

CHRONIC CONDITION PATIENT CARE

Cigna's response to the pandemic-provoked pause



Chronic health conditions have been exacerbated by the COVID-19 pandemic. These conditions take the lives of over 40 million people per year worldwide; representing more than 70% of all global deaths.¹ In the U.S., some 60% of adults in America have a chronic disease, and 40% have two or more.² The situation continues to deteriorate, further debilitated by the COVID-19 pandemic. In addition to chronic conditions representing a heightened COVID-19 risk, recent chronic condition mortality spikes and concerns of an upcoming wave of new diagnoses highlight the importance of ongoing chronic condition prevention and care.³



The implications of chronic conditions are immense. Almost half of the total inpatient health care spending in the U.S. is directed toward the quarter of all Americans who have multiple chronic conditions.^{4,5} And U.S. studies have shown that 78% of COVID-19 ICU patients and 37.6% of all COVID-19 cases presented at least one underlying condition.⁶ Prevention, education and ongoing condition management are key in combatting the precarious situation we currently face. ”

Dr. Victor Fernández Millares,
Medical Director, Americas



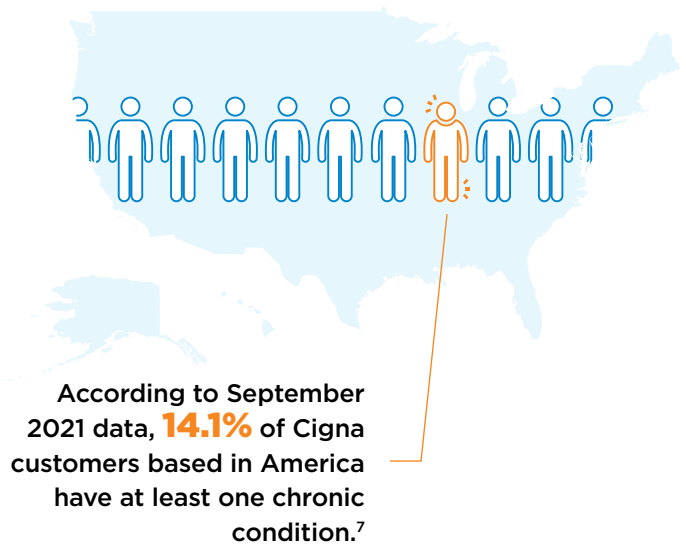
Chronic conditions are health conditions that last one year or more, and require ongoing treatment, restrict day-to-day activities – or both. They include diabetes, heart disease, cancer, chronic lung disease, chronic kidney disease, Alzheimer's disease and strokes.²



How the COVID-19 pandemic affected chronic condition care

During the pandemic, postponed screenings, check-ups and monitoring of chronic conditions were reported across the globe. Visits to health care sites dropped as individuals stayed at home and providers scaled back offerings to focus on the pandemic. By the end of June 2020, approximately 41% of U.S. adults, including many with pre-existing underlying medical conditions, are believed to have postponed or avoided medical care because of the pandemic.⁸ As a result, diagnoses were delayed, and conditions worsened without appropriate treatment plans in place.

Lifestyle habits during the COVID-19 period also played a part, with many eating more unhealthily, drinking more and moving less; corresponding to three key risk factors for chronic conditions.² The pandemic also reduced access to support networks, a key element for positive mental health among those with chronic conditions.⁹



Cigna's role in addressing the issue

At Cigna, our teams understand chronic condition care. Our informed approach prioritizes affordable and straightforward access to health care, to ensure that our customers experience simple health care journeys that are easy to navigate and free from unexpected surprises.

Focus on whole health

Through our whole health approach, evident across our entire solution and service suite, we encourage healthy lifestyles and promote both physical and mental well-being, empowering customers with the confidence and independence to take control of their own health.

Expert clinical teams

Our multilingual clinical teams span the globe, supporting our customers throughout their health care journeys. Tailored one-on-one case management promotes condition prevention, and focuses on both physical and mental health and well-being.

A global network of professional partners

Our teams partner with expert global health care providers, implementing a two-way dialogue and ensuring that, through innovative programs such as Provider Segmentation, our partners consistently support our customer-centric focus and promises to those we serve.



CGHB Case Managers have an average of 15+ years of experience.¹⁰

Digital well-being solutions

Our various digital well-being solutions, including global access to phone and video consultations via telehealth, leverage the increasingly popular and in-demand virtual care to facilitate access to medical professionals, lifestyle programs and informative, educational material.

Suites of customer-centric clinical content

Cigna's range of customer content, like our suite of easy-to-use, customizable clinical guides and factsheets, informs and advises customers, enabling them to better understand their health and take control of their own health and well-being journeys, with us there to support every step of the way.

An ahead of the curve analytics approach

Our global Data & Analytics teams harvest and intelligently analyze data so we can understand emerging developments and predict upcoming trends, to take a proactive approach to meet evolving customer needs, through preventative outreach that focuses on common and emerging clinical complaints.

Innovation and tactical technology

We drive innovation to enable us to adapt and respond to evolving health care situations. By incorporating technological offerings such as Salesforce, we streamline platforms and solutions to best respond to customer needs, and continuously modernize our services and solutions.



69% of customers surveyed prefer virtual consultations for mental health support.¹⁰

Together, all the way.®



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