



## REAL PARTNERSHIP

We partner with you to:

- Develop flexible, customized solutions based on your employees' unique needs.
- Provide more effective support with the help of local account teams.
- Keep employees engaged in their health and well-being through personal and digital experiences.

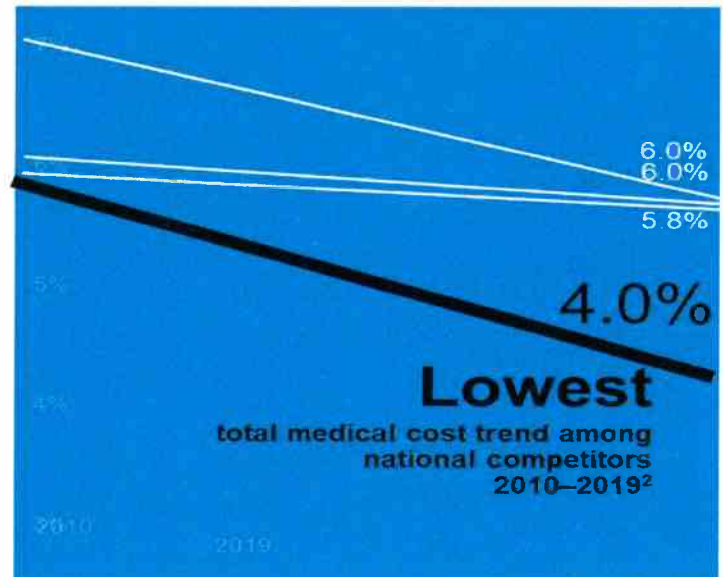
### Highlights of our offer:

- Competitive ASO fee flat for 3 years with 2% escalators on years 4 and 5.
- 100% Pharmacy Rebates with estimated at \$457,000 first year
- Dedicated full-time onsite Wellness Coordinator
- Health Engagement Fund: \$100,000 Per Plan Year
  - \$5,000 to COBRA Vendor of Choice
  - \$100,000 fund for Technology, Mental Health Initiatives, Covid expenses or ASO Fee/Stop Loss Premium holiday for year 1; \$60,000 for Year 2 and \$30,000 for Year 3
- Performance Guarantees with \$76,000 at risk for Service, Implementation, Call and Claim Readiness, Payment Accuracy and Discount
- 96% match to providers
- \$603k in out of network claims are in-network with Cigna
- 2% discount advantage over incumbent

**3.1 million**  
customers in local governments,  
school districts, colleges and  
universities<sup>1</sup>

### Delivering for our clients

Our **4.0% medical cost trend**<sup>2</sup> has far outpaced the industry for seven years running<sup>2</sup>. We do this by continually developing new approaches and solutions to impact medical cost trend and to better manage utilization through clinical programs, value-based strategies, network innovations, and by proactively guiding and educating your employees.



1. Cigna Book of Business, January 2020 of medical and dental customers. 2. Compared to UHN, AET, ANTM – publicly available information. AET/ CVS did not report 2018 medical cost trend; CVS 2019 medical cost trend assumed at midpoint of their guidance as of their third quarter 2019 earnings calls; UNH 2019 medical cost trend assumed at the midpoint of its guidance as of its December 2019 Investor Day. 3. Cigna generated report from Cigna Digital Data and Analytics, June 2020, reflecting dates between October 1, 2018- June 30, 2019. 4. Cigna case study 2018. Savings over 3 years 2014, 2015 & 2016 – Cigna internal analysis of health plan performance. 5. Current Period reflects claims incurred between Jan. 2019 and Dec. 2019, paid through Feb. 2020. Base Period reflects claims incurred between Jan. 2018 and Dec. 2018, paid through Feb. 2019. Results may vary. Individual client results may vary.

# Cigna Smart Support Program

Enhanced, proactive support through designated teams across all business functions and a specialized public sector service team to help customers take control of their health – and their health care costs.



## For you

### **Specially tailored benefits strategy**

Developed for your workforce population's health needs, state-specific dynamics and industry best practices by teams dedicated to the public sector.

### **Simplified implementation process**

- Driven by your timeline
- Dedicated implementation managers
- Employee communications and resources

### **High-touch ongoing management**

- Dedicated client manager
- Detailed reporting on financial performance and industry benchmarking
- Consultative services and action plans to minimize costs and improve outcomes

## Your Extended Team

- **Giselle Cushing, Market President**
- **Dr. Marco Vitiello, Medical Director**
- **Melissa Weitzner, Client Service Executive**
- **Dina D'Angelo, Senior Client Manager**
- **Joyce Lau, Client Account Manager**
- **Maria Ardolino, Health Engagement Manager**

## For your employees

### **Dedicated call center with Personal Health Care Advocates**

- **24/7/365** service with live representatives
- Offering help to understand how to maximize their plan
- This team receives quarterly training specific to public sector client & customer needs

### **Complex care support team**

My Personal Champion® Program provides one-on-one support identifying local resources, when needed (e.g., financial assistance or the appropriate health care service).

### **Personalized well-being tools**

The myCigna® website and app<sup>1</sup> make it easy to:

- Manage and track claims, costs and deductibles
- Find in-network provider and compare quality information and cost-efficiency ratings
- Review coverage
- Refill prescriptions online

### **Virtual enrollment**

1. Actual myCigna features may vary, based on plan design and member profile.



# Your Client Management Team

As your strategic partner, Cigna is dedicated to working with MedPro to develop flexible, customized solutions that meet your employees' unique needs and the needs of your business. Our expert team is here to simplify your transition, ease implementation, and assist with employee communications and engagement.

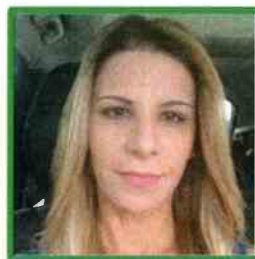
With Cigna, you will have a strategic partner. Our expert team is committed to understanding the needs of your organization and developing a tailored approach to deliver on your goals and objectives. Performance analytics and insights, combined with the knowledge of our experienced team, will guide recommendations to continually improve your cost and the overall health and well-being of your employees. The team below has extensive experience in the industry, working with clients in the same industry and one is bilingual to support the communication and understanding of your diverse workforce.



**Lynne Swift** will lead the account team through the transition to Cigna and has primary responsibility for the response to your RFP. Lynne has over 16 years of experience with Cigna.



**Dina D'Angelo** will serve as your Senior Client Manager. She has over 15 years of experience and primary responsibilities include development and execution of broad client strategy in support of large government benefit programs, wellness, and communications



**Melissa Weitzner** will service as the Client Service Executive.

Jenn has over 10 years of group health benefits experience, with focus on service operations and client advocacy.



**Kenia Lopez** will service as the Implementation Manger ensuring we are with a flawless execution. With over 15 years of experience, she will be the liaison between MedPro and Lockton to management of the installation process.

### Onsite Service Advocate

TBD

**Full-time onsite service** advocate to assist HR with the management of the benefits plan

The team will also include additional resources such as clinical resources, underwriting / informatics, well-being consultant and more to provide you with comprehensive support and a dedicated focus on delivering solutions that strategically align to your short term and long term goals.

