

CIGNA TOTAL BEHAVIORAL HEALTH

Comprehensive, personalized support for lasting behavior change

When behavioral health issues are left unmanaged, it can raise costs and lower productivity. And most importantly, it can impact the life of someone on your team. Behavioral issues are more common – and more expensive – than you may think.

44 million adults age 18 and older in the U.S. have a diagnosable mental disorder¹

20% of young adults and youths in the U.S. experience a mental or substance use disorder²

Depression is the leading cause of disability in the U.S. for ages 15–44³

\$444 billion per year is the estimated total cost of mental illness in the U.S.⁴

\$600 billion per year is the estimated cost of substance use in the U.S.⁵

Cigna Total Behavioral HealthSM helps you manage behavioral health issues in your workforce before they become more serious. We do this through a combination of behavioral, wellness and pharmacy components. Our comprehensive approach is designed to improve health – and your bottom line.

Our whole-person approach to behavioral health – mind and body

With Cigna Total Behavioral Health, you get:

- > Innovative, evidence-based clinical programs and services focused on reducing the negative impact of behavioral issues.
- > A personalized customer experience to support individuals – and their families.
- > More than 40 years of experience delivering behavioral health programs designed to prevent relapse and hospital readmission.*
- > A large, national network of behavioral health care providers.
- > Extensive expertise identifying undiagnosed or underlying behavioral disorders and managing treatment compliance.
- > Peace of mind regarding claim risk, as Cigna funds covered in-network behavioral claims.
- > A care coaching model that is designed to empower sustainable behavior change and lead to lasting results.
- > Tools to manage out-of-network substance use treatment and costs. Includes predictive modeling, customer education and a Designated Substance Use Treatment provider program.
 - Our Designated Substance Use Treatment provider program identifies in-network behavioral facilities that have earned a top ranking based on Cigna's measures of patient outcomes and cost-efficiency.
- > Help for people with hard-to-treat conditions, like chronic pain, who want to feel better physically and emotionally.

*The company that is today Cigna Behavioral Health, Inc. was established in 1974.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, or their affiliates.

Total Behavioral Health's integrated design drives better health, outcomes and savings.

10% lower total medical costs⁶

5% lower emergency room costs⁶

18% lower inpatient medical costs⁶

12% lower professional claim medical costs⁶

How we do it - Comprehensive and personalized support every step of the way

Cigna Total Behavioral Health creates more opportunities to proactively engage customers in the right treatment and coaching, at the right time. Increasing the use of these important services can lead to improved health, lower utilization and lower costs.⁶



Goal:
Provide personalized support plan and guidance to help achieve goals

Inpatient care management

Outpatient care management

Intensive care management

Gaps in care

Specialty care management

Lifestyle management

Cognitive behavioral modification

Complex psychiatric care management

Narcotics therapy management

Inpatient care management

Support for those needing hospitalization for mental health or substance use treatment, including detoxification and residential treatment. Care managers work with the individual, their family and outpatient professionals to coordinate services and help ensure safe and effective treatment upon discharge.

Outpatient care management

Dedicated outpatient support for those leaving the hospital. Services include partial hospitalization and intensive outpatient treatment. Outreach to individuals and health care professionals to provide education, appointment reminders and follow-ups on medication compliance. Plus, there is no precertification required for routine care.

Intensive care management

For individuals with complex mental health or substance use conditions who are at high risk for readmission. Dedicated care managers reach out to support individuals as often as necessary. They act as liaisons to patient and family after discharge.

Gaps in care

Proprietary screening model used to review all claims. Identifies evidence-based behavioral gaps in care. Enables targeted outreach and intervention.

Specialty care management

Our specialty care management programs provide dedicated focus for complex, high-cost conditions. Our programs include autism, eating disorders, substance use and bipolar disorder. We also have programs that focus on children and adolescent mood and anxiety disorders, and young adult major depression, bipolar and substance use disorders.

Our dedicated behavioral care managers support your employees – and their families. This support continues as

long as they need help and remain covered under your plan. Our care managers apply a multidisciplinary approach to help ensure treatment is effective and appropriate. They coordinate with health care professionals and refer to Cigna pharmacy and wellness programs. They also help overcome barriers to treatment and promote engagement through education and referrals to local support groups and seminars.

Autism specialty program⁷

- > **14%** lower emergency room utilization
- > **36%** fewer inpatient admissions for participants

Eating disorders program⁸

- > **\$1,000** lower total medical cost per individual participating in the program
- > **52%** lower emergency room costs per customer compared to nonparticipants

Substance use disorder program⁹

- > **\$10,000** lower total medical cost per participant
- > **40%** fewer outpatient visits
- > **47%** fewer admissions

Coaching and support for children and families¹⁰

- > **11%** greater reduction in behavioral costs postprogram for participants
- > **37%** reduction in 60-day readmissions
- > **19%** higher medication adherence rate in participants
- > **18%** more outpatient visits than nonparticipants**

Coaching and support for young adults¹¹

- > **7%** greater reduction in behavioral costs postprogram for participants
- > **45%** reduction in 60-day readmissions
- > **33%** more outpatient visits postprogram**
- > **10%** higher medication adherence rate compared to nonparticipants

Intensive care management¹²

- > **\$3,635** total medical cost saved on average per participant
- > **\$1,783** total behavioral cost saved on average per participant
- > **14%** fewer office visits
- > **10%** fewer admissions

**Outpatient therapy helps the individual and family learn how to overcome the challenges inherent in their day-to-day lives.

100% of participants were very satisfied with the service their care manager provided¹³

10 hours average time saved per participant by using programs, compared to time they would have spent on their own getting information and arranging services¹⁴



Lifestyle management

Phone and online coaching to help individuals manage stress, lose weight and/or quit tobacco.

- > Tobacco Cessation Program
 - \$3,162** estimated annual future medical savings per individual who meets program completion requirements¹⁵
 - 96% still tobacco-free one year after graduation¹⁶
- > Weight management program
 - \$1,082** estimated annual future medical savings per individual who meets program completion requirements¹⁷
- > Stress management program
 - \$609** estimated annual future medical cost-savings per individual who meets program completion requirements¹⁸

Cognitive behavioral modification

Support for those who suffer from physical ailments with no clear treatment path, such as chronic pain and migraines. Through one-on-one coaching and support groups, members learn to manage their symptoms to feel better physically and emotionally.

Complex psychiatric care management²⁰

Gives physicians and psychiatrists a solution to help patients taking multiple psychotropic drugs. Helps foster appropriate levels of care and adherence to drug therapies to optimize treatment regimens and help decrease potential emergency room visits or hospitalizations.

Narcotics therapy management²⁰

Uses comprehensive medical information to identify and address potential inappropriate use of narcotics and other controlled substances. Encourages better management of pain by offering tools and resources and addressing fraud and abuse.

92% of participants felt the program was useful¹⁹

\$3,800 total cost-savings per participant. 99% of savings from avoided inpatient, outpatient and emergency room visits²¹

\$2,300 total cost-savings per participant. 99% of savings from avoided outpatient and emergency room visits²¹

Better health, better bottom line

With Cigna Total Behavioral Health, we help our customers improve their health, optimize productivity and lower overall costs. We do this with a whole-person approach to behavioral health – mind and body. We manage behavioral issues proactively through a combination of wellness, medical and pharmacy components.

In fact, we're so confident that we can help improve the overall health of your organization, we offer a 1% reduction in medical, pharmacy and behavioral claim costs in year one when you add Cigna Total Behavioral Health to your new or existing Cigna medical plan.***

***Not available in all states. Some restrictions apply. Contact your Cigna representative for details.

To learn more about our comprehensive offering, contact your Cigna sales representative.



The NCQA Managed Behavioral Health Organization Accreditation for Cigna Behavioral Health, Inc. applies to Commercial and Marketplace products & Cigna Behavioral Health CA accreditation applies to Commercial products. Full accreditation is a three year accreditation and is national in scope.

1) Substance Abuse and Mental Health Services Administration, results from the 2014 National Survey on Drug Use and Health: Mental Health Findings, Rockville, MD. 2) Centers for Disease Control and Prevention. Mental health surveillance among children – United States, 2005–2011. (Suppl; May 16, 2013):1–35. 3) Depression Fact Sheet, World Health Organization, October 2015, www.who.int/mediacentre/factsheets/fs369/en/ 4) Insel, T., Cost of not caring: Nowhere to go, the financial and human toll for neglecting the mentally ill, *USA Today*, May 12, 2014. 5) Behavioral Health Trends in the United States: Results from the 2014 National Survey on Drug Use and Health, September 2015. 6) Cigna Analytics, Cigna Total Behavioral Health Program Evaluation, 2015. Results derived from National book of business analysis using retrospective matched case control analysis. Study compared 2014 claim experience of customers in Total Behavioral Health plan with customers in FFS inpatient only plan. 7) Cigna Analytics, Autism Specialty Case Management Program Evaluation, 2014. Results derived from National book of business study using retrospective comparison analysis. 8) Cigna Analytics, Eating Disorder Specialty Program Evaluation, 2016. Results derived from National book of business study using retrospective comparison analysis. 9) Cigna Analytics, Substance Use Specialty Program Evaluation, 2016. Results derived from National book of business study using retrospective comparison analysis. 10) Cigna Analytics, Coaching & Support for Children & Families Program Evaluation, 2013. Results derived from National book of business study using retrospective comparison analysis. 11) Cigna Analytics, Coaching & Support for Young Adults Program Evaluation, 2013. Results derived from National book of business study using retrospective comparison analysis. 12) Cigna Analytics, Intensive Case Management Program Evaluation, 2014. Results derived from National book of business study using retrospective comparison analysis. 13) Cigna Satisfaction Survey, 2015. 14) Cigna Satisfaction Survey, 2014. 15) "The Health Consequences of Smoking – 50 Years of Progress: A Report of the Surgeon General," 2014. 16) Cigna Lifestyle Management Program, National Book of Business results, November 2014 calendar year. 17) Cigna Analytics, Weight Management Program Evaluation, 2013. Results derived from a National book of business analysis using retrospective matched case control analysis. 18) Cigna Analytics, Stress Management Program Evaluation. National Book of Business evaluation study, August 2014. 19) 2015 CLIMB Participant Survey. 20) Available for Cigna Total Behavioral Health clients with Cigna Pharmacy. 21) Cigna Pharmacy program evaluation, updated 2015. Results derived from national book of business study using retrospective comparison analysis.

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