



Real support for real life.

Your 2025 Cigna Healthcare welcome guide.

JPMorganChase



Welcome to Cigna Healthcare.



At Cigna HealthcareSM, we understand what you want and need from a benefits provider. Like real people to answer your questions, 24/7. Real care options that work around your schedule – not ours. And real tools and resources to help guide you along the way. All designed to support your whole health – physically, emotionally and financially.

**Thank you for choosing
Cigna Healthcare.
We've got your back.**

Make myCigna yours.



myCigna.com[®] and the **myCigna**[®] App make it easy to manage your medical and dental plans (if elected), access your Medical Reimbursement Account (MRA), Health Care Spending Account (HCSA) and Dependent Care Spending Account (DCSA) balances, track your wellness activities, receive online or live support for body and mind, and even view your ID cards – all in one place.

Register today, if you haven't done so already, on **myCigna.com**,¹ or download the **myCigna App**² to get started.



MyCigna tools

On myCigna.com and the myCigna App:

Find care and costs

The online provider directory makes it easy to find in-network care near you; plus, get cost estimates for services based on the provider and your plan.

Choose with confidence

Look for our Care Designation and the Center of Excellence designation when searching the provider directory to quickly and easily identify cost-effective, quality providers in the Cigna Healthcare network.³

Track your funds

Keep track of your MRA, HCSA and DCSA, all in one place.

Access medical and behavioral virtual doctor visits

Connect with board-certified MDLIVE® doctors, pediatricians, psychiatrists and therapists via video or phone, wherever it's most convenient for you.⁴ Providers can diagnose, treat and write prescriptions (when appropriate) for many routine medical issues and behavioral conditions.

Access JPMC Wellness Rewards

JPMorganChase is offering medical payroll contribution savings in 2025 to employees and covered spouse/domestic partners who complete both a biometric wellness screening and an online wellness assessment between **November 18, 2023 and November 22, 2024 (11:59 p.m. ET)**. To check the status of your Wellness Screening and Assessment, type "go/screeningandassessment" into your intranet browser > Track Your Wellness screening and assessment. Or, visit **myCigna.com > Wellness**.

You as the JPMC employee can still earn 2024 wellness rewards by completing additional wellness activities by **December 31, 2024**. To view available activities from your Intranet browser, type "go/myhealth"> My MRA Additional Wellness Activities. Or, visit **myCigna.com > Wellness**.

Programs & services

Health coaching

Our health coaches are dedicated to your overall health. Get support to:

- Cope with and reduce stress.
- Reach or maintain a healthy weight.
- Manage a chronic condition, and more.

Coaching services are available at no additional cost to you and are completely confidential.



To connect with a coach, call Cigna Healthcare at **800.790.3086** or log in to **myCigna.com**.

WINFertility

WINFertility nurses can help you select a high-quality provider, understand your treatment options, and provide clinical and emotional support along your family-planning journey. Family Building benefits have a \$35,000 medical lifetime limit (enrollment with WINFertility and completion of a nurse consultation is required to unlock this benefit level; otherwise, the medical lifetime limit is \$10,000). To enroll with WINFertility, call **833.439.1517**, Monday through Friday, from 9:00 a.m. to 9:00 p.m. ET.⁵

Employee Assistance Program (EAP) Powered by Spring Health

Get personalized behavioral health and well-being support at no cost to you, including:⁶

- Counseling with fast access to virtual and in-person appointments.
- Coaching for emotional strength and conditioning and dealing with life's daily challenges.
- On-demand digital, self-guided exercises.

Get started on **jpmc.springhealth.com** or call **877.576.2007**.

24/7 live support

Cigna One Guide

With Cigna One Guide® service, you can receive personalized guidance on all your health care needs. Your personal guide can help you:

- Make smart health care choices to get the most value from your plan.
- Take control of your whole health and your health spending.
- Build your own health team and keep all your health contacts in one place for easy access.

Your personal guide will also anticipate your personal health care needs and:

- Alert you to solutions and savings.
- Provide guidance based on your individual situation and health needs.

Health Information Line

Have questions about a specific health concern? Call our Health Information Line at **800.790.3086** to speak to a clinician, 24/7/365. They'll ask you a few questions about your symptoms and give you information to help you decide what to do or where to go for care.

To access podcasts on dozens of health and wellness topics, follow the voice prompts and ask for the Health Information Line. Then listen for your topic or **enter the topic code from the catalog** when prompted.



Call **800.790.3086**, or
click-to-chat with your
personal guide on
myCigna.com or the
myCigna App.

Transition of care

Undergoing treatment for a serious illness or condition and have to switch doctors? If you're new to Cigna Healthcare and your current provider is outside of our network, you may be eligible to continue seeing your doctor for a limited period of time and have your care covered at the in-network level under your plan's Transition of Care (TOC) benefit.

To learn more about TOC and/or apply for this benefit, complete the **TOC form** and contact Cigna Healthcare as soon as possible at **800.790.3086**.

It's easy to manage and pay claims.

- Opt in to **automatic claims** and have Cigna Healthcare automatically pay your portion of eligible medical and prescription drug expenses using your MRA and/or HCSA funds.
- Elect the debit card option during annual enrollment and use your MRA and/or HCSA debit card to make payments right at the provider's office.
- Check balances and pay claims online.



Understanding your EOB

When a claim is filed for medical care you've received, an explanation of benefits (EOB) like the one shown below will be posted on **myCigna.com**. EOBs from Cigna Healthcare are easy to understand and summarize the costs associated with your medical care, so you can quickly see:

1. What expenses were submitted.
2. What's been paid by your plan and how much was paid by your MRA or HCSA, if you have one.
3. The balance you may still owe after Cigna Healthcare and your MRA/HCSA payments have been made.
Quick tip: When you receive a bill from your doctor, you can check the amount you are being billed against the balance shown on your EOB.
4. Your savings – the amount you saved by visiting an in-network provider or facility.

Explanation of benefits		
for a claim received for JOE SOMEBODY, Claim # 9999999999		
Patient's relationship to Subscriber: SUBSCRIBER		
Subscriber Name: JOE SOMEBODY		
Summary of a claim for services on May 29, 2020		
for services provided by I WELLBEING MD		
1	Amount Billed	\$900.00 This was the amount that was billed for your visit on 05/29/2018.
	Discount	\$0.00 CIGNA negotiates discounts with health care professionals and facilities to help you save money. Using an in-network option is one way you can save. Visit myCIGNA.com or call Customer Service to learn more.
	Amount not covered	\$400.00 This is the portion of your bill that's not covered by your plan. You may or may not need to pay this amount. See the Notes section on the following pages for more information. The total amount of what is not allowed and/or not covered is \$400.00 of which you owe \$0.00.
2	What your plan paid	\$140.00 This is a correction of a previously processed claim.
3	What I owe	\$360.00 This is the amount you owe after your discount, your plan paid, and what your accounts paid. People usually owe because they may have a deductible, have to pay a percentage of the covered amount, or for care not covered by their plan. Any amount you paid since care was received may reduce the amount you owe.
4	You saved	15% You saved \$140.00 (or 15%) off the total amount billed. This is a total of your discount and what your plan paid. To maximize your savings, visit www.myCIGNA.com or call customer service to estimate treatment costs, or to compare cost and quality of in-network health care professionals and facilities.

H701A 08/18 PLEASE SEE CLAIM DETAILS ON PAGE 3. Page 1 of 4

For illustrative purposes only

Terms to know

Copay

A fixed amount that you pay for a covered health care service, usually when you receive the service. The amount can vary by the type of covered health care service.

Coinsurance

After you've reached your deductible, you and your plan share some of your medical costs. The portion of covered expenses you are responsible for is called coinsurance.

Deductible

A flat dollar amount you must pay out of your own pocket before your plan begins to pay for certain covered services.

Out-of-pocket maximum

The total amount you will pay out of your own pocket, which includes deductible, copay, and coinsurance amounts before your plan's copay or coinsurance percentage no longer applies. Once you meet this maximum, your plan then pays 100% of the "Maximum Reimbursable Charges," or negotiated fees for covered services.

Place of service

Your plan pays based on where you receive services. For example, for hospital stays, your coverage is paid at the inpatient level.



Know before you go

Unless it's a life-threatening emergency, you have options when it comes to receiving care. When you can't get to your doctor, virtual doctor visits and convenience or urgent care centers are cost-saving alternatives.

Plans at a glance

	Plan Option 1		Plan Option 2	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Preventive screenings ⁷	You pay \$0 (deductible does not apply)	You pay 50% after deductible	You pay \$0 (deductible does not apply)	You pay 50% after deductible
PCP visit	You pay \$15 (deductible does not apply)	You pay 50% after deductible	You pay \$15 (deductible does not apply)	You pay 50% after deductible
Mental/behavioral health outpatient therapy visit, including psychiatry	You pay \$15 (deductible does not apply)	You pay 50% after deductible	You pay \$15 (deductible does not apply)	You pay 50% after deductible
Virtual medical visit with MDLIVE	Medical visit: You pay \$15 (deductible does not apply) Behavioral visit: You pay \$15 (deductible does not apply)	Not applicable	Medical visit: You pay \$15 (deductible does not apply) Behavioral visit: You pay \$15 (deductible does not apply)	Not applicable
Specialist visit	If your salary is less than \$100,000: You pay \$50 If your salary is \$100,000 or greater: You pay \$75	You pay 50% after deductible	If your salary is less than \$100,000: You pay \$75 If your salary is \$100,000 or greater: You pay \$100	You pay 50% after deductible
ER coverage	If your salary is less than \$100,000: You pay \$300 If your salary is \$100,000 or greater: You pay \$500 (deductible does not apply)	If your salary is less than \$100,000: You pay \$300 If your salary is \$100,000 or greater: You pay \$500 (deductible does not apply)	If your salary is less than \$100,000: You pay \$600 If your salary is \$100,000 or greater: You pay \$800 (deductible does not apply)	If your salary is less than \$100,000: You pay \$600 If your salary is \$100,000 or greater: You pay \$800 (deductible does not apply)
Other medical costs (hospitalizations, imaging, etc.)	You pay 20% after deductible	You pay 50% after deductible	You pay 20% after deductible	You pay 50% after deductible
Deductible	Individual employee: If your salary is less than \$100,000: \$250 If your salary is \$100,000 or greater: \$750 Employee + Spouse/EE + Child(ren): If your salary is less than \$100,000: \$400 If your salary is \$100,000 or greater: \$1,400 Employee + Family: If your salary is less than \$100,000: \$700 If your salary is \$100,000 or greater: \$1,800	Individual employee: \$2,750 Employee + Spouse/EE + Child(ren): \$4,125 Employee + Family: \$5,500	Individual employee: If your salary is less than \$100,000: \$850 If your salary is \$100,000 or greater: \$1,750 Employee + Spouse/EE + Child(ren): If your salary is less than \$100,000: \$1,600 If your salary is \$100,000 or greater: \$2,800 Employee + Family: If your salary is less than \$100,000: \$2,300 If your salary is \$100,000 or greater: \$4,000	Individual employee: \$4,750 Employee + Spouse/EE + Child(ren): \$7,125 Employee + Family: \$9,500
Out of Pocket Maximum (OOPM): includes deductible, coinsurance and copays; does not include prescription drugs	Individual employee: If your salary is less than \$100,000: \$1,250 If your salary is \$100,000 or greater: \$2,000 Employee + Spouse/EE + Child(ren): If your salary is less than \$100,000: \$2,500 If your salary is \$100,000 or greater: \$3,400 Employee + Family: If your salary is less than \$100,000: \$3,500 If your salary is \$100,000 or greater: \$5,100	Individual employee: \$8,750 Employee + Spouse/EE + Child(ren): \$12,125 Employee + Family: \$17,500	Individual employee: If your salary is less than \$100,000: \$2,800 If your salary is \$100,000 or greater: \$4,000 Employee + Spouse/EE + Child(ren): If your salary is less than \$100,000: \$4,700 If your salary is \$100,000 or greater: \$5,900 Employee + Family: If your salary is less than \$100,000: \$6,600 If your salary is \$100,000 or greater: \$8,400	Individual employee: \$10,750 Employee + Spouse/EE + Child(ren): \$15,125 Employee + Family: \$21,500

Total Annual Cash Compensation (TACC) is defined as your annual rate of base TACC, plus applicable job differential pay (for example, shift pay) as of each August 1, plus any cash earnings from any incentive plans that are paid to or deferred by you for the previous 12-month period ending each July 31.

Prescription drug coverage is offered through CVS Caremark. Visit My Health for additional information. Please refer to plan documents for additional plan benefits and a complete list of exclusions and limitations.



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1. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
2. The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
3. The Cigna Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.
4. Cigna Healthcare provides access to virtual doctor visits through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas. A primary care provider referral is not required for this service. Refer to plan documents for complete description of virtual care services and costs. Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits.
5. WINFertility is an independent third-party service provider. Cigna Healthcare does not endorse or guarantee the products or services of any third parties and is not liable for any such products or services. WINFertility and its providers are solely responsible for any treatment provided to their patients. Benefits are subject to plan terms and conditions, including exclusions and limitations.
6. Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses.
7. Subject to age and frequency limits.

This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing and care recommendations.

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