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## CONNECT WITH US

 Cigna Customer Service  
**1-800-668-3813 (TTY 711)**

October 1 – March 31:  
7 days a week, 8 a.m. – 8 p.m.

April 1 – September 30:  
Monday – Friday, 8 a.m. – 8 p.m.

Messaging service used weekends,  
after hours and on federal holidays.

Not yet a customer? Call:  
**1-888-284-0270 (TTY 711)**  
7 days a week, 8 a.m. – 8 p.m.

By calling the number above, you will be  
directed to a licensed benefits advisor.

 **CignaMedicare.com**  
**myCigna.com**

 **www.facebook.com/Cigna**

 View the online version of *More From Life* at **Cigna.com/knowledge-center/medicare-customer-newsletters**



## FROM OUR PRESIDENT



It's summertime, which brings the promise of new possibilities and adventures. You don't have to be a kid to enjoy all the summer season has to offer. With warmer weather and longer daylight hours, adults can reap many benefits too. See our summer section starting on page 8 for some fun outdoor ideas, along with a few safety tips to keep in mind.

Summer is a great time of year to exercise, but could you use a little help getting motivated? Starting on page 4, we talk about motivation and how to get yours in gear. Then, read Stacey Barga's story; she's one of our inspiring Cigna team members and living proof that if you believe it, you can achieve it.

One final note: If you haven't already, you'll soon see a new logo on the Cigna website and other materials. Our brand is evolving, but this change does not affect your plan or the benefits you receive. We remain committed to providing programs and services that improve your health and vitality.

Have a safe, happy summer!  
See you next issue.

Aparna Abburi  
President, Cigna Medicare



## COVID-19 coverage update

The federal COVID-19 public health emergency ended in May. As a result, there could be changes to your plan's coverage of COVID vaccinations, testing, treatments and transportation for COVID shots.

For more details on these coverage changes, visit Cigna's COVID-19 Resource Center at **Cigna.com/covid19**. You can also view your plan's updated coverage information at **myCigna.com**.



## Use your CIGNA HEALTHY TODAY CARD

The incentive rewards you earn, as well as most of your plan's allowances, are loaded onto your Cigna Healthy Today<sup>SM</sup> card. You can use it at participating retailers nationwide to purchase health-related items.



Your plan may include a quarterly allowance – also loaded on your Cigna Healthy Today card – that you can use to pay for over-the-counter (OTC) drugs and other health-related pharmacy items. Be sure to use your funds before they expire. Unused OTC funds don't roll over to the next quarter. Check your Evidence of Coverage to see if your plan includes this benefit.

To see the allowances included in your plan, check available balances, locate participating retailers and shop online, visit **CignaHealthyToday.com**. Or call **1-866-851-1579 (TTY 711)**, Monday – Friday, 8 a.m. – 11 p.m. Eastern Time.



# THE DRIVE TO DO



You've decided to make a lifestyle change. Maybe you want to shed a few pounds, take up walking or get better sleep.

You're ready to go.

But how are you going to get there? How will you stay energized through what might be a long process? In other words, what will motivate you to be successful in your lifestyle change?

## Internal and external motivation

If outside forces inspire you — like rewards or other people's encouragement — that's called external motivation. Internal motivation means inspiration comes from within. It's when you have the desire to do a little better today than you did yesterday. Internal motivation tends to push people more forcefully, and accomplishments can be more fulfilling. **See Stacey Barga's story on page 14 for a great example of internal motivation at work.**

## Driven by dopamine

The feel-good hormone dopamine plays a big role in motivation. It's best known for improving mood, but it also encourages you to seek out the things you enjoy most.

Here's an example: You go for a walk with a friend, which increases the amount of dopamine circulating in your brain. As you continue to go for walks, that exercise leads to even higher levels of dopamine, which can motivate you to repeat the activity. As a bonus, elevated dopamine can relieve depression and even make you feel happy.

## How to get things done

**Keep it interesting.** Achieving a goal is exciting, but getting there can feel like a chore. If you can find a fun or interesting way to reach your goal, you're much more likely to succeed. For instance, want to get fit but don't like to exercise? Try walking with a friend. Want to explore healthier dishes? Take a cooking class.

**Break it down.** Breaking projects and tasks into smaller steps makes them more manageable. And it gives you a chance to take pride in the work you're accomplishing along the way. Need to clean your house? Commit to a room a day. That way you can see — and feel proud of — each individual improvement.

**Reframe it as a choice.** If you feel you *have* to do something, you may resist doing it. Reframe it in your mind as something you're *choosing* to do, and you're more likely to succeed.

**Add value to your tasks.** It's hard to get motivated to do something you don't believe in. For example, you may need to do yardwork but believe you should spend that valuable time with family instead. Imagining your family outdoors enjoying a picnic on the freshly cut lawn might be the motivation you need to make yardwork easier.



## ASK THE DOC



**Dr. J.B. Sobel**  
Cigna Chief Medical Officer

PCP is short for primary care provider, but it could also stand for primary care partner. That's because your PCP is just that: a partner who works with you to help you stay healthier and feel your best. Cigna Chief Medical Officer Dr. J.B. Sobel discusses why developing a relationship with your doctor can make a big difference in your overall health and, ultimately, your quality of life.

## Why do I need a PCP?

As the head of your health care team, your PCP is focused on keeping you well. They can guide your preventive care and make sure you're getting age-appropriate screenings. They can refer you to specialists if necessary. And, most importantly, they know you personally and can advocate for you. For example, if you're admitted to the hospital, your PCP can provide valuable information to medical staff that could make a difference in your treatment and recovery.

## How do I choose a PCP?

We strongly encourage you to choose a PCP regardless of your Cigna plan. To find a PCP near where you live, go to **CignaMedicare.com/resources** and click "Find a Doctor." You can select or change your PCP by calling Customer Service at **1-800-668-3813 (TTY 711)**.

## My sister recommended her internist. Can that kind of doctor serve as my PCP?

Yes. In fact, there are several types of health care providers who are considered PCPs, including:

- > Family practitioners, also known as family doctors, who see patients of all ages
- > Pediatricians, who care for children
- > Internal medicine doctors, who see adults
- > Geriatricians, who care for older people

This column is intended only as general interest and does not in any way create a doctor-patient relationship. As with all information contained in this magazine, you should discuss any health concerns with your doctor or caregiver. If you have any immediate health care needs, contact your doctor immediately. The information in this column is not intended to serve as medical advice.



## Keep your eye on the prize!

Don't forget that you can earn rewards for certain health-related activities, like getting your Yearly Health Check-up and doctor-recommended preventive screenings. We also offer rewards for activities that don't require a doctor visit (see page 19 for details). Find incentive program details at **myCigna.com** (click "View Incentives" on the Wellness tab).



# WHERE TO SEEK CARE

There are so many options for medical care that it can be confusing to know where you should go. The bottom line: It depends on your specific situation and the symptoms you're experiencing. Here's a guide to help you. If you need medical care and ...



... you feel safe waiting a day or more

## YOUR PRIMARY CARE PROVIDER

Your primary care provider's (PCP's) office is best for routine sick or preventive care, immunizations, screenings, medication refills and referrals to see a specialist. Schedule an appointment with your PCP for conditions that don't require immediate medical attention, such as:

- > Colds, cough, flu, fever
- > Eye and ear infections
- > Minor cuts and burns
- > Minor asthma attacks
- > Minor allergy, skin rashes
- > Sinus infection, bronchitis
- > Nausea and vomiting
- > Urinary tract infection, constipation

During your next office visit, ask your PCP for advice on where to seek after-hours care.



... you feel safe having a virtual visit

## TELEHEALTH

For help with minor illnesses or injuries, you can see a doctor via telehealth anytime, day or night. Using your smartphone, computer or tablet — and from the convenience of your couch — you can talk to an MDLIVE doctor to get care for conditions like:

- > Colds, cough, flu, fever
- > Eye infections
- > Minor cuts and burns
- > Minor asthma attacks
- > Minor allergy, skin rashes
- > Sinus infection, bronchitis
- > Nausea and vomiting
- > Urinary tract infection, constipation

To set up an appointment, visit [MDLIVE.com/CignaMedicare](https://MDLIVE.com/CignaMedicare) or call 1-866-918-7836 (TTY 711), 24 hours a day, 7 days a week.



... you feel safe waiting a few hours

## URGENT CARE CENTER

Urgent care centers are same-day clinics that can handle a variety of medical problems that need to be treated but aren't considered true emergencies. Urgent care centers treat a variety of conditions, including:

- > Colds, cough, flu, fever
- > Eye and ear infections
- > Minor cuts and burns
- > Minor asthma attacks
- > Minor allergy, skin rashes
- > Sinus infection, bronchitis
- > Nausea and vomiting
- > Sprains, minor bone fractures
- > Animal/insect bites

To find nearby urgent care centers, visit [myCigna.com](https://myCigna.com), click "Find Care & Costs," then "Immediate Care."



... you don't feel safe waiting at all

## EMERGENCY ROOM

Emergency room (ER) visits should be reserved for the immediate treatment of critical injuries or illnesses. Go to the ER if you're having:

- > Chest or abdominal pain
- > Sudden numbness
- > Severe allergic reaction
- > Serious trauma or injury
- > Deep cuts, bleeding that won't stop
- > Large bone fractures
- > Difficulty breathing
- > Loss of consciousness
- > Seizures
- > Poisoning/overdose

If a situation seems life-threatening, call 911.



Or call Cigna's 24/7 Health Information Line at 1-866-576-8773 (TTY 711):

It's staffed by nurse advocates who can help you understand — and make decisions about — health issues you're experiencing. They can guide you to the right care in the right setting at the right time, whether it's home treatment, a follow-up appointment or finding the nearest urgent care center. You can call 24 hours a day, 7 days a week. This service is available at no additional cost.



# WELL, HELLO SUMMER!

Warmer days. More daylight. It's time to get outside and play! Here are some ideas for fun outdoor activities, along with tips for staying safe in the heat.

## Find the fun



### Get outside

These activities can be so much fun you'll forget you're exercising:

- > **Walking.** You likely know many of the benefits of walking, including lower blood pressure, decreased risk of heart attack, stronger bones and more. Walking outside also exposes your bare skin to sunlight, prompting your body to make vitamin D, a nutrient most adults don't get enough of. This is true even if you're wearing sunscreen — which is highly recommended.
- > **Swimming.** Swimming laps in an indoor pool can be a workout. But there's something about being outside at a pool that triggers feelings of cool, refreshing fun. Outdoor pools are popular and attract lots of people, which can help you socialize and make new friends.
- > **Pickleball.** This popular, senior-friendly sport is a great alternative to tennis. Check out the next page for details.
- > **Golf.** Even if you're driving a cart around the course, you can still get good exercise playing 18 holes. If 18 holes are too many, try a shorter par-3 course or play nine holes. Visit a driving range if your swing is rusty.

- > **Yoga.** There's much more to yoga than twisting your body into a pretzel. It can boost your balance and flexibility as you get older, and that can help you avoid falls. Find a gym or exercise studio that offers different types of classes to see what you like best. Some instructors teach outdoors where you can enjoy nature. Search online to find a class near you or order a yoga kit for home use.



### Try a Silver&Fit® Home Fitness Kit

If your plan includes the Silver&Fit Healthy Aging and Exercise program,\* you can get more out of your exercise routine by choosing one of the following kits per year:

- > Fitness tracker
- > Swimming
- > Strength
- > Yoga
- > Pilates
- > Walking/Trekking

Learn more at [www.silverandfit.com/home-kits](http://www.silverandfit.com/home-kits).

### Get healthier together with Cigna

Visit [Cignahealthiertogether.com/health-wellness-topics](http://Cignahealthiertogether.com/health-wellness-topics) to read about topics like summer safety, fall prevention, getting active, nutrition and more.

\* The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. The persons in this piece are not Silver&Fit members. Silver&Fit is a trademark of ASH and used with permission herein. Kits are subject to change. Participating facilities and fitness chains may vary by location and are subject to change. This information is not a complete description of benefits. Contact your health plan for more information.



## Pickleball, anyone?

If you're looking for some fun with a side of exercise, try pickleball. A combination of tennis, badminton and ping pong, pickleball is the fastest growing sport in the U.S. More than 4.8 million "picklers" currently enjoy this fun form of exercise, with an emphasis on fun. In fact, the official rule book of U.S.A. Pickleball sums up the game's key principles as fun and competition — in that order.

### Perfect for older adults

Many older adults prefer pickleball over tennis because:

- > The game doesn't have a steep learning curve.
- > Pickleball paddles are lighter and easier to handle than tennis racquets.
- > The ball is served underhand. That makes it easier to return since it doesn't move as fast as a tennis ball.
- > Many people play doubles, and the courts are smaller. So there's less ground to cover. Playing doubles also makes it more of a social activity.

### Easy and affordable

When you compare the cost of pickleball to many other sports, it comes out way ahead. Unlike a sport like golf, you don't need a lot of fancy equipment to start playing. You just need a pickleball paddle, a ball and tennis shoes.

### Find a court

The number of pickleball courts is rapidly multiplying across the U.S. In fact, many tennis courts are changing their playing surfaces to meet the demand for pickleball courts. It's played on both indoor and outdoor courts, and some Silver&Fit gyms offer both. Find a Silver&Fit location near you at [www.silverandfit.com/search](http://www.silverandfit.com/search).

To learn more about pickleball — and find a nearby court — go to [www.usapickleball.org](http://www.usapickleball.org).



## Stay safe in the sun



### General outdoor safety tips

If you're getting out to enjoy the longer days, there are some important tips to keep in mind:

- > **Bring a buddy.** If you plan to take a long hike or bike ride, take a friend along in case of an emergency. If you prefer going solo, tell someone where you're going and when you expect to return.
- > **Pack a first aid kit.** Keep one in your car or carry it with you so you're prepared for anything, from bee stings to falls and more. It's also good to learn the symptoms and treatments for heat exhaustion, heat stroke and dehydration.
- > **Watch the skies.** Being weather aware is smart. That helps you dress appropriately. And you're less likely to be caught off guard by a summer storm.



### Pool safety

Nothing is more refreshing than a cool dip on a hot day. But there are dangers that lurk at a pool. Be careful and:

- > **Watch for slippery surfaces.** Wet ground at the pool makes it easier to take a tumble. Wear footwear with soles that grip. Take it slow and watch for standing water. If there's a handrail, be sure to use it.
- > **Take swim lessons.** If you never learned to swim or aren't a strong swimmer, there's always time to improve. Swim lessons are available at many gyms and pools. Check with your doctor first to ensure you're healthy enough to take on this type of exercise.
- > **Learn CPR.** If you don't know how to perform cardiopulmonary resuscitation (CPR), you should. It could save a life. To sign up for a class, contact the Red Cross in your area.
- > **Steer clear of clutter.** Watch for pool toys, chairs, hoses and anything else that's a tripping hazard.



### Skin safety

The sun can feel so good on the skin. But one in five people develop skin cancer during their lifetime. The sun can also contribute to other skin challenges, including wrinkles, dryness and age spots. Help your skin survive summertime:

- > **Get annual skin checks.** This type of preventive care might not be on your radar. But getting your skin checked by your dermatologist can help identify any issues early, when they're easier to treat.
- > **Wear sunscreen.** This is the most effective thing you can do to save your skin from the sun's rays. Slather it on generously. And make sure it's water resistant and at least SPF 30. Experts say to use an amount equal to a full shot glass and reapply it often.
- > **Choose the right clothes.** Special garments designed to ward off skin cancer-causing rays are now available in specialty stores and online. These are given an Ultraviolet Protection Factor (UPF) rating, which shows how much of the sun's rays are absorbed by the fabric.
- > **Wear sunglasses to protect your eyes.** Prolonged exposure to ultraviolet rays can lead to cataracts, which affect 20 million Americans over age 40.

### When to see a dermatologist

If you notice a mole that has changed color, shape, texture and/or size, set up an appointment with your doctor. They can tell you if you need to see a dermatologist. A good rule of thumb: When in doubt, check it out!

Sources: Prevention.com; New York Times; the Silver&Fit program; Centers for Disease Control and Prevention; National Eye Institute

## Tips for beating the heat

- > **Timing is everything.** Enjoy the outdoors early in the morning or later in the evening when the day is coolest. The sun's rays are strongest around noon. And the day is generally hottest in the late afternoon.
- > **Hydrate, hydrate, hydrate.** This might seem like common sense, but it's a good reminder. Bring water with you if you plan to be outdoors in the heat. If you're sweating, a sports drink can help ensure you have the correct salt balance in your body. Look for brands with less sugar.
- > **Eat foods with a high water content.** Boost your body's fluid levels with foods like melons, celery and cucumbers.
- > **Skip the hot cup of joe.** Hot coffee and other warm beverages can heat your body and make it harder to cool down. Try iced coffee instead.
- > **Dress for success.** Look and feel cool with a wide-brimmed hat and sunglasses. Plus, wear fabrics that breathe, like cotton and linen.







# DON'T BE A VICTIM!

## How to avoid senior scams

Earlier this year, three men went to prison for conning seniors out of more than \$300,000. These scammers contacted their victims by phone, claiming to be a family member. They said they urgently needed money for bail. Since the seniors believed they were helping a loved one, they sent money.

Instead, they became victims of fraud, a troubling trend in crimes against older Americans.

Fraud can cost victims more than money. It can also lead to mental, emotional and physical issues. These can include stress, insomnia, depression, embarrassment and anger. Protect yourself by learning what to look for. Keep reading for a few examples.

### Common elder scams

**Grandparent scam** — Someone calls and claims to be a grandchild who's in trouble and needs money right away. The scammer says the situation is urgent and pressures you into paying without giving you time to think about it.

**Romance scams** — Through email, text or social media, a criminal will gradually develop a relationship with you. Once they gain your trust, they'll convince you to send money or gifts. They'll often continue to do so until you have nothing left to give. In this scam, the emotional harm is often as great as the financial damage.

**Robocall scam** — You might receive a call or email from what seems to be a company you trust, like your bank or cable provider. Criminals will use your responses to get personal information, passwords or bank information they can use to steal your identity.

**"One ring" phone scam** — Your phone rings once, and the caller hangs up. If you don't recognize the number, don't call back! If you do, you risk being connected to a phone number outside the U.S. You may be charged a fee for connecting, along with per-minute fees for as long as they can keep you on the phone.

### How to avoid being scammed

Be cautious before sharing information. Keep the following tips in mind:

- > Stop and think before acting. If something doesn't feel right, it probably isn't.
- > Don't allow yourself to be rushed. If you're being pressured, end the conversation and take time to do some research.
- > Don't answer calls or respond to text messages from suspicious numbers. And don't reply to emails from unfamiliar or unusual accounts.
- > Don't send money or give away personal information to anyone without verifying their identity first.
- > Contact a trusted friend, a loved one or law enforcement for support and advice.

If you think you've been a victim of fraud and are suffering emotional, mental or physical issues, talk to your doctor.

Sources: National Council on Aging; U.S. Department of Justice; Federal Communications Commission

**Report scam attempts to the Department of Justice's senior fraud hotline at [ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope](https://ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope). Or call 1-833-372-8311, Monday - Friday, 10 a.m. - 6 p.m. Eastern Time.**

### Why Cigna might call you

We're committed to helping you stay safe. Cigna might call you to:

- > Return a call you made to us
- > Set up a home health visit
- > Discuss one of the coaching programs that could benefit you
- > Let you know when you qualify for Cigna's Care Management program
- > Get additional information before or after you receive health care services
- > Review your medications with a pharmacist

Also, one of our partner companies (like Alegis Care, Advantmed, HealPros or Medigence Health) might contact you to schedule an in-home Yearly Health Check-up.

If you're ever concerned about a call you receive from Cigna or our partners, you can contact Customer Service to confirm that the message you received was from us.



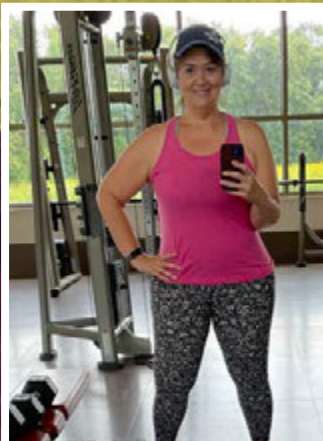
# MOTIVATION IN ACTION

A Cigna employee's belief in herself pays off



"I hope my story motivates others to love themselves enough to keep fighting the good fight until they reach their goals."

— Stacey Barga



If motivation came packaged as a person, her name would be Stacey Barga. The Cigna employee is down more than 220 pounds and counting. The weight came off because she changed her eating habits and started exercising. But Stacey says it was perseverance, determination and a never-give-up attitude that made the difference.

Today, she couldn't be happier, but sixteen years ago, Stacey hit rock bottom. As the self-described "largest person in the room," she had gotten to the point where she no longer enjoyed life. But then she got mad at herself for not doing a better job of managing her weight. And that anger turned into just the inspirational kick she needed.

"I had essentially given up, which is what fueled my anger," Stacey says. "In turn, that fueled my motivation to start doing something about it."

She joined WeightWatchers® to learn strategies to eat better, like controlling portions and choosing healthier foods. She attends weekly meetings to offer support to — and learn from — like-minded people who share the same struggles. And she developed a system of rewards to keep herself engaged. For example, Stacey allows herself a weekly food treat, which she typically enjoys on Sundays. It can be anything she wants.

"This approach to eating helps keep the journey doable for life," she notes.

One of the keys to keeping the weight off is to stay physically active. Stacey now participates in 5k walks and bikes up to 50 miles a week, accomplishments she still marvels at.

"I can hike, and I can lift weights," she says. "My only challenge is getting fatigued from the workout, which is awesome!"

**"I truly love myself, and I know that I'm capable of doing so many things, which makes me keep pushing."**

Her weight loss has also had profound mental and emotional effects. She's more positive, confident and willing to try things she was afraid of or embarrassed to try before.

"I truly love myself, and I know that I'm capable of doing so many things, which makes me keep pushing," she says.

Stacey has discovered even more weight-loss perks, including carefree shopping and traveling.

"I'm not limited anymore by what plus-sized clothes are available, and it's opened up a whole new world in terms of where I can shop," she says. "When I travel, I no longer require seat belt extenders. I fit into movie seats with no problems."

Still a few pounds shy of her goal weight, Stacey is determined to stay the course. To keep motivated, she made a promise to herself that she would donate to others as she lost weight.

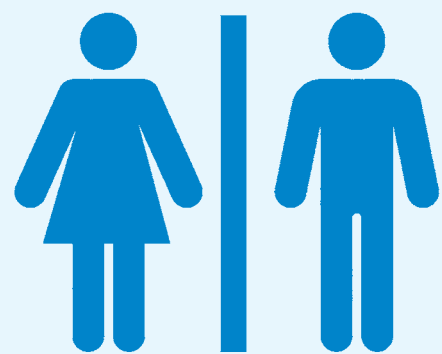
"When I hit 150 pounds lost, I donated 150 pounds of food to a local food pantry," she says. "When I hit my goal of 230 pounds lost, I plan to donate 230 pounds of food. When I maintain my loss for six weeks, I'll donate \$230."

"This journey is a lifetime commitment, and it will never be over," she continues. "It has taken me years to get to the right mental and emotional mindset to love myself."



AFTER





# GOTTA GO ... ... and go and go?

## There's help!

Bladder leakage, also known as overactive bladder (OAB), can be an annoying problem. But it's one that can be overcome. Here's some information about OAB and what to do if it affects you.

### What is overactive bladder (OAB)?

OAB isn't a disease; it's a group of urinary symptoms, including a sudden, uncontrollable urge to urinate often. It can affect your quality of life by keeping you close to a bathroom. It may even wake you during the night, which can cause sleep problems. Incontinence, or loss of bladder control, is a symptom of OAB.

If you have OAB, you're certainly not alone. An estimated 30% of men and 40% of women in the U.S. deal with symptoms of OAB.

### How is OAB treated?

OAB is controllable, so don't hesitate to mention it to your doctor. Initial treatment typically includes :

- > Bladder training (e.g., exercises to strengthen the muscles that stop the flow of urine)
- > Timed voiding (emptying your bladder on a schedule, not just when you feel the urge)
- > Weight loss or diet changes

Other treatments include medications and, in extreme cases, surgery. Your doctor can recommend the best course of action for your situation.

**If you're experiencing bladder control issues, talk to your doctor.**

### Are medications used to treat OAB?

If behavioral therapy and exercises aren't enough to treat your symptoms, your doctor may prescribe medicine.

Some medications can have side effects, so it's important to make sure their benefits outweigh the risks. Talk to your doctor if you experience these possible side effects:

- > Dry mouth or dry eyes
- > Constipation
- > Increased confusion and grogginess (may make dementia worse)
- > Dizziness, which can lead to falls
- > Elevated blood pressure

### What can make OAB worse?

Certain medications and substances can affect OAB. They include:

- > Alcohol
- > Caffeine
- > Estrogens
- > Sedatives
- > Diuretics (water pills). These medications are used to treat high blood pressure and fluid overload. If you're prescribed a diuretic, ask your doctor if it's okay to take it in the morning. That may help you wake less often at night to use the bathroom.

# SUMMER FUN

Opportunities for outdoor activities abound during the summer. Search up, down, forward, backward and diagonally to find these hidden words:

- |                |            |            |           |
|----------------|------------|------------|-----------|
| Amusement park | Diving     | Lounging   | Sunbathe  |
| Backpack       | Fireworks  | Mowing     | Surf      |
| Barbecue       | Fishing    | Picnic     | Swim      |
| Baseball       | Gardening  | Relax      | Tennis    |
| Biking         | Golfing    | Sailing    | Travel    |
| Boating        | Grilling   | Sightsee   | Vacation  |
| Campfire       | Hiking     | Ski        | Walk      |
| Camping        | Jet skiing | Snorkel    | Waterpark |
| Canoeing       | Kayaking   | Staycation |           |



Puzzled? The solution is on page 19.





# TWO NEW CIGNA SERVICES

We encourage you to take care of yourself so you can stay healthy as long as possible. But sometimes you just might need a helping hand. That's why we're pleased to announce your Cigna Medicare Advantage plan now includes access to registered dietitians and social workers at no additional cost to you.

## Need help with your diet?

Meet with one of our registered dietitians to:

- > Learn how to make healthier food choices
- > Create an eating plan based on your personal health goals, including gaining or losing weight
- > Get healthy recipes and cooking tips
- > Get tips on grocery shopping, including how to save money on healthier options
- > Better understand how food affects diabetes management



## Need help with a financial, safety or social concern?

Meet with a member of our social work team to:

- > Find local food pantries
- > Learn about financial assistance for purchasing medications
- > Find utilities/rent help
- > Find housing and/or transportation
- > Address safety concerns, including elder abuse
- > Understand all the benefits Cigna provides and ensure you're taking advantage of them



## Get the help you need

To talk to a dietitian or social worker, call **1-866-382-0518 (TTY 711)**, Monday – Friday, 8 a.m. – 5 p.m. Central Time.

**Your Cigna Medicare Advantage plan now includes access to registered dietitians and social workers at no additional cost to you.**



# GET ENGAGED, EARN REWARDS

As a Cigna customer, you probably know you can earn rewards for completing certain health-related activities, like getting your Yearly Health Check-up. But did you know you can also get rewarded by engaging with Cigna and your community? And it's easy!

### Engage online with Cigna

Simply complete one of the following activities on **myCigna.com**:

- > Register for an account
- > Update your contact information
- > View your claims
- > Read an article in our health library
- > Check your incentive rewards balance

When you do, we'll add a \$5 reward to your Cigna Healthy Today<sup>SM</sup> card (one reward per quarter, up to \$20 per year).

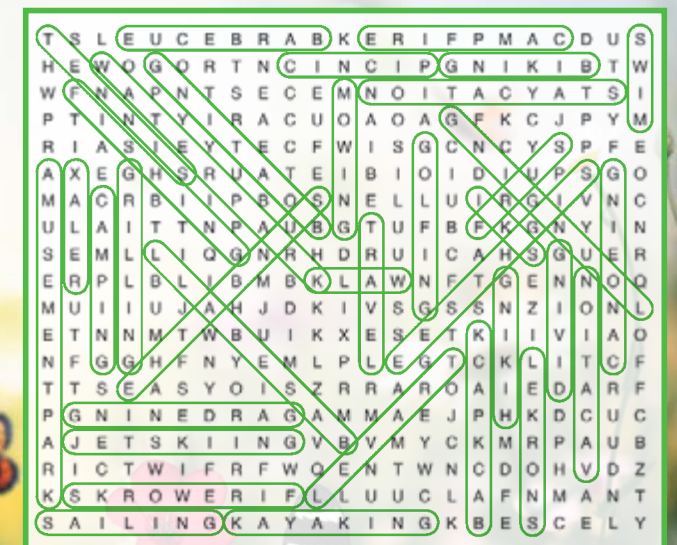
### Engage with your community

You can also earn rewards for engaging with your community. This includes activities like volunteering, attending a Cigna seminar or participating in an athletic event. You could also attend a community event, class or club, such as yoga or gardening.

You can earn one \$10 reward per year, which is added to your Cigna Healthy Today card. Note: You must attest that you've completed a community engagement activity. You can find attestation forms on **myCigna.com**, or you can call Customer Service to let us know.

## PUZZLE SOLUTION

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## HEALTHY RECIPE

# Chocolate, Raspberry and Banana Sorbet

*Escape summer's heat with this deliciously healthy chilled treat.*

### Directions

Place bananas, raspberries and milk in a blender or food processor. Blend until smooth and creamy, stopping to scrape down the sides as needed. Add cocoa powder and chocolate chips. Blend to combine. Serve immediately for a soft-serve texture. For a firmer texture, put in freezer for 2-3 hours, stirring every 20-30 minutes.

Makes four ½-cup servings

Per serving: 100 calories; 2g total fat; 1g saturated fat; 10mg sodium; 22g total carbohydrates; 4.5g dietary fiber; 2g protein



### Ingredients

2 medium frozen bananas (peel and slice before freezing)

1 cup frozen raspberries

¼ cup lowfat (1%) milk

1½ tablespoons unsweetened cocoa powder

2 tablespoons semi-sweet chocolate chips

Recipe is from the U.S. Department of Veterans Affairs recipe collection at [www.nutrition.va.gov](http://www.nutrition.va.gov).

## CUSTOMER SERVICE: 1-800-668-3813 (TTY 711)

October 1 – March 31:  
7 days a week, 8 a.m. – 8 p.m.

April 1 – September 30:  
Monday – Friday, 8 a.m. – 8 p.m.

Messaging service used weekends,  
after hours and on federal holidays.

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