

For Miami-Dade County Public Schools plan
participants and their covered family members

Take control of your health.

Get the most from the benefits offered through your employer.

As part of your employer's health plan, you get access to a variety of programs and services to help make your life easier — and healthier.

Manage your health on myCigna

Your health is most important. That's why there's **myCigna** — your online home for assessment tools, medical updates and more.¹

On the **myCigna**® app or **myCigna.com**® you can:

- Find in-network providers.
- View, print or send your ID card information.
- Review coverage, manage and track claims.
- Compare prescription drug prices.²
- Compare provider and hospital cost and quality.
- Get health and wellness tools and resources.
- Sign up for new plan document alerts.
- Track your account balances and deductibles.
- Use home delivery from Express Scripts® Pharmacy.
- Fill specialty medications through Accredo® Specialty Pharmacy.

Use the click-to-chat feature to connect with a live Cigna Healthcare® representative.

When your plan year begins, register on myCigna.com®.¹ View your digital ID cards, find in-network health care providers, estimate costs and activate all available programs.



1. App/online store terms and mobile phone carrier/data charges apply. Please refer to your phone's manufacturer for your phone's specific capabilities. Actual myCigna features may vary depending on your plan and individual security profile. Children under age 13 are not permitted to register for a personal profile at myCigna.com.

2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.

Cigna One Guide

During the enrollment period, you can call the Cigna One Guide® team at **800.806.3052**. Your personal guide will help you:

- Understand the basics of health coverage.
- Identify the types of health plans available to you.
- Check if your doctors are in-network.
- Get answers to plan or network questions.

After enrollment, One Guide offers ongoing support. Our personal guides can help you:

Get care

- Know your coverage and how it works.
- Find an in-network provider, lab or urgent care center.
- Connect with health coaches and more.
- Stay on track with appointments and preventive care.
- Get support for complex health situations.

Save and earn

- Maximize your benefits.
- Get cost estimates and avoid surprise expenses.
- Check account balances and claim activity.

Once your plan is active, you can click, call or chat. Log in to **myCigna.com**® or the **myCigna**® app.¹ Connect with us by:

- Click to chat. Live chat assistance is available from 9:00 a.m. to 8:00 p.m. (EST).
- Call us. We're here for you 24/7 using the number on your ID card.

1. The downloading and use of the myCigna App is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.



24/7 customer service

Anytime you need us, feel free to call the toll-free number on your ID card.

- You can reach us 24 hours a day, seven days a week.
- You can get answers to your health, claims and benefit questions.
- Ask for a Spanish-speaking service representative or someone who can translate into more than 200 languages.

24/7 customer assistance is available for medical and dental plan customers only.

Health Information Line

Once your health coverage begins, you can call the Health Information Line, available 24 hours a day, seven days a week. Speak with a personal nurse advocate¹ via chat or phone. They're here to confidentially answer your health questions. This toll-free number is **800.Cigna24 (800.244.6224)**.

- Get information to help you decide where and when you should get treatment for your immediate care needs.
- Call if you need general health information or have a specific health concern.
- Chat is available Monday–Friday, 9:00 a.m.–8:00 p.m. ET, excluding holidays, via **myCigna.com**[®] or the **myCigna**[®] app.
- Listen to hundreds of audio files to help you stay informed about your health.

1. These health advocates are trained nurses. They have a current nursing license in at least one state. When working as a health advocate, they are not practicing nursing or giving medical advice.

Virtual care available 24/7/365

Cigna Healthcare[®] makes it easier to access fast, trusted, and convenient virtual care from MDLIVE[®] and a wide range of in-network providers at no extra cost.¹ Whether you have a chronic condition or seek preventive care, virtual visits help avoid delays and support better health outcomes. Available virtual care services include:

- Primary and urgent care for non-emergency needs and checkups
- Specialty care in dermatology, women's health, cardiac health, digestive health, sleep apnea and LGBTQIA+ inclusive care
- Therapies including physical, speech, and musculoskeletal care
- Behavioral health
- Nutrition counseling with registered dietitians for weight loss, diabetes, and more

- Chronic pain management with coordinated care teams

Access care through **myCigna.com**[®] or the **myCigna**[®] app² by selecting "Find Care and Costs" and choosing virtual providers.

1. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and all services may not be available in all areas; subject to state regulations. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. Not all services are eligible or may be covered under your specific medical plan. The following services are generally not covered: services that aren't medically necessary; experimental, investigational or unproven services; services for an injury or illness that occurs while working for pay or profit, including services covered by Worker's Compensation benefits; treatment of sexual dysfunction. This is a summary only and the terms of your specific medical plan may vary. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

2. The downloading and use of the myCigna App is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Children under age 13 are not permitted to register for a personal profile at myCigna.com.

Cigna Healthy Pregnancies, Healthy Babies

Enrolling in the Cigna Healthy Pregnancies, Healthy Babies[®] program is an important first step toward a healthy future for you and your baby. To support you along your journey, you'll get:

- Helpful guidance and support on everything from infertility and preconception planning to post-delivery information.
- Support from a maternity specialist, who has nursing experience and can help you with questions between your OB visits.
- Access to an audio library of health topics.

You'll also have easy access to a wealth of information on **myCigna.com**[®]. You'll learn how to make a plan for a healthy pregnancy, monitor your pregnancy week by week, prepare for labor and delivery, care for your baby and more.

Cigna Healthy Pregnancy app

The Cigna Healthy Pregnancy[®] app¹ is another resource available to you. You can use this app to:

- Set up virtual appointments with certified lactation consultants for breastfeeding support.
- Click-to-call with a maternity specialist.
- Look up symptoms and learn about pregnancy health issues.
- Keep a list of things to talk about with your doctor, and set reminders.

- View educational videos about your baby's weekly development.
- Get personalized notifications on developmental milestones and to-dos for baby's first two years.
- Link to Cigna Healthcare[®] benefits and resource pages.

Download the app now. Available in both English and Spanish on Google Play[™] or the App Store[®].

1. The app is for educational purposes only. Medical advice isn't provided. Don't use information in this app to diagnose yourself. Always check with your health care provider for information about examinations, treatment, testing, and care recommendations. In an emergency, dial 911 or visit the nearest emergency room. App/online store terms and mobile phone carrier/data charges apply.

Lifestyle Management Program

If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes. A health coach can provide you with personalized support to help you:

- Learn to manage your weight using a non-diet approach that helps you build confidence, change habits, eat healthier and become more active.
- Develop a personal quit plan to become and remain tobacco-free.
- Understand the sources of your stress, and learn coping techniques to better manage stress, both on and off the job.

Health assessment

Taking a health assessment is a quick and easy way to learn more about your health today, and to figure out how you can improve your health in the future. After all, when you're healthy, you have the strength and confidence to be your true self. After completing the health assessment, you'll get a personalized summary to help you get started on a path to better health. Share your report with your health care provider at your next visit.

Healthy Rewards

Get discounts on the health products and programs¹ you use every day for:

- Gyms and virtual workouts
- Hearing care
- LASIK eye surgery

Log in to **myCigna.com**[®] and navigate to Healthy Rewards[®] to learn more.

1. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.

Biometric screenings

Knowing certain test results will help you and your doctor better understand your health and where you might need to make improvements.

If your employer offers a biometric screening¹ — or during regular check-ups with your doctor — be sure to get the right screenings, and remember your numbers for:

- Blood pressure
- Body mass index (BMI)
- Blood glucose
- Cholesterol

These numbers will also be helpful when you take the health assessment, another great tool to help you manage your health. Always discuss your numbers with your doctor.

1. Biometric screenings may be independently delivered and administered under contracts with third-party providers. Reporting on biometric screenings provided by Cigna Healthcare.

Workplace Care

When you're juggling work and life, finding the time to focus on your health can be hard. Evernorth[®] Health Services makes it easier. We bring health care resources right to your workplace to help you take the right steps toward a healthier life. Your program may offer:¹

Health coaching. The onsite health coach comes right to your worksite for one-on-one, face-to-face support to help you reach your health goals.

1. Services are provided by Evernorth Direct Health, LLC, its affiliates, and affiliated professional entities.

Personal Health Team

Your Personal Health Team is here to give you and your family the personalized support you need to remove barriers to care, and manage your health. You have a team of clinical experts — including nurse case managers, registered dietitians, behavioral professionals, social workers and pharmacists — ready to support your medical needs and your social and emotional well-being.

- Find the care you need and explain your condition, treatment options and medications.
- Help understand your coverage and out-of-pocket costs.
- Provide information about alternatives to costly treatments or procedures.
- Work with your provider to coordinate home health care, therapy or special medical needs.
- Locate community resources and support.
- Prepare you for a hospital stay and a recovery plan for when you leave.

Preventive care

Getting and staying healthy is important. That's why most health plans include coverage for eligible preventive care services at no additional cost to you, when you receive them from a provider who participates in your plan's network.

This means no out-of-pocket costs to you. Covered preventive care services can include, but are not limited to:¹

- Blood pressure screenings
- Cholesterol screenings
- Diabetes screenings
- Screenings for colon/rectal cancer
- Clinical breast exams
- Pap tests
- Mammograms

1. Plans may vary and not all preventive care services are covered. For example, immunizations for travel are generally not covered. See your plan materials for a complete list of covered preventive care services.

Cigna MotivateMe® Program

Get rewarded for the healthy actions you take toward reaching health and wellness goals.¹ Depending on your plan, you can earn rewards for things such as taking a health assessment, getting a biometric screening, participating in a wellness program and getting annual preventive screenings.

1. If you are unable to participate in any of the program events, activities or goals due to a disability or other reason, you may be able to get a reasonable accommodation for participation, or a different standard for rewards. Contact Cigna Healthcare for more information.

Cigna Healthcare Veteran Support Line

This free hotline is available 24/7/365 to all veterans, their families and caregivers. No need to be a Cigna Healthcare® customer. The team can connect you with:

- Pain management resources
- Substance use counseling
- Financial support
- Food, clothing, housing
- Legal assistance
- Parenting and child care
- Aging services
- Weekly Mindfulness for Vets phone sessions and more

Call **855.244.6211**.

Cigna Health Matters® Care Management

If you're faced with a medical condition, a personal nurse advocate¹ can offer support — at no added cost to you. This support helps coordinate your care and benefits to help you get the right care, at the right time, at the right price. A personal nurse advocate can help you:

- Better understand your condition, treatment options (as identified by your doctor) and medications.
- Understand inpatient and outpatient hospital coverage, in-network benefits, out-of-pocket costs and prescription drug costs.
- Work with your health care providers to manage your overall care plan.
- Coordinate referrals, home care, durable medical equipment, caregiver respite services and more.
- Access resources that go beyond medical treatment, including transportation to appointments, financial assistance programs and other cost-saving opportunities.
- Benefit from one-on-one emotional support.
- Know what to expect and how to prepare if you need to spend time in the hospital or need surgery.
- Get answers to basic questions about your health plan.

1. These health advocates hold current nursing licensure in a minimum of one state, but are not practicing nursing or providing medical advice in any capacity as a health advocate.

Omada®

If you're ready to lose weight, gain energy and lower your risk of type 2 diabetes and heart disease, Omada virtual health can help you build habits that last. Their programs, with the help of a coach, give you the tools and support you need to make meaningful changes to the way you eat, move, sleep and manage stress — one small step at a time. Omada is offered at no extra cost if you or your covered family members are at risk for type 2 diabetes or heart disease, and are accepted into the program.

The Omada program is not administered by Cigna Healthcare. It is administered solely by Omada Health, Inc. which is responsible for the program.

Cigna Healthcare Enhanced Behavioral Health®

When you or a family member need help taking care of your emotional well-being, Cigna Healthcare® provides access to a wide range of behavioral experts, programs and resources to help you take control of your whole health — mind and body.¹

The behavioral health network includes licensed therapists, psychiatrists and nurse practitioners, behavioral facilities and programs, and more.

Behavioral health benefits also include:

- **Special Care Navigators** will serve as your single point of contact to help you address all your mental health needs, including finding the right therapist, following up to ensure you are satisfied, and more.
- **Speak with a clinician** by phone 24/7/365. Connect directly with a licensed clinician for an unlimited number of 45–60-minute consultative sessions for an evaluation or to discuss your concerns.
- **Virtual care**, which lets you receive quality, behavioral health care without leaving home. Simply connect via your phone, computer or tablet and you can schedule online appointments with licensed counselors or psychiatrists through MDLIVE.^{®2}
- **Online tools** that help you find in-network providers and facilities and a variety of health and well-being information.
- **Programs** that give you access to behavioral experts with extensive experience. Our experts can help you and your family address challenges such as autism spectrum disorder, eating disorders, opioid and pain management and substance use.

Online resources and tools are available on **myCigna.com**[®] for you and your household members, regardless of benefit enrollment with Cigna Healthcare.

1. All Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Evernorth Care Solutions, Inc., and Evernorth Behavioral Health, Inc. Use and distribution limited solely to authorized personnel.

Know before you go

Here’s an at-a-glance view of your options when you need medical care.¹

	Cost	Wait time	Severity
Virtual care ¹	\$ \$ \$ \$	⌚ ⌚ ⌚ ⌚	⊕ ⊕ ⊕ ⊕
Convenience care clinic	\$ \$ \$ \$	⌚ ⌚ ⌚ ⌚	⊕ ⊕ ⊕ ⊕
Primary care provider	\$ \$ \$ \$	⌚ ⌚ ⌚ ⌚	⊕ ⊕ ⊕ ⊕
Urgent care center	\$ \$ \$ \$	⌚ ⌚ ⌚ ⌚	⊕ ⊕ ⊕ ⊕
Emergency room	\$ \$ \$ \$	⌚ ⌚ ⌚ ⌚	⊕ ⊕ ⊕ ⊕

For illustrative purposes only. Actual covered benefits, costs and wait times may vary. Always consult with your doctor for medical advice, including prior to selecting another provider for care.

1. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan’s network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. Virtual primary care through MDLIVE is only available for Cigna Healthcare medical members aged 18 and older.

Pharmacy home delivery

Home delivery with Express Scripts[®] Pharmacy is a convenient choice when you take a medication on a regular basis.¹ It’s simple, safe to use and saves you trips to the pharmacy. By choosing home delivery, you can:

- Order, manage, track and pay for your medication on your phone or online.
- Get standard shipping at no extra cost.²
- Fill up to a 90-day supply at one time.³
- Talk with a pharmacist, 24/7.
- Sign up for automatic refills or refill reminders so you don’t miss a dose.⁴
- Use a payment plan (if you need it).

1. Cigna Healthcare, Evernorth Health Services and Express Scripts are all part of The Cigna Group. This means we have an ownership interest in Express Scripts Pharmacy’s home delivery services. However, you have the right to fill prescriptions at any pharmacy in your plan’s network (as your plan allows).
2. Your plan pays the cost for standard shipping.
3. Not all medications come in a 90-day supply. For example, oral contraceptives come in a 3-pack, which is an 84-day supply. It’s important to know that even though it’s not a full “90-day supply,” we still think of it as a 90-day prescription.
4. Express Scripts Pharmacy can automatically refill certain medications. Log in to the myCigna App or myCigna.com, or call 800.835.3784, to sign up. You can sign up to get emails and/or texts from Express Scripts Pharmacy. To get text messages, you’ll have to sign up for the Express Scripts texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, just reply to their welcome text to get started. Standard text messaging rates apply.

Specialty medications support

If you’re using a specialty medication to treat a rare or complex medical condition, Accredo can help.¹ Their team is specially trained to support these conditions so they can help you better manage your medication and therapy. They’ll also fill and ship your medication to you.

- Talk with a pharmacist or nurse, 24/7.
- Get fast shipping at no extra cost.²
- Find ways to pay for your medication (if you need it).
- Sign up for refills and reminders.
- Order, manage, track and pay for your medication on your phone or online.

1. Cigna Healthcare, Evernorth Health Services and Accredo are all part of The Cigna Group. This means we have an ownership interest in Accredo’s specialty pharmacy services. However, you have the right to fill prescriptions at any pharmacy in your plan’s network (as your plan allows).
2. Your plan pays the cost for standard shipping.

Speak with a pharmacist

It's important that you take your medication as your doctor's prescribed. If you have a question about your medication or if there's something that's keeping you from taking it, call us. Our licensed, specially trained pharmacists are here to help.¹

- Get tips to help you remember to take your medication.
- Understand how your medication works and helps keep you healthy.
- Talk about ways to save money and make refills easier.
- Learn how to work through side effects.

1. Call the number on your ID card to get started. When you call, we'll connect you with an Express Scripts pharmacist. Cigna Healthcare, Evernorth Health Services and Express Scripts are all part of The Cigna Group. They're here to help you, at no extra cost, as part of your plan. It doesn't matter what pharmacy you're using; You don't have to use Express Scripts Pharmacy to talk with a pharmacist. We work together to serve your health, wellness, and pharmacy needs.

Find a provider on Cigna.com

Check to see if your health care provider is in-network at **Cigna.com**.¹

1. Click on "Find a Doctor" at the top of the screen.
2. Under "How are you Covered?" select "Employer or School," depending on where you work.
3. Enter your search location (city and state or zip code).
4. Search either by "Doctor by Type" or "Doctor by Name".
5. Type in the provider name, specialty or type of care you're looking for in the Search box.

1. Just because a health care provider is listed in the directory doesn't mean that your health plan will cover all services. Look at your official plan documents, or call the number listed on your ID card, for information about the services your plan covers.



Questions?

Call 800-806-3052.



This information is for educational purposes only. It is not medical advice. Always consult your doctor for examinations, treatment, testing and care recommendations. In an emergency, dial 911 or visit the nearest emergency room.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan materials.

Health care providers are independent contractors and are solely responsible for any treatment provided to their patients. Providers are not agents of Cigna Healthcare.

The Cigna Healthcare Commitment to Quality guide gives you access to the latest information about our program activities and results, including the measures we're taking to help meet our goals, guidelines, and procedures. It also has your member rights and responsibilities and information about our complaint process. You can find this guide on [Cigna.com](https://www.cigna.com) by typing the document name into the search feature. If you have questions or comments about the quality program, or cannot access the information online, please call the number on your ID card.

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