



## CIGNA Healthcare of the Carolinas

**CEO:** Charles C. Pitts  
**Medical Director:** Ed Hunsinger, M.D.  
**Contact Information:**  
Member Phone: 800.849.9000  
Website: [www.cigna.com](http://www.cigna.com)

**Programs offered and Description of Products:**  
HMO  
POS  
Open Access Plus  
PPO

**General Health Benefits and Value—Added Programs offered:**  
Health Education,  
Early disease detection,  
Web-based risk assessment tool,  
Targeted outreach to Members and their Physicians,  
Access and link to Web MD Personal Health Manager from CIGNA web site  
Predictive modeling to identify members at risk


Information submitted by  
CIGNA Healthcare of the Carolinas  
February 2007  
Updated September 2009

Preventive benefit information provided is based on CIGNA's Open Access Plus product. CIGNA's HMO and POS plans include disease management programs and are not buy-up options.

**Preventive Benefits Disclaimer:**

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**Tobacco Cessation Benefits**

**Covered Services and Medications:**


Screening / Assessment	Not Covered
Cessation Counseling by a Primary Care Provider	Available as a buy up program through behavioral health.
Tobacco Cessation Medications, Prescription	Available as a buy up program.
Tobacco Cessation Medications, Over-the-counter	Discounts are available through the Healthy Rewards discount program

**Consumer Programs, Discounts and Services**

- Information regarding tobacco cessation is available to members on myCIGNA.com or through the 24-hour health information line.
- These services are available to all members.

**Provider Programs and Initiatives**

- Educational information available at [www.cigna.com](http://www.cigna.com)



**Nutrition Benefits**

**Covered Services and Medications:**

Screening / Assessment	Not Covered
Preventive Counseling by a Primary Care Provider	Not Covered
Medical Nutrition Therapy by a Registered Dietitian	For diabetic patients only

**Consumer Programs, Discounts and Services**

- Information regarding nutrition is available to members on myCIGNA.com or through the 24-hour health information line. These services are available to all members.
- Members also have a discount program through the Healthy Rewards program which offers discounts to a weight loss program.

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**Physical Activity Benefits**

**Covered Services and Medications:**

Screening / Assessment	Not Covered
Preventive Counseling by a Primary Care Provider	Not Covered
Personal Trainers	Not Covered

**Consumer Programs, Discounts and Services**

- Information regarding physical fitness is available to members on myCIGNA.com or through the 24-hour health information line. These services are available to all members.
- Healthy Rewards discount program offers discounts to members for fitness clubs and fitness magazines.


**Provider Programs and Initiatives**

- Quality improvement through disease-related programs only.

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 <b>Pre-Diabetes Benefits</b>	<b>Covered Services and Medications:</b>	
	Screening / Assessment	Covered
	Test Strips	Covered
	Pre-Diabetes Medication	Medical treatment for pre-diabetes would be eligible if there is a diagnosis to justify treatment.
	Preventive Counseling by a Primary Care Provider	Covered
	Medical Nutrition Therapy by a Registered Dietitian	Covered when prescribed by a physician.
	Comprehensive Diabetes Education by a Certified Diabetes Educator	Covered when prescribed by a physician
<b>Consumer Programs, Discounts and Services</b>		
<ul style="list-style-type: none"> <li>Member education is available through myCIGNA.com. Members also have access to our 24-hour health information line and can listen to recordings regarding diabetes and the treatment of diabetes or, if they prefer, they can talk to a nurse.</li> <li>Our disease management program, Well Aware, includes diabetes as a buy up program. The program is tailored for each participant and includes educational material, personal contact and self-care training and resources.</li> </ul>		
<b>Provider Programs and Initiatives</b>		
<ul style="list-style-type: none"> <li>Providers have access to information through our provider website.</li> <li>CIGNA contacts the physician of any disease management participant to partner with them in the care and monitoring of their patient.</li> <li>Providers have access to information about our quality initiatives through the provider website.</li> </ul>		

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 <b>Diabetes Benefits</b>	<b>Covered Services and Medications:</b>	
	Screening / Assessment	Covered
	Test Strips	Covered
	Diabetes Medications	Covered
	Preventive Counseling by a Primary Care Provider	Covered
	Medical Nutrition Therapy by a Registered Dietitian	Covered
	Comprehensive Diabetes Education by a Certified Diabetes Educator	Covered when prescribed by a physician
<b>Consumer Programs, Discounts and Services</b>		
<ul style="list-style-type: none"> <li>Member education is available through myCIGNA.com. In addition, CIGNA 24-hour Health Information Line<sup>SM</sup> nurses have access to online reference material including level of care guidelines and the Health Information Library. The nurses have an on-line directory of hundreds of local and national support groups such as the Juvenile Diabetes Research Foundation</li> <li>Our disease management program, Well Aware, includes diabetes as a buy up program. The program is tailored for each participant and includes educational material, personal contact and self-care training and resources.</li> </ul>		
<b>Provider Programs and Initiatives</b>		
<ul style="list-style-type: none"> <li>A key goal of CIGNA Well Aware for Better Health® is to support health care providers in their ongoing delivery of consistent, quality care and ultimately improved medical care outcomes for patients with chronic conditions. This is accomplished through care management support and disease and member specific information that includes a welcome kit with an introductory letter about the program and a Guideline Clinical Reference List.</li> <li>CIGNA contacts the physician of any disease management participant to partner with the physician in the care and monitoring of the patient.</li> <li>Providers have access to information about our quality initiatives through the provider website.</li> </ul>		

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 <b>Hypertension Benefits</b>	<b>Covered Services and Medications:</b>	
	Screening / Assessment	Covered as part of routine physical if the plan includes routine preventive services; covered as medically necessary if a diagnosis exists.
	Hypertension medications	Covered if medically necessary.
	Preventive counseling by a Primary Care Provider	Covered
	Medical Nutrition Therapy by a Registered Dietitian	Information is available at myCIGNA.com
<b>Consumer Programs, Discounts and Services</b>		
<ul style="list-style-type: none"> <li>Information regarding hypertension is available to members on myCIGNA.com or through the 24-hour health information line.</li> <li>Hypertension is not part of CIGNA's Disease Management Program</li> </ul>		
<b>Provider Programs and Initiatives</b>		
<ul style="list-style-type: none"> <li>Education Guidelines are available on provider website.</li> <li>Providers have access to information about quality initiatives through provider website.</li> </ul>		

 <b>Cholesterol Benefits</b>	<b>Covered Services and Medications:</b>	
	Screening / Assessment	Covered as part of routine physical if the plan includes routine preventive services; covered as medically necessary if a diagnosis exists.
	Cholesterol Medications	Covered
	Preventive Counseling by a Primary Care Provider	Covered
	Medical Nutrition Therapy by a Registered Dietitian	Information is available at myCIGNA.com
<b>Consumer Programs, Discounts and Services</b>		
<ul style="list-style-type: none"> <li>Information regarding cholesterol is available to members on myCIGNA.com or through the 24-hour health information line.</li> </ul>		
<b>Provider Programs and Initiatives</b>		
<ul style="list-style-type: none"> <li>Education information for providers is available on provider website.</li> </ul>		

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**Adult Obesity Benefits**

**Covered Services and Medications:**

Screening / Assessment	Coverage for obesity is offered as a buy up option for employers
Preventive counseling by a Primary Care Provider	Covered
Medical Nutrition Therapy by a Registered Dietitian	Covered
Obesity Visits—Primary Diagnosis	Covered
Obesity Medications	Not Covered

**Consumer Programs, Discounts and Services**

- Information regarding obesity and the treatment of obesity is available to members on myCIGNA.com or through the 24-hour health information line. These services are available to all members.
- We offer a disease management program for obesity as a buy up option.
- Members also have a discount program through the Healthy Rewards program which offers discounts to weight loss programs.

**Provider Programs and Initiatives**

- Obesity education information is available on the provider website.
- Care/Disease management information is available on the provider website.

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**Youth Obesity Benefits**

**Covered Services and Medications:**

Screening / Assessment	Coverage for obesity is offered as a buy up option for employers.
Preventive Counseling by a Primary Care Provider	Covered
Medical Nutrition Therapy by a Registered Dietitian	Covered
Obesity Visits—Primary Diagnosis	Covered
Obesity Medications	Not Covered

**Consumer Programs, Discounts and Services**

- Information regarding obesity and the treatment of obesity is available to members on myCIGNA.com or through the 24-hour health information line. These services are available to all members.
- We offer a disease management program for obesity as a buy up option.
- Members also have a discount program through the Healthy Rewards program which offers discounts to weight loss programs.

**Provider Programs and Initiatives**

- CIGNA works with Healthy Kids Challenge to broaden their reach to other people who influence a child’s life, such as physicians. The CIGNA-sponsored program offers educational materials to pediatricians to help them begin a dialog with families about childhood obesity.
- Other programs and initiatives available on the provider website.

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**Cancer Benefits**

**Covered Services and Medications:**

Screening Mammograms	Covered following the guidelines for preventive care.
Follow-up Mammograms	Covered
HPV Vaccine	Not Covered
Follow-up Cervical Cancer Screenings	Covered
Colon Cancer Screening: Colonoscopy	Covered
Colon Cancer Screening: Sigmoidoscopy	Covered
Colon Cancer Screening: FOBT	No information provided.
Follow-up Colon Cancer Screenings	Covered
PSA	Covered annually; age 40 and above.
Follow-up/PSA Biopsy	Covered

**Consumer Programs, Discounts and Services**

- Information is available to members through myCIGNA.com. In addition, CIGNA’s 24-hour Health Information Line nurses have access to online reference material including level of care guidelines and the Health Information Library. The nurses have an online directory of hundreds of local and national support groups such as the American Cancer Society.
- As a buy up option, the CIGNA HealthCare Oncology Condition Management Program empowers members through information and advocacy. Specialized nurses, health educators and behavioral health experts assist members and their families with preventive care, understanding treatment options, coordination of care, and lifestyle issues affected by their condition.
- Education (eg: sun exposure, excessive alcohol consumption, etc.) information is available through myCIGNA.com.
- Care/Disease Management information is available through myCIGNA.com

**Provider Programs and Initiatives**

- Providers have access to information through provider website
- CIGNA works in partnership with the provider in the care of any members in case management or in a disease management program.
- Providers have access to information about CIGNA’s quality initiatives through the provider website.

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