

## SERVICES AVAILABLE TO ALL CIGNA MEMBERS

---

### CIGNA offers a 24-Hour Health Information Line SM

- Offers services to member through trained Registered Nurses
- Service is available seven days a week and 24 hours a day.
- Audio Library that provides general information on hundred of health and medical topics 24 hours a day seven days a week
- Services include:
  - Answering provider or member specific questions on health issues
  - Providing general health information
  - Acting as patient advocate in assessing emerging symptoms and recommending appropriate settings of care.

### CIGNA HealthCare Healthy Babies

- A program managed by Intracorp to ensure the appropriate level of care during pregnancy.
- Helps to reduce the risk of low birth weight babies.
- Provides education on the proper care of newborns for a healthier childhood.

### CIGNA LIFESOURCE Organ Transplant Network®

- Gives members access to network of nationally recognized medical centers for organ & tissue transplants.
- Call the toll-free inquiry number on the back of the member's ID card to refer a member to an Intracorp transplant consultant. The transplant consultant will evaluate the member for an organ tissue transplant.

### CIGNA Behavioral HealthCare

- A program managed by CIGNA Behavioral Health (CBH), a CIGNA company, to assist providers and members to the appropriate mental health/substance abuse resources.
- Contact CBH at the toll-free number on back of the member's ID card when you determine a need for inpatient behavioral healthcare or any inquiries.

*Note: To obtain further information on any of these Special Needs Programs, call the toll-free number on the back of the member's ID card.*