



Chronic Condition Management

Your personal medical condition coach



Managing your diabetes or cardiovascular condition can be difficult and stressful. With Chronic Condition Management from Cigna Healthcare, our experienced nurse case managers will help you take control of your chronic condition to help:

- Prevent disease progression and reduce complications.
- Improved self-management skills through resources, and tools.
- Manage hospitalizations.
- Improve overall health quality of life.

The program is available to you **free of charge**.



How it works

The Chronic Condition coaching program addresses your physical, mental, cognitive, psychosocial, functional and social needs to help improve your quality of life and health. Here's how it works:

1. Your coach will get a better understanding of your diagnosis, medical history, your medications (if any), and your lifestyle.
2. You and your coach will identify areas of improvement. Together, you will create short and long-term health and personal goals.
3. Through each of your telephone coaching sessions, you will learn empowerment strategies to help keep you on track. Family members can also participate in the program if you feel you need the extra help.
4. You may arrange sessions as often as you need (from every 15 days to every month). The program is as brief or long as you need it to be.

Our coaches are qualified, multilingual nurse care managers who are specifically trained for this programme. The topics of the calls are entirely up to you and remain completely confidential.

Diabetes support in action



Challenge

Olivia had a risk of complications from gestational diabetes and progression to Type 2 in postpartum.

Solution

Olivia's coach explained the program to her and helped educate Olivia on how to manage her A1C. Through regular sessions with her coach, Olivia received practical and emotional support.

Results

Olivia's coach was able to anticipate Olivia's medical care needs before she was aware of them. The information and support provided by her coach helped Olivia self-manage her medical condition.

Cardiovascular disease support in action



Challenge

Eduardo had received a diagnosis of coronary artery disease after experiencing severe chest pain. He was prescribed blood pressure medication.

Solution

Eduardo's coach helped explain his lifestyle risk factors and stroke symptoms. Together they agreed on a healthy eating and exercise plan and set incremental goals.

Results

Thanks to continuous coach support, Eduardo began to see improvement with his cholesterol and blood pressure when he went for his check-ups.

Program benefits



Personalization

Everyone experiences conditions differently. This program is tailored to you and your needs to ensure the best possible ways to support you and be more successful in managing your condition. Beyond coaching support, your coach will also help you find the right care close to where you live – and prepare you for provider visits.



Achievable goals

The goals you set are always within your abilities and your lifestyle. This ensures that you will be able to stick to your program and see results faster.



Family involvement

If you work long hours or travel a lot, you might feel like you need some help, such as with meal prepping. Family members can participate in the program. This way they feel more involved while helping you achieve your goals at the same time.



How to enroll

If you, or one of your family members is diagnosed with diabetes or a cardiovascular condition, we encourage you to make use of this free service.

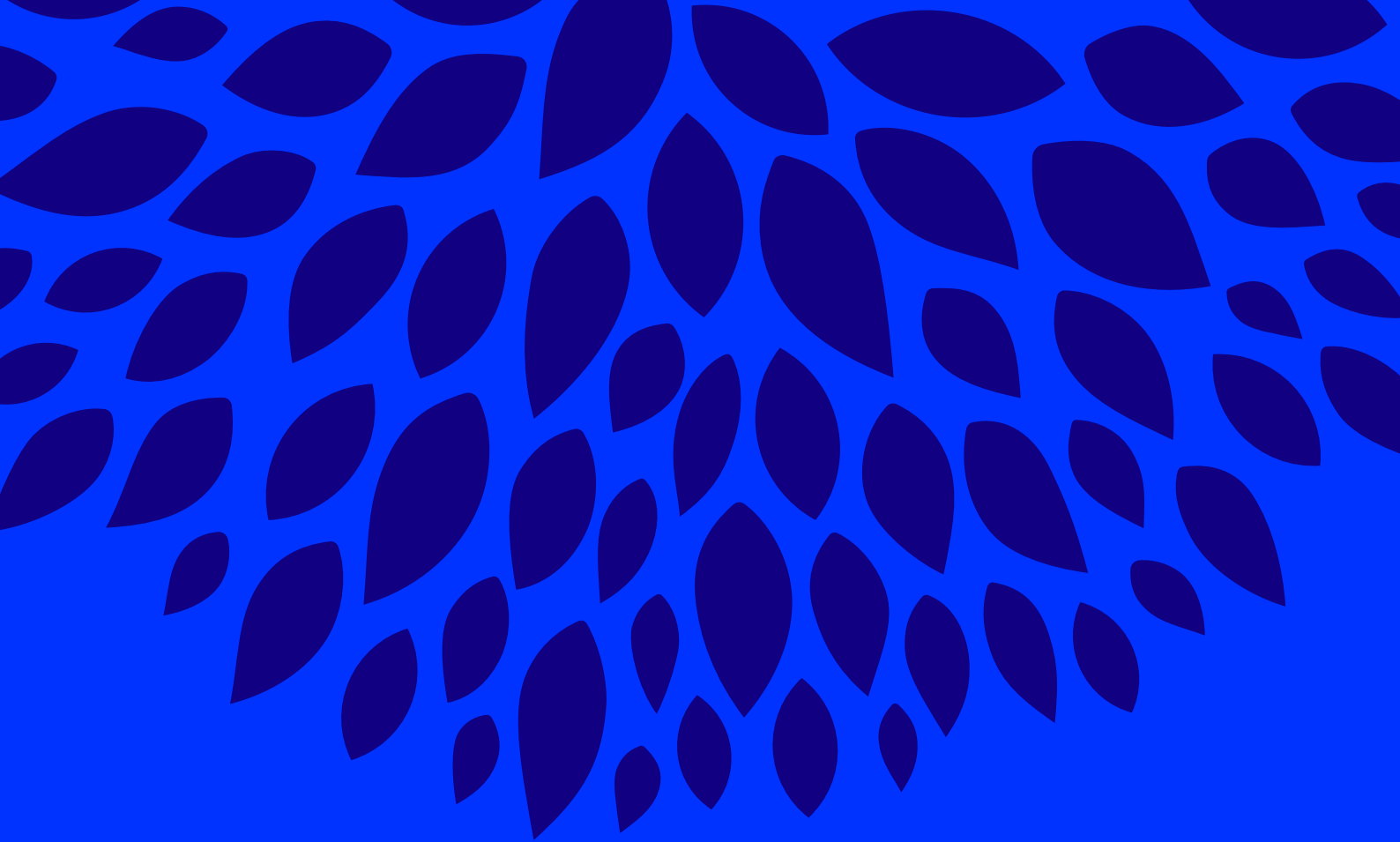


Get in touch

Please contact our customer service team by calling the number on the back of your membership card or by visiting your Cigna member portal. If you prefer to send an email, please reach out to: Clinicalcasemanagement@cigna.com

Please note: You may be invited to enroll in this program based on a claim corresponding to one of these chronic conditions or following completion of the Health Assessment via your Cigna member portal.

If you have been invited to enroll in this program by email, please simply reply to the email to receive further support from one of our nurse case managers.



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