

WELCOME NEW MEMBERS

We're glad you're with the SAMBA Health Plan!

SAMBA is committed to providing you affordable, high-quality health care coverage and excellent customer service. By now, you should have received your new SAMBA Health Insurance/Prescription Drug identification card. If you have not, please contact our customer service department at **1-800-638-6589** for assistance.

Find the latest information about the SAMBA Health Benefit Plan at www.SambaPlans.com. Be sure to register on the website. Once you do, you'll be able to:

- › review your claims history
- › sign up to get electronic EOB (Explanation of Benefit) notices instead of paper
- › locate Cigna network providers
- › see the free wellness programs for members
- › take a health risk assessment, and much more!



See if medical procedures require "Prior Authorization".

All inpatient hospital confinements require precertification or prior authorization before admission. *The exception* is if Medicare or another group health insurance is your primary payor or you are located outside of the United States.

Other services require prior authorization too. These services include certain drugs, durable medical equipment, home nursing care, speech therapy, genetic testing, and organ/tissue transplants. Get a complete listing of the services requiring prior authorization – refer to the "2017 SAMBA Health Benefit Plan" brochure (page 17).

In most cases, your physician, hospital or other medical provider will take care of requesting precertification. However, you are still responsible for ensuring that your care is precertified. Be sure to ask your physician, hospital, or medical provider if they have obtained precertification for you.



Get more information.
Call SAMBA Customer Service
1.800.638.6589

See what your prescription drug benefits are.

Generic vs. Brand Name – Generic drugs are a lower-priced alternative to a more expensive brand name drug that is the therapeutic equivalent. A generic equivalent will automatically be dispensed if it is available, unless your physician specifically requires a name brand drug.

Brand Name Drugs – SAMBA's prescription drug benefits recognizes two types of Brand Name drugs; **Preferred (formulary)** and **Non-Preferred (non-formulary)**.

- › **Preferred medications** – *are on the National Preferred Formulary list and cost less than non-preferred medications.* The National Preferred Formulary list of drugs is based on the input of pharmacists and a group of independent doctors.
- › **Non-preferred medications** – *are not on the list of recommended drugs and may cost you more.*



See the National Preferred Formulary list.

Visit www.SambaPlans.com/health-benefit-plan/

Please note: some drugs are excluded from the formulary and coverage.

Smart90 Program – is a feature of your SAMBA prescription drug benefit, managed by Express Scripts, that allows you to get up to a 90-day supply of your long-term maintenance medications (drugs you take regularly for ongoing conditions) at a retail pharmacy participating in the Smart90 network. You will pay the applicable mail order copayment for each prescription purchased.



Find a Smart90 network pharmacy.
www.Express-Scripts.com
Call Express Scripts
855.315.8527

Prior Authorization – certain prescription drugs and supplies may require that you get prior approval. Prior Authorization drugs may include, but are not limited to, specialty drugs that are used to treat chronic complex conditions such as hemophilia, immune deficiency, growth hormone deficiencies, rheumatoid arthritis, and multiple sclerosis.



Find out if a drug needs prior authorization.
Call Express Scripts
855.315.8527

Cigna Healthy Pregnancies, Healthy Babies®.

This program is designed to help you and your baby stay healthy during your pregnancy and in the days and weeks following your baby's birth.

Find support early and often

- › Tell us about you and your pregnancy so we can meet your needs.
- › Ask us anything – your coach, who is a nurse, is there to support you during your whole pregnancy.
- › Get a pregnancy journal with information, charts and tools to help you have a happy 9 months.

Learn as much as you want

Get live support 24 hours a day, 7 days a week. Just call the number on your Cigna ID card to:

- › Talk to a nurse who can help you with everything from tips on how to handle your discomfort during pregnancy to what foods to avoid, birthing classes and maternity benefits.
- › Access an audio library of maternity and general health topics.
- › visit **myCigna.com** for tools to help you track your pregnancy week by week, prepare for delivery and care for your baby



Call **800.615.2906** to enroll as soon as you know you are pregnant.

Cigna Health MattersSM Plus.

Get connected to information, people and programs that will help you reach your health and wellness goals.

My Health

The “My Health” section on **myCigna.com** is all about helping you create health and wellness goals, reaching them and keeping the momentum going. Some of our most helpful tools and features include:

Health Assessment:

Identifying your health goals has never been simpler or more fun with this easy and engaging gameified experience.

- › The health assessment is an easy online confidential questionnaire about your health and well-being. It takes about 15 to 30 minutes to complete. The health assessment helps you save on future health costs by making you aware of your risk of more serious illnesses and the costs they bring.
- › Accessing the health assessment is easy.
 - Log in or register on **myCigna.com**
 - Click on the My Health tab at the top of the page
 - Select My Health Assessment
 - On the next page, click Take My Health Assessment

Apps & Activities

The Apps & Activities tool on **myCigna.com** puts the power to improve your health right at your fingertips. Get personal recommendations, track your progress and have fun challenging others. Best of all, you can see and do it all in one place.

- › Start or join a fitness challenge, then compete with friends, family and coworkers.
- › Improve your health one step at a time by starting “pursuits” and sticking with them.

My Health Assistant

- › Get help with nutrition, exercise, emotional well-being or other health concerns.

Healthy Rewards

- › Enjoy discounts on health products and programs for nutrition and weight management, vision and hearing care, fitness and alternative medicine.¹

myCigna App

Life can be busy and complicated. Now you can get tools and resources in a simple-to-use tool that can help make your life easier while you're on the go.²

Your Health First.

Through SAMBA's relationship with Cigna, we offer our members and their covered dependents access to the **Your Health First** program, a chronic condition management program. Get support for these chronic health conditions at no additional cost:

- › Asthma
- › Heart disease
- › Coronary artery disease
- › Angina
- › Congestive heart failure
- › Acute myocardial infarction
- › COPD, emphysema and chronic bronchitis
- › Type 1 diabetes
- › Type 2 diabetes
- › Metabolic syndrome
- › Peripheral arterial disease
- › Low back pain
- › Osteoarthritis
- › Depression
- › Anxiety
- › Bipolar disorder

With the **Your Health First** program you have access to a team of specialists who are trained as nurses, coaches, nutritionists and clinicians. These caring health professionals will listen, understand your needs and help you find solutions. From understanding medications and treatment options to identifying triggers that affect your condition; you'll get the support you need.

Earn a \$25 credit toward your calendar year deductible by completing your health assessment.

When you complete the CareAllies health assessment, SAMBA will apply a \$25 credit toward your calendar year deductible. This incentive is limited to two covered individuals per family (over age 18) and allowed once per calendar year. By taking the assessment, you'll gain knowledge about what you are doing well and areas that may need work. With this knowledge you will have the power to make positive changes in your life.

To complete your health assessment, visit **www.SambaHealth.com** and enter "health assessment" in the Search field. When you click on the health assessment link, you will be directed to the SAMBA/MyCareAllies web page where you can register or sign in to your MyCareAllies account to take the health assessment.



Use the online or telephone coaching programs – or both.

Get live support from your health advocate.

Call 855.246.1873

Locate self-service resources.

Visit www.mycareallies.com



1. This is a discount program and is NOT insurance. Healthy Rewards is separate from your medical benefits. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Products and services are provided by third-party vendors who are solely responsible for their products and services.

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.

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