall glass of cold lemonade. It's also a great time of year to exercise outside. But if you do, check

out page 12 for tips on keeping your cool when temperatures rise.

This issue of *More from Life* outlines the many ways we strive to be of service to you (see page 3). We believe in a team approach to health care, and we work

closely with your doctor and other health care professionals to help you be the healthiest you possible. So whether you need help managing your medicines or a chronic condition, we're here for you. Our tagline says it best: Together, all the way.

See you next issue!

Shawn Morris  
President, Cigna-HealthSpring

## CONNECT WITH US



### Member Services

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

Monday to Friday

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

### Service Coordination

**1-877-725-2688 (TTY: 7-1-1)**

Monday to Friday

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



[www.facebook.com/Cigna](http://www.facebook.com/Cigna)



[www.twitter.com/Cigna](http://www.twitter.com/Cigna)



[WeCanHelp@HealthSpring.com](mailto:WeCanHelp@HealthSpring.com)



[STARPLUS.MyCignaHealthSpring.com](http://STARPLUS.MyCignaHealthSpring.com)

## MEDICAL TRANSPORTATION PROGRAM

The Medical Transportation Program (MTP) is a state-run program that can help with rides to the doctor, dentist, hospital, drugstore and any other place you get Medicaid services.

It can provide:

- > Mass transit tickets and passes
- > Access to a taxi, wheelchair van or other vehicle
- > Mileage reimbursement for a transportation provider, like a family member, friend or neighbor

- > Meals and lodging allowance if treatment requires an overnight stay outside the county of residence
- > Attendant services for mobility assistance or to accompany a minor to a health care service
- > Advance funds to pay for authorized transportation prior to travel

For more information or to request transportation for all service areas, call **1-877-633-8747 (TTY: 7-1-1)**. Have either your Medicaid ID number or zip code available when you call.

# TOGETHER, ALL THE WAY

You're not alone on your journey to better health. Lots of people at Cigna-HealthSpring are working behind the scenes to support you, and we're here to help any way we can. This issue of *More from Life* explores a few ways you can count on us to give you the help you need to live a healthier life.

## MEDICINE

Your doctor prescribes medicine in the quantities and dosages that are right for your situation. It's up to you to make sure you take your medicine exactly as your doctor directs. If you need help managing your medicines, our pharmacy team is here for you. See [page 4](#).

## PREVENTION

Do you see your doctor only when you're sick? Years ago, that was the norm. Today, we encourage our members to see their doctors when they're well — in an effort to stay well. See [page 6](#) to learn how to harness the power of prevention in your own life.

## SUBSTANCE ABUSE

Do you worry you may be taking medicine or other substances in an unhealthy way? If so, our Behavioral Health team can help. Turn to [page 8](#) to learn how.

## CHRONIC CONDITION MANAGEMENT

Do you have a chronic health condition, like diabetes or congestive heart failure? Our Disease Management Program can help you get it under control. For details, check out the article on [page 10](#).



## THINK OUTSIDE THE (PILL)BOX

### How to take your medicine as directed

Taking your medicine the right way can help control chronic diseases, treat temporary conditions and improve your overall health and well-being.

If you don't take your medicine as directed, it's called medication non-adherence. And it's a big problem in the U.S.; roughly three out of four patients don't take their medicine as prescribed, and 30% of prescriptions are never even filled!

### WHY NON-ADHERENCE HAPPENS

There are many reasons people don't take their medicine as directed, including cost, side effects or simply forgetting. The problem is most common in patients who take medicine for conditions that have no symptoms, like high blood pressure. Even

if you don't feel different, the medicine is still working to prevent problems like heart disease, kidney failure and more.

### OVERCOMING NON-ADHERENCE

A little outside-the-(pill)box thinking can help ensure that you take your medicines exactly as your doctor intends:

#### If you have trouble remembering...

- Take your meds at the same time every day.
- Use a days-of-the-week pill container.
- Tie it to a daily task like brushing your teeth.
- Sign up for automatic refills. Even if you forget, your pharmacy will remember.

#### If you experience side effects...

Talk to your doctor. Often, there are other options; for example, if your medicine makes you sleepy during the day, your doctor may advise you to take it at night before bed. Or he or she might prescribe a different medicine.

#### If it's not working as well as you think it should...

Talk to your doctor, but never stop taking any medicine unless he or she tells you to.

If you need help managing your medicines, Cigna-HealthSpring's pharmacy team is here for you. For medication questions or information, call **1-866-442-7503 (TTY: 7-1-1)** Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration



# FIND-A-WORD

Search up, down, forward, backward and diagonally to find these health care-related hidden words:

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

ADHERENCE  
CHECKUP  
CONTROL  
EMERGENCY  
FITNESS  
HEALTHY  
JOURNEY  
LIFESTYLE  
MEDICINE  
NURSE  
NUTRITION  
PRESCRIPTION  
PREVENTION  
REFILLS  
SCREENINGS  
SUPPORT

Puzzled? Answers are on page 14.

## Important note about our drug list

Cigna-HealthSpring's List of Covered Drugs (Formulary) is updated monthly. The list includes both generic and brand name drugs. Updates may include the addition of brand name and generic products, removal of brand name products, and the addition or removal of quantity limits, step therapy, prior authorization requirements, etc. View Formulary changes on our website at **STARPLUS.MyCignaHealthSpring.com**. Select the Members tab, then choose Pharmacy Information from the drop-down menu.

## Emergency medicine supply

If you try to fill a prescription only to learn Cigna-HealthSpring has to approve it first, you may be able to get a 72-hour supply of the medication at no cost. Ask the pharmacist if this option is available to you. Then when the prescription is approved, you can fill the rest.



## GO. KNOW. TAKE CONTROL.

Prevention is key to better health

Do you only think about your health when you're sick? If so, you're missing important chances to avoid illnesses in the first place. Instead, learn how to harness the power of prevention. See your doctor regularly and schedule your preventive screenings.

If you have questions or need help scheduling your screenings, we're here for you. Give your Service Coordinator or Member Services a call.

### 1 GO.

**Get your annual checkup.** At this yearly visit, you'll receive a thorough physical to give you and your main doctor a detailed picture of your overall health. During this visit, your doctor will:

- > Review your and your family's medical history
- > Take routine measurements, like height and weight

- > Talk to you about risk factors you may have
- > Discuss your medicines

Your doctor may also recommend screenings and tests to help you stay healthy now and avoid problems in the future.

*Continued*

## 2 KNOW.

**Get screened.** Your main doctor may recommend screenings like a colonoscopy or mammogram, as well as testing for conditions like diabetes, depression or obesity. The information these screenings provide can help you and your doctor control or prevent chronic conditions. These and other preventive services are included with your health plan at no additional cost.

## 3 TAKE CONTROL.

**Let screening results inform your lifestyle.** For example, let's say your blood pressure screening reveals it's a bit on the high side. Your doctor may recommend including exercise in your daily routine, which helps lower blood pressure. Or if your screening reveals you're at risk for diabetes, weight loss and a few diet changes may help you avoid it.

Source: [www.medicare.gov](http://www.medicare.gov)

# SUDOKU

	4				1			8
8			6	7			5	
6		2		8	5	7		
2		4	1					6
		3	7	5	8	4		
9					4	1		7
		7	5	1		2		3
	9			2	7			1
3			8				7	

Puzzle courtesy of [www.rangenet.org](http://www.rangenet.org)

## How do you Sudoku?

The object of Sudoku is to fill in the numberless squares so every row, every column and every 3x3 box contains the numbers 1 to 9 only once.

The solution is on page 14.

## Utilization management

Cigna-HealthSpring's utilization management (UM) program focuses on working with your providers to help with referrals, authorizations for services, medical items or to see a specialist. UM can also help with reviews of certain procedures and possibly a hospital stay. This ensures you get the right service, in the right setting, at the right time.

Cigna-HealthSpring UM bases decisions only on your medical needs, and whether the care is appropriate and available as part of your benefits. Cigna-HealthSpring in no way rewards or provides incentives to UM decision makers, practitioners or other individuals who conduct reviews for denying coverage or services, or inappropriately restricting care. They are not hired, promoted or terminated for denying coverage or care.

To request UM criteria, or for information on prior authorizations, referral management or other utilization questions, call toll free **1-877-653-0331**, Monday to Friday, 8 a.m. to 5 p.m. Central Time. For calls outside our normal business hours and non-urgent requests for service, leave a voicemail message. We'll respond to messages based on the urgency of the request and no later than the following business day.

## YOU'RE NOT ALONE

### How to get help for substance abuse



Jess\* hurt his back working in his garden. When the pain didn't get better, he went to see his main doctor, who wrote him a prescription for Lortab®, an opioid painkiller. When he ran out of those pills, he told his doctor he was still in pain. So his doctor reluctantly prescribed a few more.

**That's when Jess's addiction began.**

If you need help overcoming an addiction, you're not alone. Cigna-HealthSpring's Behavioral Health professionals can provide the support you need.

#### **Addiction is a disease**

Addiction is a chronic brain disease that results in a pattern of using drugs and/or alcohol in harmful ways.

While alcohol is the most commonly abused substance in the U.S., prescription drug

abuse has become an epidemic. Medicines like Valium® and opioid painkillers like Percocet® and Lortab® that are meant to help us feel better are also highly addictive.

As Jess learned, even small doses of these substances can create a dangerous desire for more. Over time, your body craves increasing amounts to avoid uncomfortable withdrawal symptoms. These can include cramping, chills, sweating and nausea.

#### **Admitting the problem**

The first — and toughest — step toward recovery is admitting you have a problem and deciding to make a change. You may feel uncertain about whether you're ready, even though you know your addiction is causing problems for you and your loved ones. While it's normal to feel this way, choosing to get help is the right thing to do.

*Continued*



## Preparing to make a change

Take an honest look at the effect drug use is having on your life. Understanding its impact on both you and others can give you the boost you need to ask for help. Consider:

- > When and how often you use drugs
- > How your drug use is affecting your family, friends and your overall health
- > The pros and cons of quitting, including the financial cost of continuing to use

## Putting the change in motion

Before you make any changes, talk to your doctor. Suddenly quitting a drug can lead to severe withdrawal symptoms. Your doctor can supervise the process and help you quit safely and successfully. He or she may decide you're a candidate for medicine-assisted therapy.

If you tried quitting before and weren't successful, learn from it. Think about those attempts and why they didn't work. Then:

- > Set goals you can measure; for example, choose a start date for quitting or come up with a detailed plan for gradually stopping.
- > Avoid situations that trigger drug use; for example, if you have friends who continue to use, distance yourself from them.
- > Make yourself accountable. Tell family and friends you're quitting and ask for their support.

Your Service Coordinator can also help aid in your recovery. If you need detox or inpatient

treatment, he or she can guide you through the process of getting prior authorizations.

If you need immediate assistance, call Cigna-HealthSpring's Behavioral Health hotline at **1-800-959-4941 (TTY: 7-1-1)** 24 hours a day, 7 days a week.

## Dangerous drugs

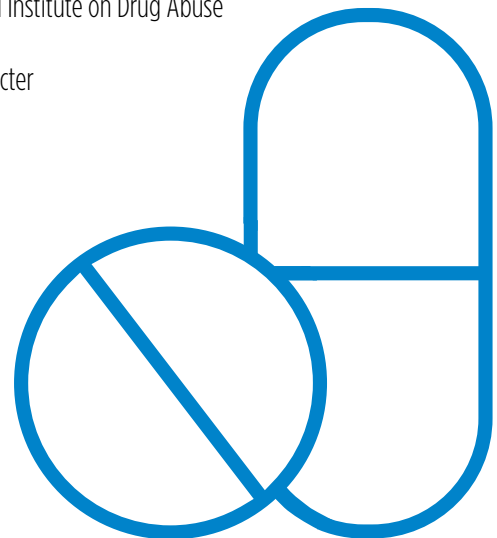
Below are brand and generic names for prescription medicines that are most often abused. This is not a complete list. For more information on these and other drugs, visit [www.drugabuse.gov](http://www.drugabuse.gov).

Brand name	Generic name
Lortab® Vicodin® Norco®	hydrocodone
OxyContin® Percocet®	oxycodone
Demerol®	meperidine
Duragesic®	fentanyl
Dilaudid®	hydromorphone
Valium®	diazepam
Xanax®	alprazolam

Source: National Institute on Drug Abuse

\* Fictional character

**If you need help overcoming an addiction, you're not alone.**



## HERE FOR YOU

### Get help managing a chronic condition

Picture this: Your doctor diagnoses you with diabetes. He hands you a prescription for medicine and a list of diet and exercise recommendations. When he asks if you understand what you need to do to get your diabetes under control, you say yes. Then you get home, and you realize you have lots of questions.

If you need help managing one or several chronic conditions, our **Disease Management Program** might be just what the doctor ordered.

Through the program, a Cigna-HealthSpring personal health coach will help you complete a health assessment. This will identify areas that need improvement. Your health coach will guide you in making lifestyle changes to improve your condition; for example, if you have diabetes, your health coach can help you come up with a diet and exercise plan.

Your health coach will:

- > Explain your health condition(s)
- > Review your medicines
- > Teach you how to recognize symptoms and know when to call your doctor
- > Help you find community resources
- > Help you transition between health care settings (hospital to home, for example)

You can leave this no-cost program at any time, and it won't affect your benefits in any way.

For more information or to see if you're eligible for the program, call your Service Coordinator or Member Services.

### Long-term services and support

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

# KNOW WHERE TO GO



## Is it urgent or an emergency?

When you get sick or hurt and it's not an emergency, it's always best to talk to your main doctor. But what if it's outside his or her normal office hours?

Cigna-HealthSpring Hospital Care Transition Coordinator Ben Colwell says when people get sick and their doctor's office is closed, they may think the emergency room is their only option. Instead, he says, you should first call Cigna-HealthSpring's 24-Hour Nurse Line for guidance.

"In an emergency, we want members to go to the ER, but we also want them to understand and recognize what an emergency really is," Ben says.

So what *is* a true emergency?

### When to go to the ER

A health condition is generally considered an emergency if it causes an immediate threat to "life or limb," including:

- > Severe pain or weakness
- > Broken bones
- > Severe burns
- > Chest pain
- > Constant vomiting
- > Continuous bleeding
- > Severe shortness of breath
- > Dark (brown or red) urine or inability to urinate
- > Deep wounds
- > Head injuries
- > Unconsciousness

### 24-Hour Nurse Line

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

Need medical advice? Call our 24-Hour Nurse Line to speak with a registered nurse 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.

### When to go to an urgent care center

There may be times when you need immediate care but your situation isn't as serious as those listed to the left. For times like these, there's another option: an urgent care center. Urgent care centers are often open when doctor's offices are closed at nights and on weekends. They treat many non-life-threatening medical issues, including:

- > Coughs and sore throats
- > High fevers
- > Vomiting, diarrhea, stomach pain
- > Cuts and severe scrapes
- > Minor injuries and burns
- > Sprains and strains

For a list of urgent care centers near you, check your Provider and Pharmacy Directory or call Member Services.

Source: Cigna Medical Group

# HEAD-TO-TOE TIPS FOR A SAFE SUMMER



Do you know how to stay safe outdoors when temperatures rise? Every summer, tips and advice about beating the heat seem to be everywhere. But did you know this:

Even if you don't feel hot or sweaty... Even if you don't feel thirsty or uncomfortable... Even if you feel just fine, the heat can be taking a toll on your body. That's because, as we get older, our bodies don't recognize the warning signs of heat-related problems like they did when we were younger.

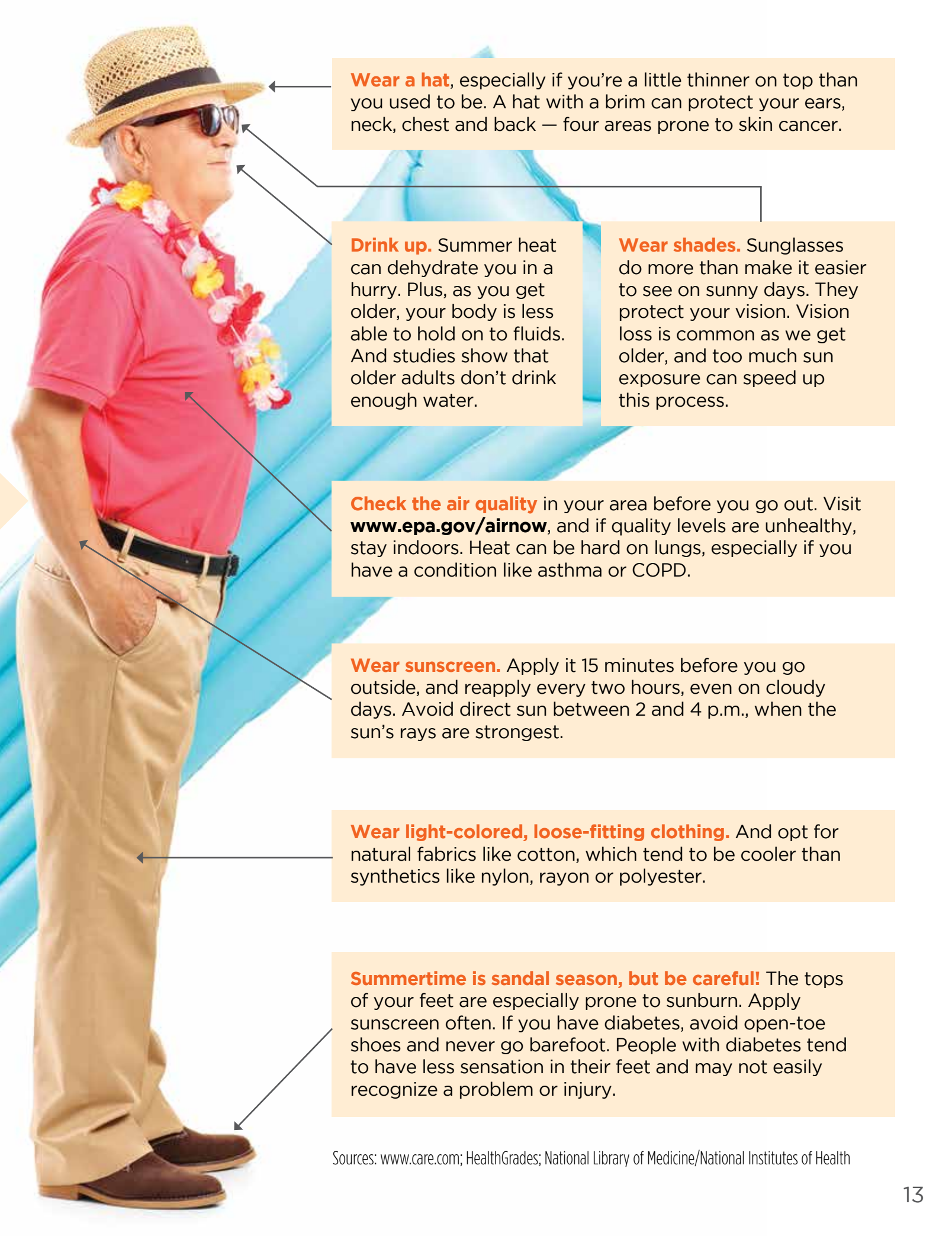
Just because you feel okay doesn't mean you're safe. It's important to protect yourself *before* problems begin. Follow these head-to-toe tips.



## Ready, set ... get fit!

Ready to get fit but it's just too hot to exercise outdoors? Try Cigna-HealthSpring's FitnessCoach® Program. You'll have access to either a no-cost gym membership or fitness kits you can use in the comfort of your home. (Nursing facility members are eligible for home fitness kits only.) Call Member Services for more information.





**Wear a hat**, especially if you're a little thinner on top than you used to be. A hat with a brim can protect your ears, neck, chest and back — four areas prone to skin cancer.

**Drink up.** Summer heat can dehydrate you in a hurry. Plus, as you get older, your body is less able to hold on to fluids. And studies show that older adults don't drink enough water.

**Wear shades.** Sunglasses do more than make it easier to see on sunny days. They protect your vision. Vision loss is common as we get older, and too much sun exposure can speed up this process.

**Check the air quality** in your area before you go out. Visit [www.epa.gov/airnow](http://www.epa.gov/airnow), and if quality levels are unhealthy, stay indoors. Heat can be hard on lungs, especially if you have a condition like asthma or COPD.

**Wear sunscreen.** Apply it 15 minutes before you go outside, and reapply every two hours, even on cloudy days. Avoid direct sun between 2 and 4 p.m., when the sun's rays are strongest.

**Wear light-colored, loose-fitting clothing.** And opt for natural fabrics like cotton, which tend to be cooler than synthetics like nylon, rayon or polyester.

**Summertime is sandal season, but be careful!** The tops of your feet are especially prone to sunburn. Apply sunscreen often. If you have diabetes, avoid open-toe shoes and never go barefoot. People with diabetes tend to have less sensation in their feet and may not easily recognize a problem or injury.

Sources: [www.care.com](http://www.care.com); HealthGrades; National Library of Medicine/National Institutes of Health

## Find-a-Word solution

from page 5



## Sudoku solution

from page 7

7	4	5	9	3	1	6	2	8
8	1	9	6	7	2	3	5	4
6	3	2	4	8	5	7	1	9
2	7	4	1	9	3	5	8	6
1	6	3	7	5	8	4	9	2
9	5	8	2	6	4	1	3	7
4	8	7	5	1	9	2	6	3
5	9	6	3	2	7	8	4	1
3	2	1	8	4	6	9	7	5

## CIGNA-HEALTHSPRING MEMBER SERVICES

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

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



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