# Concierge Care Team

## Providing you and your family with personalized service and support



- **One connected team helps you understand your benefits, find care, and navigate your health plan.**
- **Support is personalized to your needs and focused on your whole well-being.**
- **You'll also be connected to programs and resources beyond medical care, including chronic condition management and community support.***

### Your Cigna Healthcare® Concierge Care Team includes:

- Nurses
- Social workers
- Registered dietitians
- Pharmacists
- Behavioral health professionals
- Dedicated service advocates

### Whether it's a simple question or a more serious situation, we're here for you.

Trust your Concierge Care Team to help:

- Find the care you need
- Understand claims, benefits and unexpected bills
- Reach out to providers to obtain missing information and ensure accurate, timely processing of your claims, authorizations, benefits and related services
- Explain your condition, treatment options and medications
- Make sense of your coverage and out-of-pocket costs
- Find quality, cost-effective facilities in your plan's network
- Prepare you for a hospital stay — and a recovery plan for when you leave
- Provide information about alternatives to costly treatments or procedures
- Ensure a smooth transition between inpatient and outpatient care
- Work with your provider to coordinate home health care, therapy or special medical needs
- Guide you to online resources, tools and other available programs

Learn about your Concierge Care Team on the **myCigna® App** or **myCigna.com**.

Call or refer to the number on the back of your Cigna Healthcare® ID card.

Your Concierge Care Advocates are available 8:00 AM–11:00 PM EST, and your Concierge Clinical Team is available 9:00 AM–9:00 PM EST; outside of these hours, a Cigna Healthcare team member is always available to assist you 24/7. If this is an emergency, call 911.

* Program availability may vary by plan type and is subject to change.

The downloading and use of the myCigna Mobile 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.

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