



# CARE MANAGEMENT

Appropriate care at the right time,  
in the right setting and at the right cost

## What does care management offer you?

Your health is at the heart of everything we do. We focus on helping you to access appropriate care at the right time, in the right setting and at the right cost to ensure the best clinical outcome.

**We work hard to make it easy for you.**

## CARE MANAGEMENT



Right care



Right time



Right setting



Right cost

**BEST OUTCOME**

## Right care



The right care is about more than just great plan benefits. Our highly trained nurse and customer service teams provide dedicated support throughout your health journey. They're available at any stage to offer confidential advice on treatment options. And our experienced team analyse all the latest developments in medicine and technology to find more ways to help you.

**We help navigate you to the care you need.**

## Right time



Direct access to treatment provides a faster route to recovery. Self-referral allows you to access certain treatments quickly, reduces the amount of time you need to take off work and helps prevent a condition from worsening. You can bypass your GP and self-refer by calling your helpline for the following diagnostics and treatments:

- › OneStop breast cancer diagnostics
- › Skin cancer diagnostics
- › Cognitive Behavioural Therapy (CBT)
- › Detox at home
- › Physiotherapy, osteopathy or chiropractic treatment

For a complete list of eligible self-referral diagnostics and treatments and our preferred providers visit [www.cigna.co.uk/referral-guide](http://www.cigna.co.uk/referral-guide). Of course there's always the choice to visit your GP for a referral if that's what you prefer.

**We help you to quickly access the care you need.**

## Right setting



With a Cigna medical plan you get access to all private hospitals and a full choice of consultants in the UK. This means you can opt for a referral to a private healthcare facility close to your work or your home to suit you. There are times when the NHS or even your own home is the right place to receive your treatment. And where NHS care is the agreed setting, our nurses can arrange to provide financial support such as costs for childcare, travel or rehabilitation services. This is called our Care Co-ordination Programme. Our nurses can also support you in the smooth transfer between care settings.

**We guide you to the care setting that's right for you.**

## Right cost



It's important that you can choose a consultant based on what's right for you. If you have a named consultant, we'll negotiate fees on your behalf to help minimise any out of pocket expense. We understand that this choice might seem overwhelming and you may prefer some assistance. Our navigated referrals service offers to help you to find a consultant and guarantees consultant and anaesthetist fees will be covered in full for eligible treatment.

**We support you to access care at the right cost.**

## Best outcome

Our care management approach gives you choices along with nurse support and guidance to ensure that the care you receive is right for you. You'll benefit from the best clinical outcome, a quicker return to health, and less out of pocket expense.

**Your health is our top priority.**

**We're committed to navigating you to the most appropriate care, promptly, in the right setting and at the right cost.**

**Together, all the way.<sup>SM</sup>**



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