

WRAPPED IN CARE

FREE AND UNLIMITED COACHING FOR IMPROVED MEDICATION ADHERENCE

As part of our SafeGuardRx® for Cigna program, we provide one-on-one counseling and support for customers living with diabetes or pulmonary conditions. Through proactive outreach, our specially trained clinicians help customers better understand their medications, provide ways to encourage adherence and can even connect them to Cigna condition coaching or behavioral health resources.

Real customer stories:

MARTIN*

SON IN COLLEGE
MARRIED

**NEW MEDICATION
SIDE EFFECTS**

DIABETES
MANAGEMENT

ELEVATED A1C**

**MANY
DRUGS PRESCRIBED**



How we helped

- Reviewed all medications, to check for possible drug interactions
- Discussed how to handle possible side effects
- Advised on healthy ways to lower A1C and why current methods may not be working
- Reviewed benefit coverage
- Martin agreed to be connected to a Cigna diabetes coach to discuss any disease-related concerns

Outcomes

- Improved adherence to medications, helping to keep A1C under control
- Armed with action steps if side effects occur
- Better understands coverage and treatments
- Engaged in weekly calls with his Cigna diabetes coach to better manage his condition and weight

NATALIE*

TRAVELS OFTEN
FOR WORK

**MISSED DOSES
LATE TO REFILL**

ASTHMA
**NOT
CONTROLLED**



How we helped

- Spoke with Natalie about options to avoid missed doses
- Explained option of 90-day fills through home delivery or a local retail pharmacy
- Advised that home delivery includes free shipping and automatic refills

Outcomes

- Reached out to Natalie's health care provider
- Set up medications for 90-day refills, with home delivery
- Natalie can change the location of medication delivery at any time

Together, all the way.®



KAREN*

AVID GARDENER
HYPOGLYCEMIC
TYPE 2 DIABETES
ELEVATED A1C

NEED
ONCE-WEEKLY
INJECTABLE



How we helped

- Reviewed medications and A1C patterns
- Revealed Karen's hypoglycemic episodes began after her doctor increased her glipizide dose
- Discussed ways to manage blood sugar during episodes, such as glucose tablets
- Confirmed various once-weekly injectable treatments covered by Karen's plan

Outcomes

- Followed up with her provider and assessed her current A1C level
- Started on Trulicity, a once-weekly injectable covered by her plan

ANDY*

ENJOYS FISHING
DELIVERS PIZZA AT NIGHT
NON ADHERENT
WEANED OFF CURRENT MEDS
TYPE 2 DIABETES

DEDUCTIBLE CONCERNS
CAN'T
AFFORD MEDS



How we helped

- Examined Andy's current medication costs
- Found he met his deductible - copays would be \$10 for generics and \$30 for preferred brands
- Suggested lower-cost alternative medications within his drug list to discuss with his health care provider
- Connected him with his Employee Assistance Program (EAP) to help ease stress caused by his diabetes/finance issues

Outcomes

- Set appointment with his endocrinologist
- Started on Farxiga - one of the medications we recommended
- Connected through EAP to free session with a financial consultant, and was encouraged to see a counselor to help manage stress

To learn more about how medication adherence support through SafeGuardRx for Cigna can help you and your employees, **please contact your Cigna sales representative.**

* Names have been changed to protect privacy. Images are for illustrative purposes only.

** A1C is an average of what a patient's blood sugar levels have been over a three-month period. In general, the higher the A1C number, the higher the likelihood of diabetes complications.

