



2024 Summary of Benefits

January 1, 2024 - December 31, 2024

**Cigna TotalCare (HMO D-SNP)
H9725-003**

No referrals required

Service Area:

Alamance, Alexander, Alleghany, Anson, Avery, Buncombe, Burke, Cabarrus, Caldwell, Catawba, Chatham, Cleveland, Davidson, Davie, Durham, Forsyth, Gaston, Guilford, Henderson, Iredell, Johnston, Lincoln, Madison, McDowell, Mecklenburg, Mitchell, Orange, Polk, Randolph, Rockingham, Rowan, Stokes, Transylvania, Union, Wake, Wilkes, Yadkin, and Yancey counties, **NC**



Introduction

This *Summary of Benefits* gives you a summary of what **Cigna TotalCare (HMO D-SNP)** covers and what you pay. It doesn't list every service that we cover or every limitation or exclusion. To get a complete list of services we cover, refer to the plan's *Evidence of Coverage (EOC)* online at **CignaMedicare.com**, or call us to request a copy.

To Join

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B and Medicaid, and live in our service area.

Comparing coverage

If you want to compare our plan with other Medicare health plans, ask the other plans for their *Summary of Benefits*. Or use the *Medicare Plan Finder* on **www.medicare.gov**.

More about Original Medicare

If you want to know more about the coverage and costs of Original Medicare, look in your current *Medicare & You* handbook.

View the handbook online at:

www.medicare.gov

Get a copy of the handbook by calling:

1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

Need help?

Already a customer

Call toll-free **1-800-668-3813 (TTY 711)**.

Customer Service is available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

Not a customer

Call toll-free **1-800-313-0973 (TTY 711)**.

Licensed agents are available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

You can also visit our website at:

CignaMedicare.com.

1 | About This Plan

Who can enroll?

This plan is available to anyone who has Medicare and partial Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for further details.

You can enroll in this plan if you are in one of these Medicaid categories:

Specified Low-Income Medicare Beneficiary (SLMB): You do not have full Medicaid benefits as an SLMB. Medicaid pays only your Part B premium—not any cost-share amounts; however, you may find that some services do not require a customer cost-share.

Qualifying Individual (QI): You do not have full Medicaid benefits as a QI, so Medicaid pays only your Part B premium—not any cost-share amounts; however, you may find that some services do not require a customer cost-share.

Qualified Disabled and Working Individual (QDWI): As a QDWI, you do not have full Medicaid benefits. Medicaid pays only your Part A premium. While Medicaid does not pay any cost-share amounts, you may find that some services do not require a customer cost-share.

If your category of Medicaid eligibility changes, your cost-share may also increase or decrease. You must recertify your Medicaid enrollment to continue to receive your Medicare coverage.

Which doctors, hospitals, and pharmacies can I use?

Cigna TotalCare (HMO D-SNP) has a network of doctors, hospitals, and other providers. If you use providers that are not in our network, the plan may not pay for these services.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

› You can see our plan's *Provider and Pharmacy Directory* at our website **CignaMedicare.com**.

What do we cover?

Like all Medicare health plans, we cover everything Original Medicare covers—and more.

- › Our customers get all the benefits covered by Original Medicare.
- › Our customers also get more than what is covered by Original Medicare. Some of the extra benefits are outlined in this *Summary of Benefits*.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

- › You can see the plan's complete *Comprehensive Prescription Drug List*, which lists the Part D prescription drugs along with any restrictions on our website, **CignaMedicare.com**.
- › Or call us, and we will send you a copy of the plan's *Comprehensive Prescription Drug List*.

2 | Monthly Premium, Deductible, and Limits

This plan is available to anyone who has Medicare and partial Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for further details.

Benefit	Cigna TotalCare (HMO D-SNP)
Monthly Plan Premium	\$33.80 per month with SLMB, QI, and QDWI cost-share assistance In addition, you must keep paying your Medicare Part B premium.
Medical Deductible	This plan does not have a deductible.
Maximum Out-of-Pocket Amount (does not include prescription drugs)	Your yearly out-of-pocket limit(s) in this plan: \$8,850 applies to in-network Medicare-covered benefits This limit is the most you pay for copays, coinsurance, and other costs for Medicare-covered services for the year. Please note that you may still need to pay your monthly premiums, if any, and cost-sharing for your Part D prescription drugs. In this plan, cost-sharing may vary based on your level of Medicaid eligibility.

3 | Covered Medical and Hospital Benefits

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
<p>Note: Services with a ¹ may require prior authorization. Services with a ² may require a referral from your doctor.</p>	
Inpatient Hospital Coverage¹	
<p>Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.</p> <p>For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day 1, each time you are admitted.</p>	\$1,640 copay per stay
Outpatient Hospital Services	
Outpatient Hospital ¹	<p>0% coinsurance for any surgical procedures during a colorectal screening</p> <p>20% coinsurance for all other outpatient services not provided in an ASC</p>
Outpatient Observation ¹	20% coinsurance
Ambulatory Surgical Center (ASC) Services	
ASC Services ¹	<p>0% coinsurance for any surgical procedures during a colorectal screening</p> <p>20% coinsurance for all other ASC services</p>
Doctor Visits	
Primary Care Provider (PCP)	\$0 copay for primary care doctor in-person or telehealth visits
Specialists ¹	\$0 copay

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Preventive Care	
<p>Our plan covers many Medicare-covered preventive services, including:</p> <ul style="list-style-type: none"> › Abdominal aortic aneurysm screening › Alcohol misuse screenings and counseling › Bone mass measurement › Breast cancer screening (mammogram) › Cardiovascular disease (behavioral therapy) › Cardiovascular screenings › Cervical and vaginal cancer screening › Colorectal cancer screening (colonoscopy, fecal occult blood test, multi-target stool DNA tests, screening barium enemas, flexible sigmoidoscopy) › Depression screenings › Diabetes screenings › Diabetes self-management training › Glaucoma tests › Hepatitis B Virus (HBV) infection screening › Hepatitis C screening › HIV screening › Lung cancer screening with low-dose computed tomography (LDCT) › Medical nutrition therapy services › Obesity screening and counseling › Prostate cancer screenings (PSA) › Sexually transmitted infections screening and counseling › Smoking and tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) › Vaccines, including COVID-19, flu shots, hepatitis B shots, and pneumococcal shots › Welcome to Medicare preventive visit (one time) › Yearly Wellness visit 	<p>\$0 copay</p> <p>Any additional preventive services approved by Medicare during the contract year will be covered. Please see your <i>EOC</i> for frequency of covered services.</p>

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Emergency Care	
Emergency Care Services	\$100 copay If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for emergency care.
Worldwide Emergency/Urgent Coverage/Emergency Transportation	\$100 copay Maximum worldwide coverage amount \$50,000
Urgently Needed Services	
Urgent Care Services	\$55 copay If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for urgent care.
Diagnostic Services, Labs, and Imaging Costs for these services may vary based on place of service or type of service	
Diagnostic Procedures and Tests ¹	0% coinsurance for EKG 20% coinsurance for all other diagnostic procedures and tests
Lab Services ¹	0% coinsurance
Genetic Testing ¹	20% coinsurance
Diagnostic Radiological Services (MRIs, CT scans, etc.) ¹	0%–20% coinsurance
Therapeutic Radiological Services ¹	20% coinsurance
X-ray Services	0% coinsurance in a PCP or specialist office 20% coinsurance at all other facilities
Hearing Services	
Hearing Exams (Medicare-covered) Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.	\$0 copay
Routine Hearing Exams	\$0 copay for one routine hearing exam every year

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Hearing Aid Fitting/Evaluation	\$0 copay for one fitting/evaluation for hearing aid every year
Hearing Aids	\$399–\$1,800 copay per device, limited to 2 devices every year. Actual cost-share will depend on hearing aid selected.
Dental Services (Medicare-covered)¹	
Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)	\$0 copay
Preventive and Comprehensive Dental Services (Routine)	
Dental Allowance Routine preventive and comprehensive dental services with a Cigna Dental Allowance network provider. Services obtained from providers outside this network are not covered. Benefit does not cover cosmetic services. Provider submits claim to Cigna Dental Health. *Limitations, exclusions, and restrictions may apply.	\$0 copay up to allowance amount
Maximum Coverage Amount	\$2,500 combined allowance for routine preventive and comprehensive dental services every year
Vision Services	
Eye Exams (Medicare-covered) A separate physician cost-share may apply if additional services requiring cost-sharing are rendered (e.g., but not limited to, if a medical eye condition is discovered during a preventive routine eye exam). A facility cost-share may apply for procedures performed at an outpatient surgical center.	\$0 copay
Routine Eye Exam One routine eye exam (including eye refraction) per year. Eye refractions outside of the annual routine eye exam are not covered. Vision services must be obtained from a provider within Cigna Healthcare's SM vision vendor network to be covered.	\$0 copay for one routine exam every year

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Glaucoma Screening (Medicare-covered)	\$0 copay
Eyewear (Medicare-covered)	\$0 copay
Routine Eyewear <ul style="list-style-type: none"> › Eyeglasses (lenses and frames) › Eyeglass lenses › Eyeglass frames › Contact lenses (including contact lens fitting) › Upgrades 	\$0 copay up to plan maximum coverage amount of \$200 every year The plan-specified allowance may be applied to one set of the member's choice of eyewear once per year, to include the eyeglass frame/ lenses/lens options combination or contact lenses (to include related professional fees) in lieu of eyeglasses.
Mental Health Services	
Inpatient ¹ Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital. For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day 1, each time you are admitted.	\$1,700 copay per stay
Outpatient Individual or Group Therapy Visit ¹	\$0 copay
Skilled Nursing Facility (SNF)¹	
Our plan covers up to 100 days per benefit period.	\$0 copay per day for days 1-20 \$203 copay per day for days 21-60 \$0 copay per day for days 61-100
Rehabilitation Services	
Cardiac (Heart) Rehab Services ¹	\$0 copay
Intensive Cardiac (Heart) Rehab Services ¹	\$0 copay
Pulmonary Rehab Services ¹	\$0 copay
Occupational Therapy Services ¹	\$0 copay
Physical Therapy and Speech/Language Therapy Services	\$0 copay
Physical Therapy and Speech/Language Therapy Telehealth Services	\$0 copay

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Ambulance¹	
Ground Service (one-way trip)	\$270 copay
Air Service (one-way trip)	20% coinsurance
Transportation (Routine)¹	
Routine, non-emergency transportation for up to 70-mile one-way trips to and from approved health-related locations. Prior authorization is required for trips exceeding 70 miles. Customers are required to coordinate with Cigna Healthcare's vendor for routine transportation to plan-approved locations at least 48 hours in advance. Mileage restrictions may apply. See <i>EOC</i> for full details and restrictions related to this benefit.	\$0 copay for 24 one-way trips every year
Medicare Part B Drugs	
Medicare Part B Insulin Drugs	0%–20% coinsurance; up to a \$35 copay
Medicare Part B Chemotherapy/Radiation Drugs ¹	0%–20% coinsurance
Other Medicare Part B Drugs ¹ Medicare-covered Part B Drugs may be subject to step therapy requirements.	0%–20% coinsurance This plan has Part D prescription drug coverage. See Section 4 in the <i>Summary of Benefits</i> .
Acupuncture Services	
Acupuncture Services (Medicare-covered) ¹ Services for chronic lower back pain.	\$0 copay
Acupuncture Services (Routine)	Not covered
Chiropractic Care	
Chiropractic Services (Medicare-covered) ¹	\$0 copay
Routine Chiropractic Services	Not covered

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Fitness and Wellness Programs	
The Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program's website, get one-on-one Healthy Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.	\$0 copay
Foot Care (Podiatry Services)	
Podiatry Services (Medicare-covered)	\$0 copay
Routine Podiatry Services	Not covered
Health Information Line	
Talk one-on-one with a Nurse Advocate* to get timely answers to your health-related questions at no additional cost, anytime day or night. The Health Information Line is not a substitute for calling 911. If you are experiencing a health care emergency, please call 911 or go to your nearest emergency room. *Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing any medical advice.	\$0 copay
Home-Delivered Meals	
	\$0 copay for home-delivered meals Limited to 14 meals per discharge from a qualified hospital stay or skilled nursing facility (up to 3 stays per year). ESRD care management is limited to 56 meals once per year.
Home Health Care¹	
Home Health	\$0 copay

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Hospice	
Hospice care must be provided by a Medicare-certified hospice program. Our plan covers hospice consultation services (one time only) before you select hospice. Hospice is covered outside of our plan. You may have to pay part of the cost for drugs and respite care. Please contact the plan for more details.	\$0 copay
Medical Equipment and Supplies	
Durable Medical Equipment (wheelchairs, oxygen, etc.) ¹	20% coinsurance
Prosthetic Devices (braces, artificial limbs, etc.) ¹	20% coinsurance
Medical Supplies ¹	20% coinsurance
Diabetic Services and Supplies Brand limitations apply to certain supplies. Blood sugar monitor/continuous glucose monitor (CGM) preferred brands include: <ul style="list-style-type: none"> ➤ Abbott Diabetes Care: FreeStyle Lite, FreeStyle Freedom Lite, FreeStyle Precision Neo, FreeStyle Libre 2 (CGM), and FreeStyle Libre 14-Day (CGM) ➤ Life Scan Diabetes Care: OneTouch Ultra 2, OneTouch Verio Flex, and OneTouch Verio Reflect ➤ Dexcom: Dexcom G6 (CGM), Dexcom G7 (CGM) 	\$0 copay for diabetes self-management training 20% coinsurance for therapeutic shoes or inserts ¹ \$0 copay for diabetic monitoring supplies ¹
Opioid Treatment Services¹	
FDA-approved treatment medications in addition to testing, counseling, and therapy.	\$0 copay
Outpatient Substance Abuse¹	
Individual or Group Therapy Visit	\$0 copay
Over-the-Counter (OTC) Allowance	
Allowance for covered OTC drugs and other health-related pharmacy products	\$200 every 3 months

Benefit	What You Pay
	With SLMB, QI, and QDWI cost-share assistance
Telehealth Services (Medicare-covered)	
For non-emergency urgent care, talk with a telehealth doctor via smart phone, computer, or tablet for care, including allergies, cough, headache, sore throat, and other minor illnesses. Benefit also includes telehealth mental health therapy and dermatology services.	<p>\$0 copay for non-emergency urgent care virtual visits</p> <p>\$0 copay for mental health therapy virtual visits¹</p> <p>\$0 copay for dermatology care virtual visits¹</p>
Extra Benefits Included in Your Plan	
With SLMB, QI, and QDWI cost-share assistance	
Annual Physical Exam	\$0 copay
<p>Cigna Healthy Today Card</p> <p>Use your pre-loaded Cigna Healthy Today card for easy access to incentives, rewards, and select benefits* that may be part of your plan.</p> <p>*Benefits, coverage, and amounts vary by plan. Limitations, exclusions, and restrictions may apply.</p>	<p>Based on your plan's allowance and frequency amounts, funds will be loaded on your Cigna Healthy Today card automatically.</p> <p>Allowance amounts do not carry over to the next quarter or the following year.</p>
<p>Cigna Medicare Advantage Incentives</p> <p>With the Cigna Medicare Advantage incentives program, you can earn money for completing certain healthy activities. After completing your yearly health check-up, you can qualify for additional incentives as determined by your plan and provider. Reward dollars are intended to be used on health and wellness products only.</p>	You can earn up to \$100 , which is loaded on your Cigna Healthy Today card, for completing certain healthy activities.
<p>Part D Cost-Sharing Reduction</p> <p>If you receive the Low Income Subsidy (LIS), regardless of your income and institutional status, you pay a \$0 copay for any covered Part D drug throughout all coverage phases. You may get your drugs at network retail pharmacies and mail order pharmacies.</p>	\$0 copay for all covered Part D drugs throughout all coverage phases

4 | Prescription Drug Benefits

Medicare Part D Drugs

Pharmacy (Part D) Deductible

\$0 deductible for those who qualify for *Extra Help*.

\$545 is the standard Part D deductible for 2024.

Initial Coverage

Most of our customers qualify for and are already getting *Extra Help* from Medicare to pay for their Part D prescription drug costs.

Medicare provides *Extra Help* to pay Part D prescription drug costs for people who have limited income and resources. Resources include your savings and stocks but not your home or car. Those who qualify get help paying for any Medicare drug plan’s monthly premium, yearly deductible, and prescription copayments.

This *Extra Help* also counts toward your out-of-pocket costs.

People with limited income and resources may qualify for *Extra Help*. Some people automatically qualify for *Extra Help* and don’t need to apply. Medicare mails a letter to people who automatically qualify for *Extra Help*.

If you have questions about *Extra Help*, call:

- › Your local Social Security office, or
- › Social Security at 1-800-772-1213.
TTY users should call 1-800-325-0778.

The following chart shows the cost-sharing amounts for Part D drugs covered under this plan for all Part D coverage stages if you get *Extra Help* from Medicare. You may get your drugs at preferred or standard network retail pharmacies and preferred mail order pharmacies:

		Mail Order Cost-Sharing		Retail Cost-Sharing	
Supply		Preferred	Standard	Preferred	Standard
All Covered Part D Drugs	30-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay
	60-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay
	90-day	\$0 copay	\$0 copay	\$0 copay	\$0 copay

5 | Medicaid-covered Benefits

This section provides information for people with Original Medicare and full Medicaid coverage.

If you have questions about the assistance you get from Medicaid, contact:

NC Division of Medical Assistance

1-919-855-4100 or 1-800-662-7030

www.ncdhhs.gov/dma/

If offered in North Carolina, you may be eligible for the Medicaid benefits listed below in addition to the Original Medicare benefits described in this *Summary of Benefits* booklet when the services are not already covered by Original Medicare. Benefit limitations, referrals, and prior authorizations may apply.

Medical benefits and services include:

- › Ambulance services
- › Cardiac procedures
- › Certified pediatric and family nurse practitioner services
- › Chiropractic services
- › Clinic services
- › Dietary evaluation and counseling and medical lactation services
- › Durable medical equipment
- › Early and periodic screening, diagnostic and treatment services (EPSDT)
- › Family planning services
- › Federally qualified health center services
- › Freestanding birth center services (when licensed or otherwise recognized by the North Carolina Department of Health and Human Services)
- › Hearing aids
- › Home health services
- › Home infusion therapy
- › Hospice services
- › Inpatient hospital services
- › Inpatient psychiatric services for individuals under age 21
- › Laboratory and X-ray services
- › Limited inpatient and outpatient behavioral health services
- › Maternal support services
- › Non-emergency medical transportation (NEMT) to medical appointments
- › Nursing facility services
- › Obstetrics and gynecological services
- › Occupational therapy
- › Ophthalmological services
- › Optometry services
- › Outpatient hospital services
- › Personal care services
- › Pharmacy services
- › Physical therapy
- › Physician services
- › Podiatry services
- › Prescription drugs and medication management
- › Private duty nursing services
- › Prosthetics, orthotics and supplies

All Medicaid-covered services are subject to change at any time. For the most current North Carolina Medicaid coverage information, please visit the North Carolina Medicaid website at www.ncdhhs.gov/dma/, or call the Medicaid Hotline at 1-919-855-4100 or 1-800-662-7030.

- › Respiratory care services
- › Rural health clinic services
- › Speech, hearing and language disorder services
- › Telehealth
- › Tobacco cessation counseling for pregnant women
- › Transplants and related services
- › Vision services

Behavioral health benefits and services include:

- › Ambulatory detoxification services
- › Diagnostic assessment services
- › Early and periodic screening, diagnostic and treatment services (EPSDT) for members under age 21
- › Facility-based crisis services for children and adolescents
- › Inpatient behavioral health services
- › Medically supervised alcohol and drug abuse treatment center detoxification crisis stabilization
- › Mobile crisis management services
- › Non-hospital medical detoxification services
- › Outpatient behavioral health emergency room services
- › Outpatient behavioral health services provided by direct-enrolled providers
- › Outpatient opioid treatment services
- › Partial hospitalization
- › Peer support services
- › Professional treatment services in a facility-based crisis program
- › Research-based intensive behavioral health treatment for autism spectrum disorder
- › Tailored Plan benefits and services include:
- › Innovations Waiver services
- › Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) services
- › State-funded (non-Medicaid) services
- › Traumatic Brain Injury (TBI) Waiver services
- › Transitions to Community Living (TCL) program services

All Medicaid-covered services are subject to change at any time. For the most current North Carolina Medicaid coverage information, please visit the North Carolina Medicaid website at www.ncdhhs.gov/dma/, or call the Medicaid Hotline at 1-919-855-4100 or 1-800-662-7030.

Select benefits may not be available in all service areas without a monthly premium. Some plans may include these benefits under the monthly premium. Benefits, features, and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply. Contact the plan for more information.

Benefits, premiums, and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. Individuals may enroll in a plan only during specific times of the year and must have Medicare Parts A and B.

Cigna TotalCare plans are available to anyone who has Medicare and partial Medical Assistance from the state (Medicaid). Cigna TotalCare Plus plans are available to anyone who has Medicare and full Medical Assistance from the state (Medicaid). Premiums, copays, coinsurance, and deductibles may vary based on the level of Medicaid and *Extra Help* you receive. Contact the plan for the availability of these services.

Out-of-network/non-contracted providers are under no obligation to treat plan members except in emergency situations. Please call our Customer Service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group. The Cigna names, logos, and marks, including THE CIGNA GROUP and CIGNA HEALTHCARE, are owned by Cigna Intellectual Property, Inc.

To file a marketing complaint, contact Cigna Healthcare at the Customer Service number below or call **I-800-MEDICARE** (24 hours a day/7 days a week). Please include the agent/broker name if possible.

Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDPs) in select states and with select state Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal.

You must live in the plan's service area to enroll in a Cigna Healthcare Medicare Advantage plan. Prior authorization and/or referrals are required for certain services. This information is not a complete description of benefits. Benefits vary by plan.

Call Customer Service at **I-800-668-3813 (TTY 711)**, 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

