

QUALITY IS CRITICAL

See how SAMBA is committed to improving your health.

At SAMBA, we provide more than a medical plan. Through our collaboration with Cigna, we believe that quality is critical to protecting and improving your health and well-being, which is why we are committed to:

- › Offering **convenient** access to quality health care providers.
- › **Supporting** you and your provider to help you stay healthy or return to health if you become physically or emotionally ill.
- › Making sure you are **satisfied** with our services.
- › Providing **responsive** customer service.

Know Your Numbers



Regular doctor visits and health screenings are all part of living a healthier life. They can even be life saving. It's important to understand the tests you need and what type of results you should look for.

When it comes to HDL cholesterol the “good” cholesterol - a higher number means lower risk. That's because HDL cholesterol protects against heart disease by taking the “bad” cholesterol out of your blood. If your LDL is 190 or more, it is considered very high. Your Triglycerides levels can be Normal (less than 150), Mildly High (150-199), High (200-499), or Very High (over 500).¹

Left untreated, high blood pressure can lead to heart attack, stroke, kidney failure and many other conditions.² So, to reduce your risk of stroke or heart attack is to keep your blood pressure normal - which is less than 120/80.³

Monitoring blood glucose levels is critical in the early detection and treatment of diabetes. The American Diabetes Association suggests the following targets for most nonpregnant adults with diabetes:⁴

- › **A1C:** 7% (**may also be reported as eAG:** 154 mg/dl)
- › **Before a meal** (preprandial plasma glucose): 80-130 mg/dl
- › **1-2 hours after beginning of the meal** (Postprandial plasma glucose):* Less than 180 mg/dl

Schedule your routine screenings today. Your SAMBA Health Benefit Plan offers **100% coverage** for routine preventative care when you use a Cigna network provider.⁵

Together, all the way.®



Did you know? You have Teladoc.

You have access to a doctor 24 hours a day, 7 days a week with Teladoc®.

SAMBA has partnered with Teladoc® to provide you with a convenient and affordable option for a variety of medical services, including **General Medical**, **Dermatology** and **Behavioral Health**. Access quality healthcare from the comfort of home, during your lunch break or while traveling. You can even get a prescription sent to your local pharmacy, when medically necessary.

- › Connect with a licensed doctor, dermatologist or therapist by web, phone or mobile app⁶
- › Over 1,000,000 telehealth visits performed
- › 95% member satisfaction
- › Speak with a doctor in less than 10 minutes⁷
- › Teladoc doctors average 20 years of experience



Talk to a doctor anytime!

Get started: **Teladoc.com**

Call: **1.800.Teladoc (835.2362)**

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

When you complete your 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 **SambaPlans.com** and enter "health assessment" in the Search field. When you click on the health assessment link, you will be directed to the SAMBA/myCigna® web page where you can register or login to your myCigna account to take your health assessment.

1. WebMD, "Understanding Numbers", WebMD.com, Medical Reference Reviewed by James Beckerman, MD, FACC on April 17, 2017. Accessed January 19, 2018 <https://www.webmd.com/cholesterol-management/guide/understanding-numbers#2>

2. American Heart Association, "Know Your Numbers", January 11, 2018, www.heart.org, accessed January 11, 2018

http://www.heart.org/HEARTORG/Conditions/HighBloodPressure/LearnHowHBPHarmsYourHealth/Health-Threats-From-High-Blood-Pressure_UCM_002051_Article.jsp#.Wmlv0q6nGx8

3. American Heart Association, "Know Your Numbers", January 11, 2018, www.heart.org, accessed January 11, 2018

http://www.heart.org/HEARTORG/Conditions/HighBloodPressure/KnowYourNumbers/Understanding-Blood-Pressure-Readings_UCM_301764_Article.jsp#.Wmltla6nGx8

4. American Diabetes Association, "Checking Your Blood Glucose", August 24, 2016, accessed January 19, 2018,

<http://www.diabetes.org/living-with-diabetes/treatment-and-care/blood-glucose-control/checking-your-blood-glucose.html?referrer=https://www.google.com/>

5. Not all preventive care services may be covered and plans may vary. Please see your plan documents for preventive care coverage details.

6. General Medical and Behavioral Health visits are available by web, phone or mobile app. Dermatology consults are available through Teladoc's secure online message center.

7. For General Medical visits.

Your Pharmacy Benefits Team at Work

Specialist Pharmacists from Express Scripts

As part of your SAMBA Health Plan – and at no cost to you – the specialist pharmacists at **Express-Scripts.com** are ready to help if you have a medication question. They're specially trained in the medications used to treat complex conditions like diabetes, heart disease, high cholesterol, high blood pressure, cancer, migraines, asthma and hemophilia.

Specialist pharmacists are just one part of an entire team of nurses and clinicians who can advise you, answer questions, and make sure you're getting the most out of your benefit.

One conversation. It could be the difference between wondering and knowing about a critical drug interaction.



Medication Questions?

Get your answer at
Express-Scripts.com

Log in and choose "**Health Resource Center.**" Then, click the link to ask your question. A specialist pharmacist will reply within minutes. You may also call the phone number on your member ID card.

SAMBA Implements Opioid Management Program

Millions of people are prescribed opioids because they're an effective treatment for pain when taken correctly. However, they can be addictive, so it's important to take them as prescribed.

Through SAMBA's partnership with **Express Scripts**, SAMBA has implemented an **Opioid Management Program**. This Program is focused on significantly reducing unnecessary prescribing, dispensing and use of opioids and is designed to lower risks at each touchpoint of the care continuum, including prescribers, pharmacies and patients.

The **Opioid Management Program** is intended to:

- ▶ Prevent excess opioid medications from being dispensed by limiting first fill of short-acting opioids to a 7-day supply
- ▶ Encourage safe starts of long-acting opioids through enhanced prior authorization whenever a long-acting opioid is not in the member's claim history
- ▶ Ensure doses across all opioids are safe and medically necessary.

Specially trained pharmacists will contact patients every time they fill:

- ▶ Two or more different short-acting opioids within a 30-day period
- ▶ Two or more long-acting opioids within a 21-day period from two or more prescribers
- ▶ A combination of three or more different opioids.

It is important that you talk with your doctor or pharmacist about your medicine if you have any questions. Please feel free to contact SAMBA's Customer Service at **1.800.638.6589** if you have any questions regarding this Program.

CAHPS® – a survey of medical customer satisfaction and measurements of success.

As part of SAMBA's commitment to promoting quality service, we take part in CAHPS, the Member Satisfaction Survey, to obtain your feedback on how we are doing. This annual survey measures performance in key areas of care and service delivery. SAMBA attempts to maintain and improve results each year by taking action on opportunities identified from your feedback.

Please visit our website at **SambaPlans.com** to view the current Survey results.

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What does CAHPS stand for?

The Consumer Assessment of Health Care Providers and Systems (CAHPS®) survey, is a public/private initiative that develops standardized surveys of customers' experiences with outpatient and facility level care, and implementation of appropriate actions to improve customer experience.



EARN A \$25 CREDIT



WINTER 2018 NEWSLETTER

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