



## ONE STORY OF HOW WE HELP OUR MEDICARE CUSTOMERS

Ann\* is a community case manager with HealthSpring in Mobile, Alabama, where many HealthSpring customers struggle with poverty. At HealthSpring, which serves the Medicare-eligible population, health care is more than pills and procedures or billing codes and copays. Ann works directly with customers and doctors, focusing on the relationship between patients and health care professionals.

One of Ann's customers is Kate,\* who called Ann to say she had nowhere to live. Ann found Kate staying 30 miles outside of town in a tent. Ann immediately called Kate's doctor and arranged for an evaluation at a local hospital emergency room. Later, Ann worked with the hospital to transport Kate from the emergency room to a nursing facility, where Kate received skilled therapy and the knee replacement surgery she needed. Kate still lives in the nursing home full time, but is hopeful that she might live on her own in the future. In the meantime, Kate is in a safe and supportive environment.

*\*Names have been changed to ensure customer privacy.*

### Returning Customers to Health and Productivity

Cigna and Achilles International – a non-profit organization dedicated to helping people with disabilities gain physical strength and build confidence through participation in mainstream athletics – believe in helping people return to health and productivity. Cigna and Achilles joined forces in 2012 to give Cigna's long-term disability customers access to Achilles programs, including coaching, training, and an opportunity to participate in races with other Achilles athletes.

Two of the first Cigna customers to benefit from the Achilles relationship were Bill Henderson, a cancer survivor who underwent surgery and 30 rounds of radiation treatment ► [watch video](#) and Dominic Alexander, whose fall from a ladder caused a traumatic brain injury ► [watch video](#). Cigna's vocational rehabilitation specialist for Bill and Dominic referred both customers to the Achilles program and helped them create a plan to restore strength, endurance and wellness. Gradually, through workouts and training, Bill finished the five-mile Hope & Possibility Race in New York and Dominic completed a full marathon at Walt Disney World®. The future looks bright for Bill, who has returned to his former occupation as an associate pastor, and for Dominic, who has a part-time occupation while volunteering in his community.

### Paying It Forward for Connecticut Students

Cigna teamed with the University of Connecticut to expand its On-campus Developers Internship Program for computer science and engineering students. The initiative gives qualified junior- and senior-year college students valuable career experience, working directly with Cigna employees to develop web and mobile programming applications. The program also offers future employment for students with Cigna in the Technology Early Career Development.