

CIGNA

BEHAVIORAL HEALTH®

APWU HEALTH PLAN

Cigna

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WHY THE CHANGE?
FROM BEACON TO CIGNA.



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We are on a journey: integrating capabilities and leveraging strengths…

Leading the way in medical, behavioral health, pharmacy care, specialty pharmacy, and clinical services



"Whole Person" health management and more personalized care

INTEGRATED SOLUTIONS

Suite of solutions managed with medical, behavioral and prescription benefit from one company

COORDINATED CARE

Innovative services focused on the members' health

COORDINATED SERVICE

Coordinated, collaborative account team focused on one goal: yours

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THE IMPACT OF BEHAVIORAL HEALTH.

1 in 5 will struggle with mental illness this year*



8% have a substance use disorder**

19% live with anxiety disorders*

About **20%** of Americans who have depression or an anxiety disorder also have a substance use disorder***

*"Mental Health By The Numbers," National Alliance on Mental Illness, https://www.nami.org/learn-more/mental-health-by-the-numbers, September 2019.
**Results from the 2018 National Survey on Drug Use and Health, August 2019, https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHNationalFindingsReport2018/NSDUHNationalFindingsReport2018.pdf.
***Statistics on Addiction in America, Addition Center, https://www.addictioncenter.com/addiction/addiction-statistics/, August 2019.

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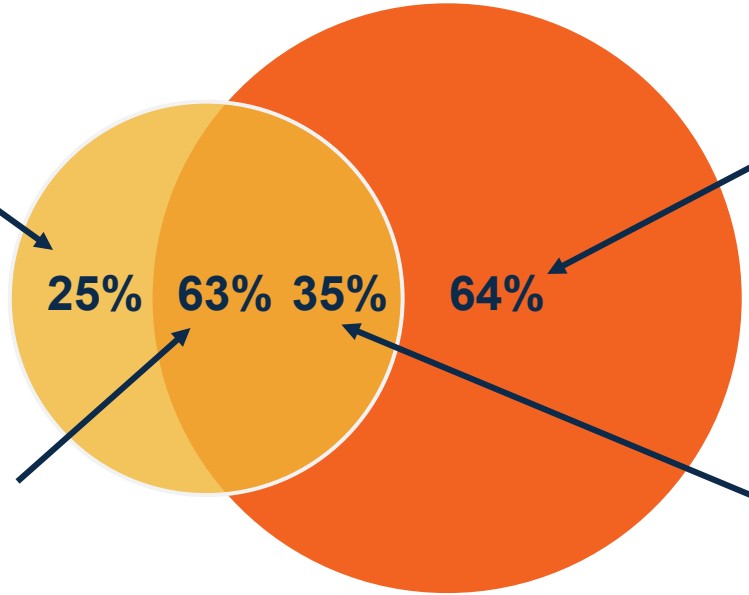
MEDICAL AND BEHAVIORAL COMORBIDITY.

Cigna data is consistent with a previous national industry study on medical and behavioral comorbidity.

25% of the adult population have mental disorders*

64% of the adult population have medical conditions*



63% of adults with mental disorders have medical conditions*

35% of adults with medical conditions have mental disorders*

*Cigna Behavioral Health Insights, Cigna Book of Business claims data 4-1-17 through 3-31-18 for customers/clients who purchased behavioral and medical through Cigna. Adults only.

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24/7 CRISIS SUPPORT WHEN CUSTOMERS NEED US MOST.

We recognize signs – even on regular service calls, we know what to listen for.

We know crisis support includes solving basic needs – we assess the holistic needs of our customers, including social and economic needs – and connect them with community resources.

28,800
after-hours crisis calls*

101,200
crisis team calls in 2019*

*2019 Cigna Behavioral Operations report.



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ACCESS TO BEHAVIORAL CARE WHEN YOU NEED IT.



ACCESS AND GUIDANCE FOR YOU AND YOUR FAMILY.

Easy to find the right provider

- Licensed counselors
- Nurse practitioners
- Psychologists
- Psychiatrists
- Substance use Centers of Excellence
- Mental health Centers of Excellence

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BEHAVIORAL NETWORK COUNTS



UNIQUE PROVIDERS[1]	July 1, 2020	YTD Growth
Entire Network (Individual & Facility)	189,843*	9%
Facilities	6,041	4%
MH/SA Practitioners	183,802	9%
• Psychiatrists	21,605	7%
• Psychologists/Advanced Practice Nurses	33,349	4%
• Master's Level Therapists	128,848	11%
Clinics	20,526	15%
Autism - Applied Behavioral Analysis (ABA)	12,669	13%
First Responders	2,580	13%

1. Cigna unique provider data as of July 1, 2020

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FAST ACCESS NETWORK.

Quickly addressing the needs of Members and easing network access concerns



Guaranteed appointments within 5 business days*

Includes virtual care providers

Providers guarantee to return customer calls within 1 business day

Care coordinated across primary care physician and other relevant medical providers

Per our agreement with contracted providers. *Within 5 business days for first-time appointment with non-prescriber; 15 business days for prescriber.

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MAKING IT EASIER TO FIND THE RIGHT BEHAVIORAL PROVIDERS.

Expanding options for better in-network access and availability.

Network access and availability

- Approximately 190,000+ behavioral providers and growing
- Guaranteed appointments within 5–15 business days**
- Expanding into specialty areas

Addressing quality

Centers of Excellence

- Substance use
- Mental health
- Adolescent
- Eating disorders

866.284.6823 – Open Season Hotline

Mon – Fri, 8am – 9pm ET.

**Per our agreement with contracted providers. This information is subject to change.

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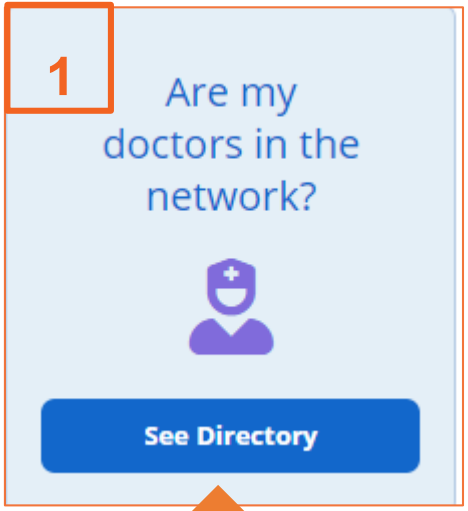
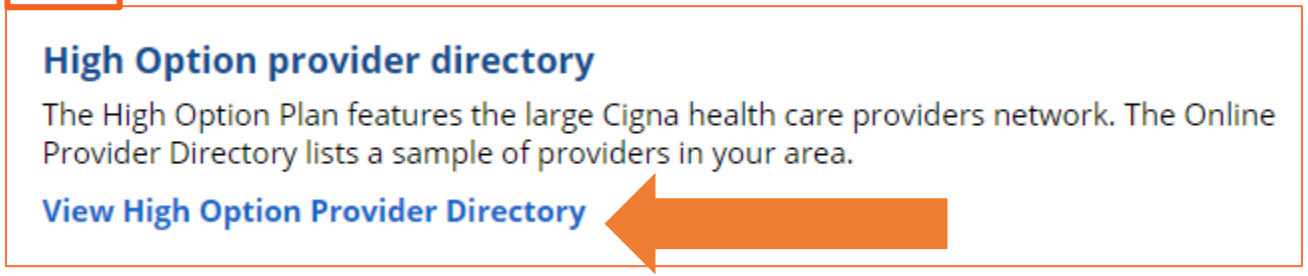
HOW TO FIND A CIGNA BEHAVIORAL PROVIDER

1



2

www.apwuhp.com



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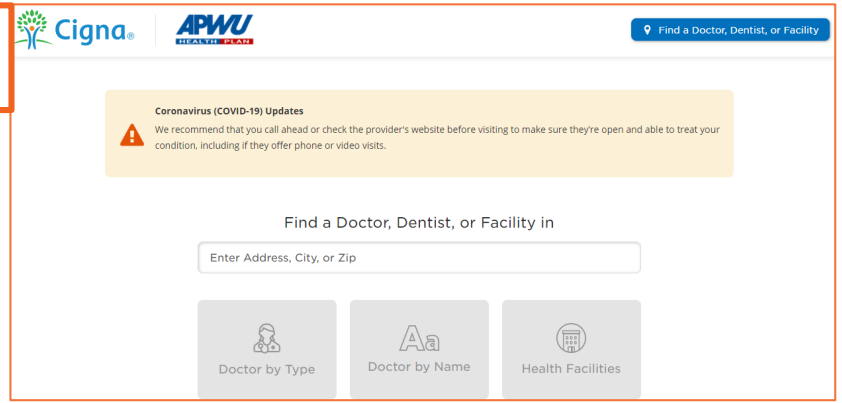

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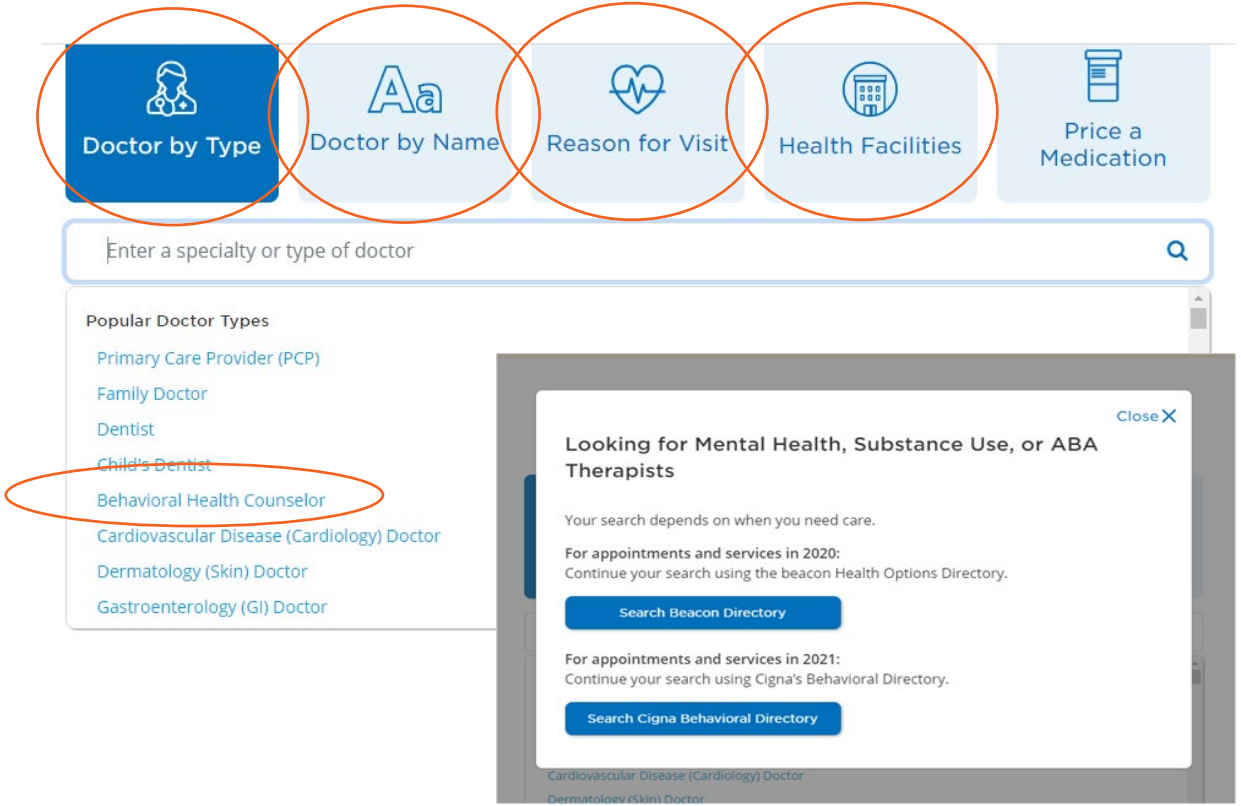
HOW TO FIND A CIGNA BEHAVIORAL PROVIDER



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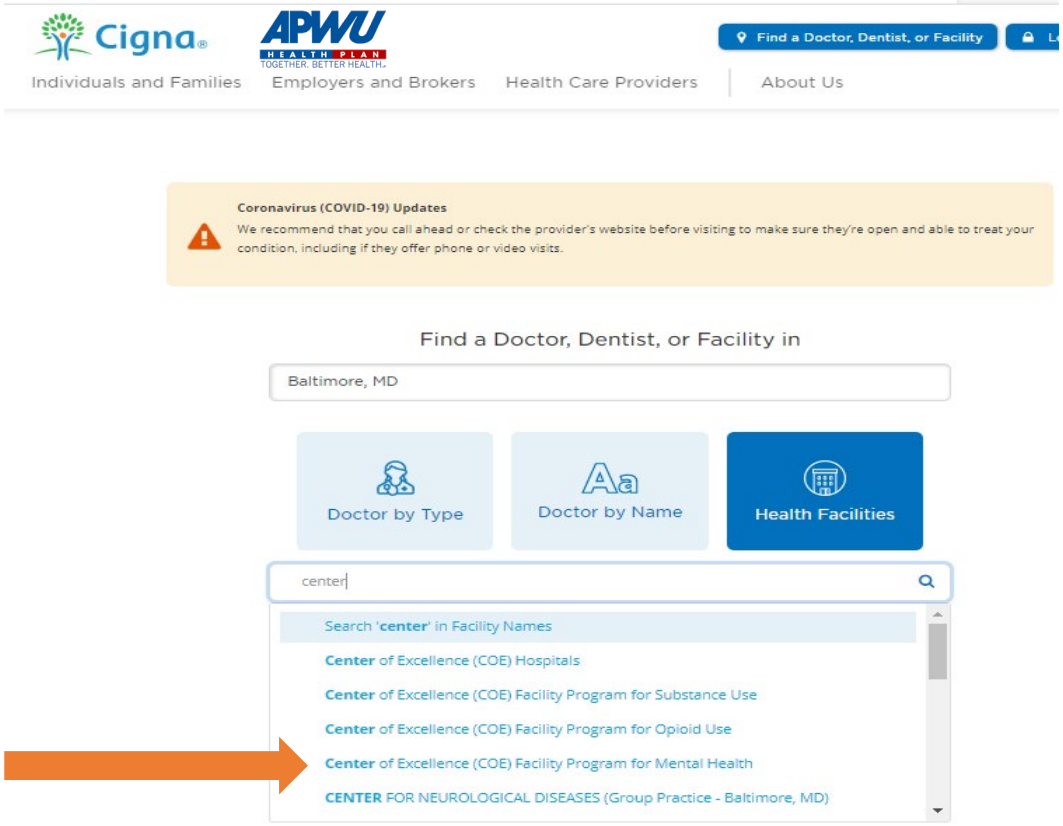
HOW TO FIND “CENTERS OF EXCELLENCE” MENTAL HEALTH



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HOW TO FIND “CENTERS OF EXCELLENCE” MENTAL HEALTH

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ID Cards

Home | Find Care & Costs | Claims | Coverage | Spending Accounts | Prescriptions | Wellness

29 In-Network results for **Center of Excellence (COE) Facility Program for Mental Health** near Havre De Grace, MD 21078

Sort: Distance | Results for: Mary | More Options

Most hospital care or other behavioral programs require precertification (pre-approval). For more information, check your coverage details or call the number on the back of your Cigna ID card.

Harford Memorial Hospital

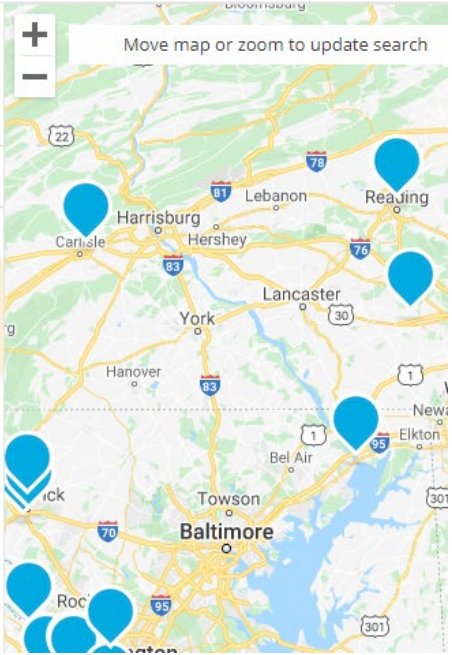
0.4 mi

501 S Union Ave Havre DE Grace, MD 21078 | (443) 843-8054

Facility Type (5): Medical/Surgical, Mental Health...see all

Center of Excellence for Mental Health

Accreditations: JCAHO



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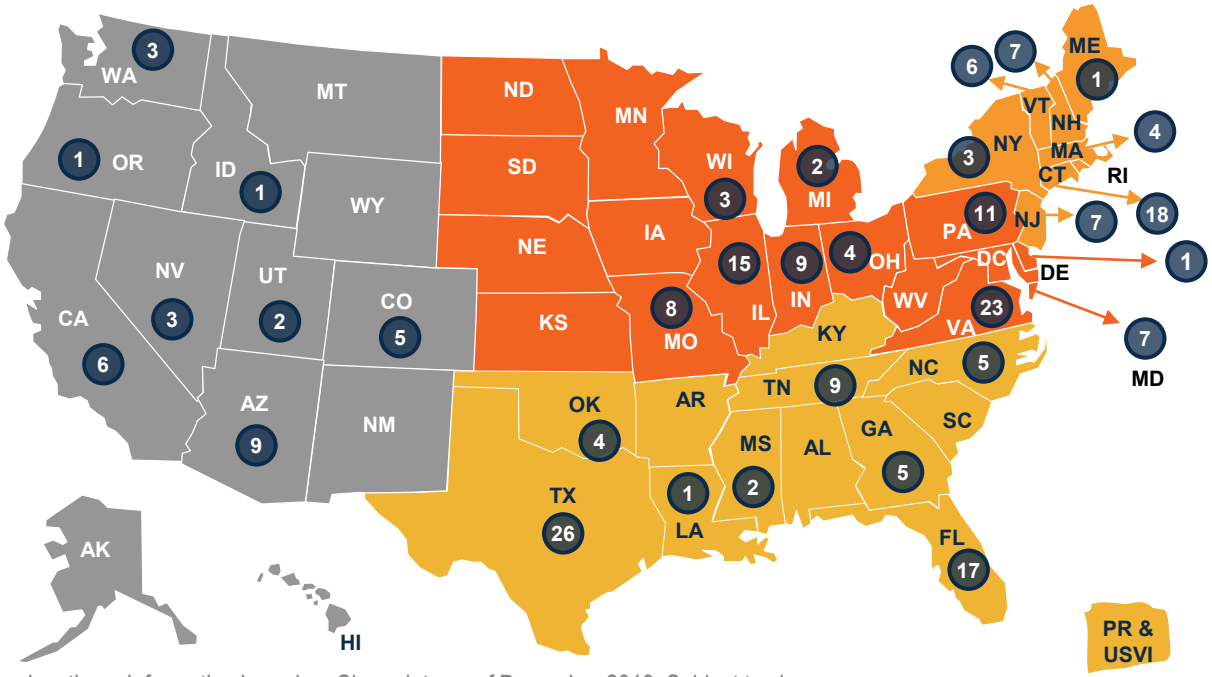
MENTAL HEALTH CENTERS OF EXCELLENCE

LOCATIONS

228 access points*

164
Inpatient/residential and lower

64
PHP/IOP locations



*Access Points = Behavioral Health provider service locations. Information based on Cigna data as of December 2019. Subject to change.

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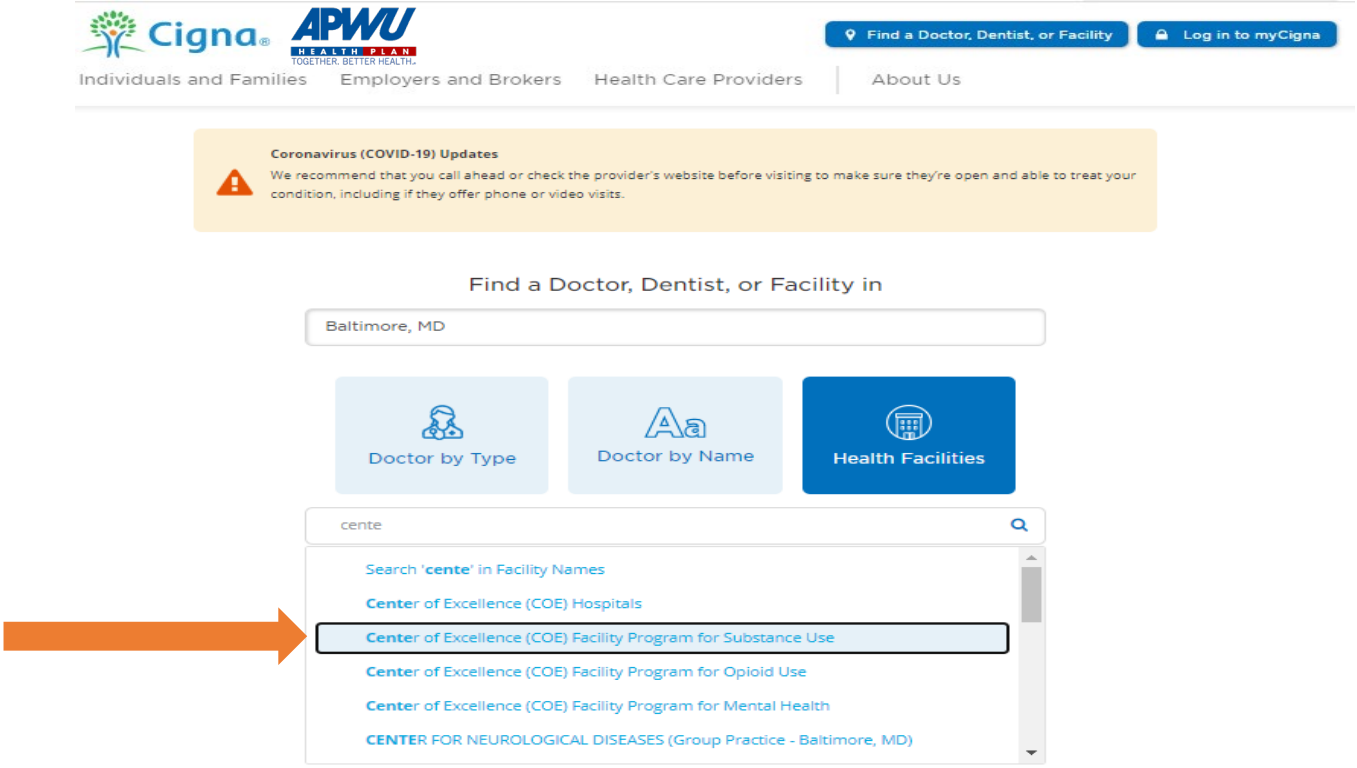
HOW TO FIND “CENTERS OF EXCELLENCE” SUBSTANCE USE



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HOW TO FIND "CENTERS OF EXCELLENCE" SUBSTANCE USE

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ID Cards Hi, Ma

Home | Find Care & Costs | Claims | Coverage | Spending Accounts | Prescriptions | Wellness

78 In-Network results for **Behavioral Health Facility / Counseling** near **Havre De Grace, MD 21078**

Sort: Distance | Results for: Mary | More Options

Most hospital care or other behavioral programs require precertification (pre-approval). For more information, check your coverage details or call the number on the back of your Cigna ID card.

Harbor of Grace Recovery Center

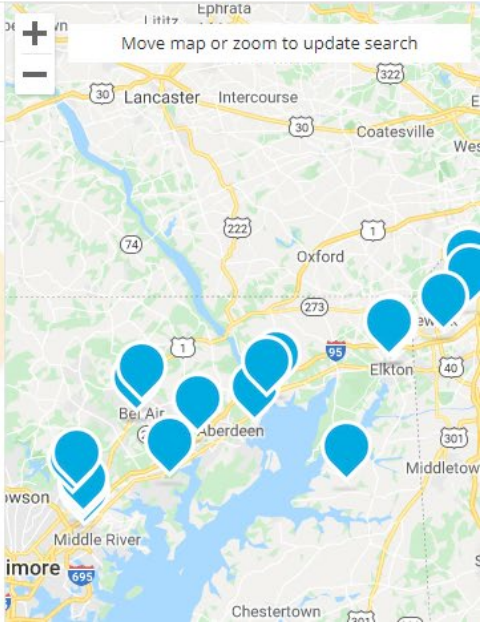
0.3 mi

437 Girard St Havre DE Grace, MD 21078 | (443) 502-8606

Facility Type (8): Mental Health and Substance Use, Substance Use...see all

Center of Excellence for Substance Use

Accreditations: Carf



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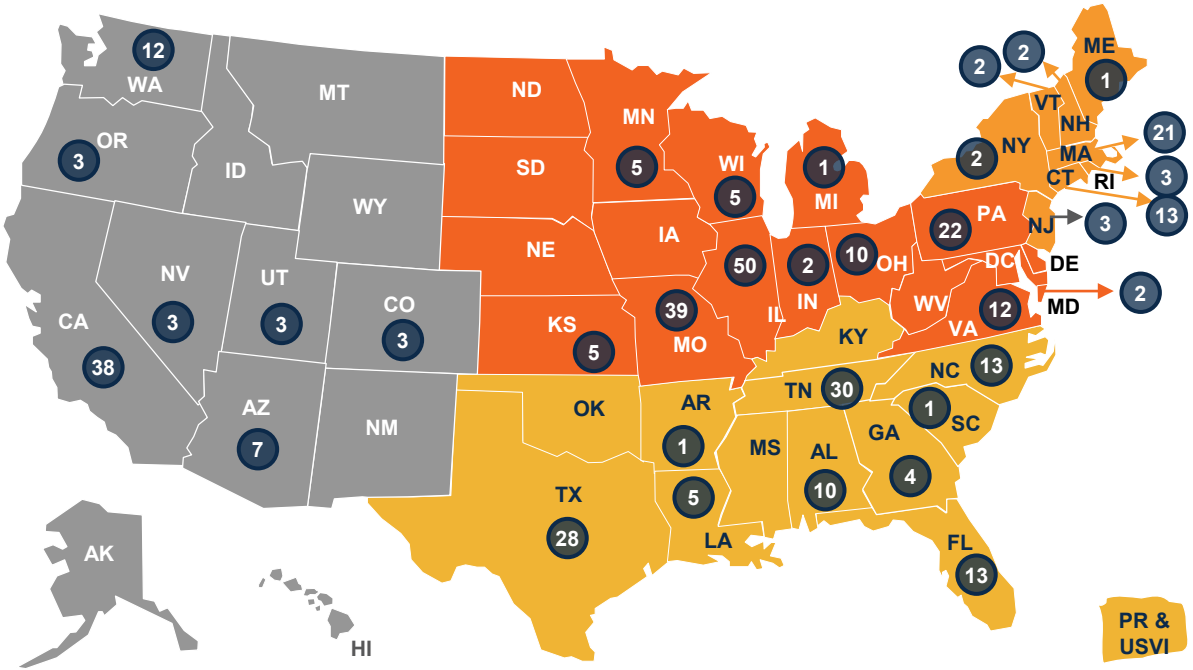
SUBSTANCE USE CENTERS OF EXCELLENCE

LOCATIONS

374 access points*

187
Inpatient/residential and lower

187
PHP/IOP locations



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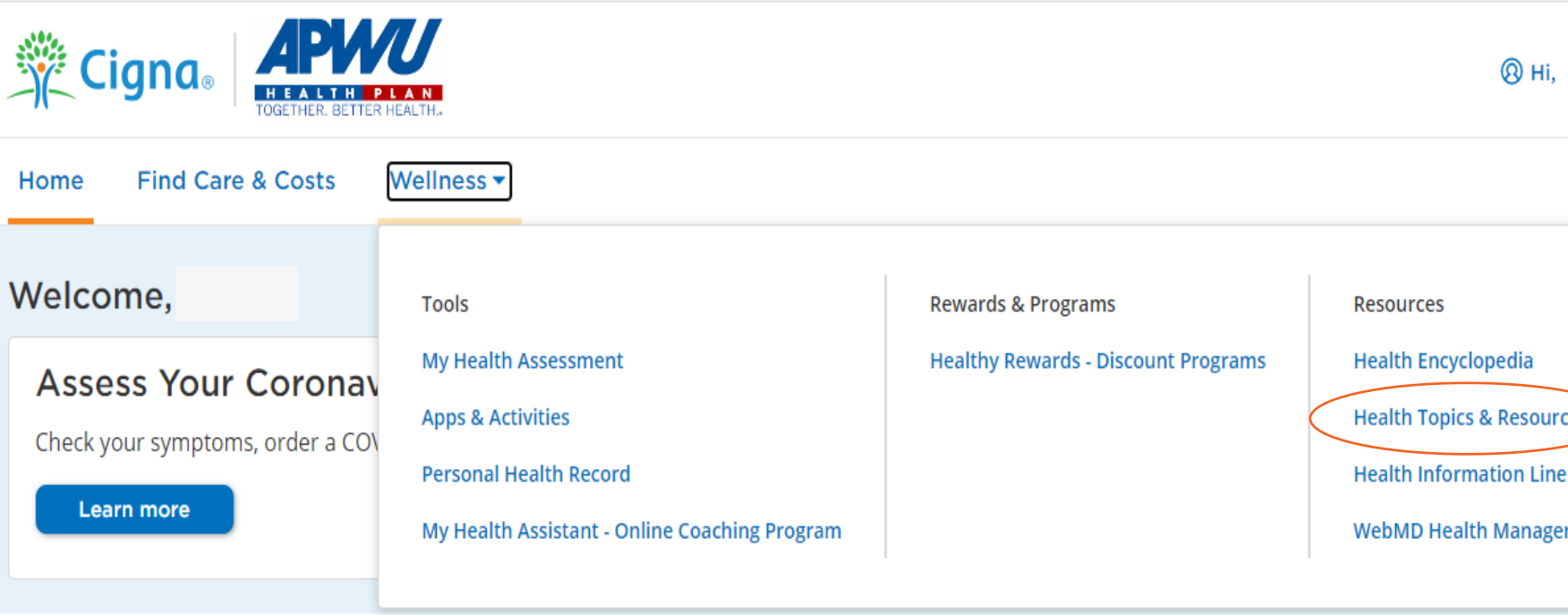
BEHAVIORAL HEALTH RESOURCES



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Behavioral Health Resources

Learn More About Mental Health



Building Resilience in Children and Teens



Strategies to Manage Your Child's Substance Use



5 Ways Your Child Can Connect With Others During Quarantine

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BEHAVIORAL HEALTH RESOURCES



Seminar | August 2020

Building Resilience in Children and Teens



Seminar | July 2020

Strategies to Manage Your Child's Substance Use



Seminar | June 2020

5 Ways Your Child Can Connect With Others During Quarantine



Seminar | May 2020

Communicating with Adolescent and Teens about Sex, Drugs, and Alcohol



Seminar | April 2020

Building an Alliance Together: Preventing Alcohol Exposed Pregnancies



Seminar | March 2020

Understanding Your Adolescent



Seminar | February 2020

ADHD and the Adolescent Brain



Seminar | January 2020

Mindfulness Based Art Therapy



Seminar | October 2019

SAFE! Issues Facing Today's Youth and How We Can Help



Seminar | September 2019

Parenting the Anxious Child

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Questions for Closing Session

Email any questions to: **closingsessionquestions@apwuhp.com**.

You will receive an email following our Seminar with a link to fill out your class evaluations online.

THANK YOU!

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