

TRANSITION OF CARE



TRANSITION OF CARE IS A SERVICE DESIGNED TO HELP YOU DURING YOUR TRANSFER TO CIGNA.

What is it?

Transition of Care is a service designed to help make sure that your transfer to a health plan through Cigna is smooth and straightforward, with minimal disruption to your and your family's coverage.

How does it work?

All you need to do is complete a single short survey. We will ask you for details of any current treatment you or your covered family members are undergoing, and for information about any conditions you may need support with.

Once all required information has been provided and your medical needs are identified, any treatments needing coverage will be evaluated and a Cigna case manager will be assigned to you for guidance if you need case management.



How does it help you?

If you:

1. Are currently in **case management** with your previous health plan (case managers are clinical professionals who help you manage care for a condition, usually over the phone or via email)
2. Need **coverage confirmation** for a treatment or procedure coming up soon after enrolling with Cigna

Transition of Care helps ensure that you experience no issues or interruptions with your coverage during the transition from your previous health plan to **Cigna**.

Why now?

If you believe you'll be needing **support or coverage** shortly after your enrollment, it is important for you to fill out the **Transition of Care** form before your new coverage begins or as soon as possible so that **Cigna** can determine if services are approved for coverage and assign a case manager to further assist you, if needed.

How can you access?

1. Go to toc.cignawellbeing.com
2. Click on Register now to create a new account using the keyword "welcome"
3. After registering you will be redirected to the survey

The survey takes under 10 minutes to complete for you and your whole family.

Not sure you have all the right information? Just get started! You can always come back to add information later.

Together, all the way.®

