

NEW Award: Clinical Support Department of the Year

Dear Gaylord Employees,

Comments from our Engagement Survey last year suggested adding our Clinical Support Departments as part of our recognition awards celebrations during Hospital Week. We heard you and are thrilled to announce that we are implementing a Clinical Support Department of the Year Award! This award is designed to recognize and honor the outstanding contributions of one clinical support team who worked tirelessly to ensure the smooth operation of our hospital and the well-being of our patients. The award is nominated by you!

This award will highlight the dedication, professionalism, and excellence a Clinical Support Department exhibited throughout the year, exemplifying achievements including supporting our ICARE Values (Integrity, Compassion, Accountability, Respect, Excellence). Whether it's our Environmental Services Team maintaining cleanliness and safety standards, our Food and Nutrition staff providing nutritious meals, our Maintenance Team keeping our facilities in top condition, or any other department providing crucial support to our clinical teams, this award aims to shine a spotlight on their invaluable efforts.

The Clinical Support Department of the Year Award winner will be announced during Hospital Week when we come together to celebrate our shared commitment to compassionate care and service excellence. We encourage all employees to participate in the nomination process and help us recognize the deserving team that goes above and beyond daily.

Please take a moment to review the form and award FAQ's and consider nominating a Clinical Support Department that you believe deserves recognition for its exceptional contributions. Let's join together in celebrating their incredible support and show our appreciation for their unwavering dedication to Gaylord's mission and values. Voting timeframe is April 8 – April 26!

[Click here for award information](#)

Thank you for your continued commitment to excellence!

Best regards,

Mitch Podob
VP, Human Resources



FYI

Our Values are

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C
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A
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R
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E
xcellence

FYI DEADLINE

The deadline for the next FYI is Friday, April 12.

Email: publicrelations@gaylord.org

UKG Project Team Awarded The Gaylord Cup



Congratulations to the UKG project team for winning The Gaylord Cup. This team was responsible for phase 1 of UKG, which had to meet a January 2024 payroll deadline. Human Resources, payroll, timekeeping and scheduling were required to be live in January due to our old Kronos system becoming obsolete. This team faced numerous challenges throughout the 10 month project, including UKG vendor staffing changes as late as October, resulting in some drastic system changes while testing was underway. Our team successfully ensured our first payroll in UKG was accurate and adjustments if necessary were applied quickly. With the solid foundation created by phase 1; UKG is now

well positioned for additional capabilities coming in 2024 including talent acquisition, learning management, performance management and numerous self-service features. *(Not all team members were present for the photo)*



We've done it again! Congratulations to Gaylord.

Our 2023 employee engagement survey results earned us a Top Workplace designation through Hearst Media for 2023. That result has placed us nationally as a Top Workplace USA for 2024.

Attention FYI Readers:

If you would like to submit an article, promote an event, etc., in FYI, please email: publicrelations@gaylord.org with your details.

Thank you!



Coffee to the Rescue

In honor of Medical Staff Appreciation Day on March 29, Gaylord Specialty Healthcare provided an essential tool for staff: Coffee! Tea, hot chocolate, and even a pup cup for Mandy, our facility dog, were available for those who preferred something lighter. Thank you to Rogue Coffee Company, LLC for providing warmth on a chilly morning.



Thank
you for all
you do!



Look for the

DISCO

COFFEE CART

APRIL 8 -12



How can the DEBI Committee serve you?



Scan the QR code to take a brief survey.



Academic Scholarships Available

Apply today!

Deadline: April 15

Visit the intranet homepage for the application.



Apply Here



innovation OF THE Year Award

May 13 • 12pm
Brooker Lecture Hall

Recognizing our staff for
Message in a Minute videos.

4th Annual
CHAMP Awards

Gaylord
Specialty Healthcare

Monday, May 13
Brooker Lecture Hall, 12 p.m.
Candy / Popcorn / Photo Op's / More!



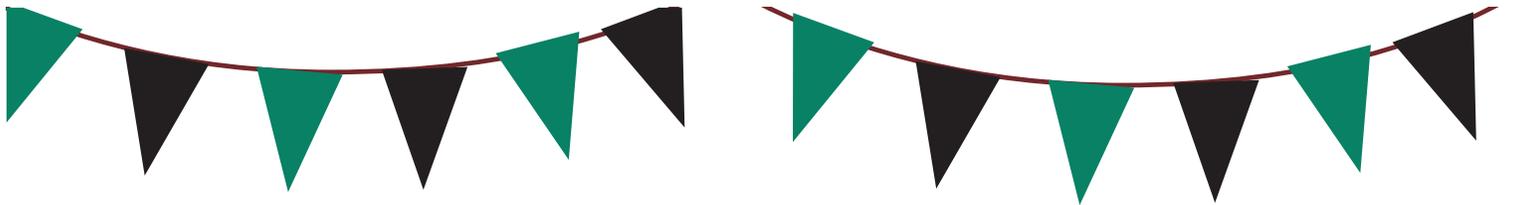
**SAVE
\$10**
USE DISCOUNT CODE:
Staff24



06 15 24

REGISTER TODAY

www.gaylordgauntlet.org



Nurses' Week **NOMINATIONS**

Scan the QR Codes to Nominate



Unit Superlatives

Milne 1	Hooker 1	Lyman 1
Milne 2	Hooker 2	Lyman 2

Preceptor Award	Leadership Award	DAISY Award

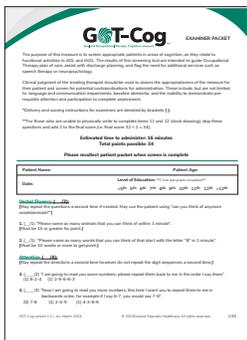
Voting closes April 19

Gaylord Represents at NALTH Conference



Gaylord's team represented and presented our expertise in creative marketing initiatives, clinical recruitment and retention, and novel research and innovation at the National Association for Long-Term Care Hospital conference in Nashville, TN, in March. Thank you to everyone who made this conference a success-Sonja LaBarbera, Lisa Kalafus, Hank Hrdlicka, Tara Knapp, Kevin Johnson and Mitch Podob.

GOT-Cog®, an innovative cognitive screening tool developed by



Emily Meise, MS, OTR/L, and Gaylord's occupational therapy team, has been requested for clinical practice all over the world. Because of the immense global interest in this novel tool, Dr. Hank Hrdlicka, Director of Research at Gaylord's Milne Institute for Healthcare Innovation, was invited to deliver an oral and poster presentation on GOT-Cog® assessment and associated research studies.

Jeans for Charity: Friday, April 5



The featured organization is:

The Stroke Association

[Click here to learn more.](#)

Employees need a Jeans for Charity sticker or button to indicate their participation.

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.

April	May	June	July	August
Occupational Therapy Month	Stroke Awareness Month	Gaylord Golf Classic May 20	Jeans for Charity June 7, 21	Jeans for Charity August 2, 16, 30
Jeans for Charity April 5, 19	Better Hearing and Speech Month	Gaylord Gauntlet 5k June 15	Jeans for Charity July 5, 19	Legacy Week July 8-12
D.E.B.I. Coffee Cart April 8-12	Jeans for Charity May 3, 17, 31			
National Volunteer Appreciation Week April 21-27	National Nurses Week May 6-10			
Patient Experience Week April 29-May 3	National Hospital Week May 13-17			

APRIL

Service Awards

Congratulations to the following employees for their years of service to Gaylord:

20 YEARS

Bill Alberti
Pharmacy

15 YEARS

Diane Kealey
Nursing Services

10 YEARS

Miriam Felton
Nursing Services

Aubrey Marotta
Nursing Services

Bradley Fletcher
Inpatient Therapy

5 YEARS

David Chen, MD
Physician Services

Stephen Tortora
Admissions

Janine Volpati
Nursing Services

Vincent Gierer
Spiritual Care

Diana Vazquez-Mercado
Nursing Services

Welcome

to the Gaylord Team!

Anessia Foreman MT-H1
Aurelia Calancea PCT-M2
Lucia Campos PCT-L2
Amy Grindle Physical Therapist-IP
Elizabeth Warren Physical Therapist-IP
Amy Fazzino CT Scan Technologist
Michael Nesti Adaptive Sports Program Aide
Lauren Kunkel LPN-M1
Mariah Sanjurjo LPN-H2
Sarina Torres PCT-H1



GAYLORD IN THE NEWS

WTNH

[Durham band director with traumatic brain injury returns to job](#)

Featuring Tim Fisher, former TBI inpatient, current outpatient

Did you know Gaylord holds a weekly 'Photo of the Week' Contest on the intranet homepage?

Share your amazing photos with us and your photo may be chosen for display on the intranet homepage for one week for all to see. Please email photo entries to publicrelations@gaylord.org with your name, department, title and brief description of the photo.



Be Innovative.
Think Possible.

Share your
innovative
ideas with us.

Scan the QR code or
email innovation@gaylord.org



REMINDER
for all emergencies dial
3399



Near Misses:

Heroic Efforts From Our Safety-Minded Staff

A near miss is an event that might have resulted in harm but the problem did not reach the patient because of timely intervention by our amazing staff.

The Safety Coaches have selected the Near Miss submitted by a RN from Hooker 1. The individual used the CHAMP tool: **STAR: Stop, Think, Act, Review**, to prevent a potential patient fall. When rounding, a patient was found without their bed alarm on and only 2 side rails utilized. This demonstrates the importance of Purposeful Rounding and being proactive in recognizing safety concerns. The third side rail was utilized and the bed alarm was activated, to assist in preventing a patient fall.



The Quality and Safety Department would like to thank the following staff for submitting Near Misses in January!

- Amanda Andrews
- Beth Benigni
- Brian Poplawski
- Jadean Hoff
- Ryann Collette
- Stephanie Cubero-Pellot
- Kevin Pedone

Thank you for Speaking up for Safety!

Medical Staff Photo Contest Winner

Tracy Houle, APRN



HARTFORD WOLF PACK VS SPRINGFIELD THUNDERBIRDS

FRIDAY, APRIL 12, 2024
7:00 PM
XL CENTER, HARTFORD



SCAN TO PURCHASE
TICKETS



The Gaylord Wolfpack Sled Hockey Team will be presented with a check by the Hartford Wolfpack Hockey Team. **Come show your support!**



September	October	November	December	January 2025
Jeans for Charity Sept. 6, 20 Corks & Forks Sept. 19	Jeans for Charity October 4, 18	Jeans for Charity November 1, 15, 29	Jeans for Charity December 6, 20	Happy New Year



Committee Engagement FAIR

Learn more about
Gaylord's committees

Tuesday, May 14

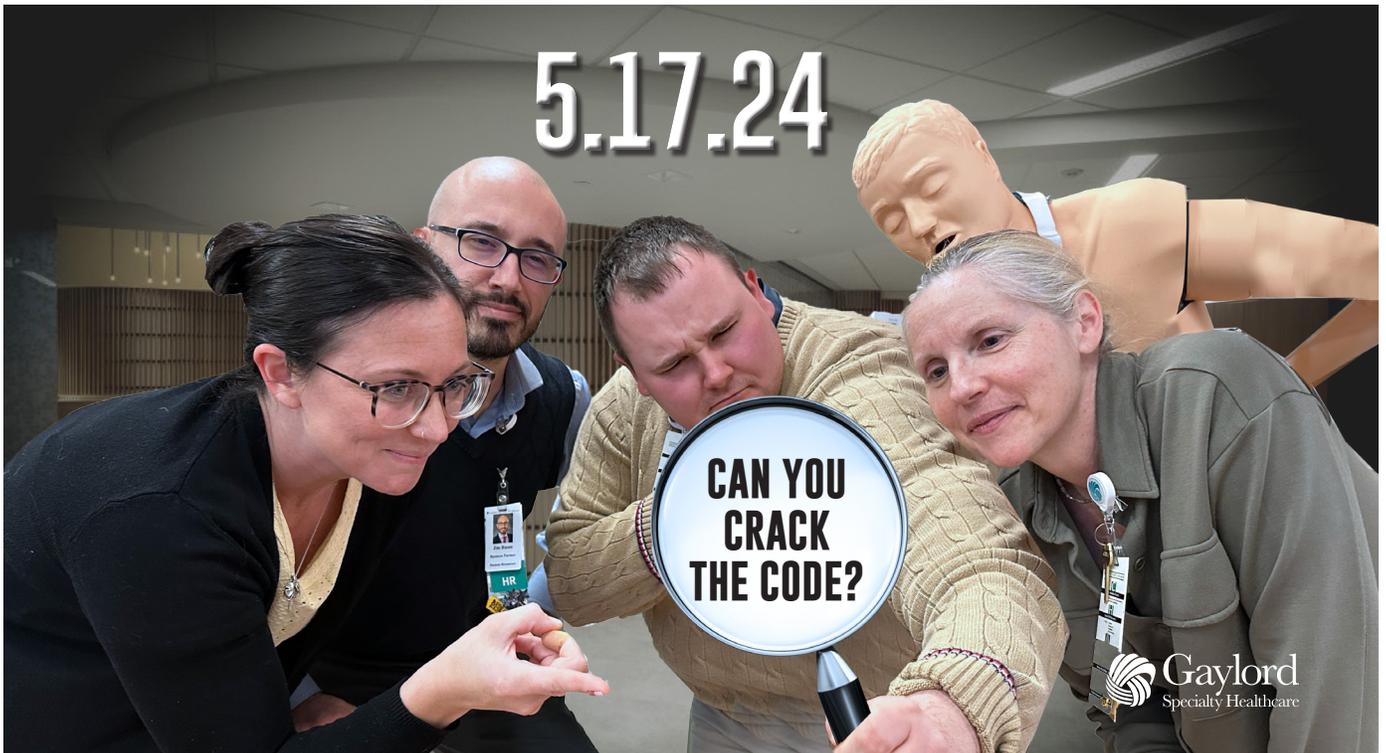
11 am - 1:30pm

2:30 pm - 5 pm

Brooker Lecture Hall

Refreshments and
Raffle Prizes!

Stop by for your chance to
win Blackstone Portable
Grill, iPad Mini Tablet, Apple
Ear Pods.



Yankees Healthcare Workers Appreciation Week

May 17 - May 22

Join your fellow healthcare professionals and the New York Yankees for select games in May at Yankee Stadium.

Each Special Event Ticket includes:

Either a New York Yankees Scrub top or tumbler co-branded with their healthcare appreciation logo and \$15 New York Yankees Food & Beverage Voucher* (ONLY FOR 5/20, 5/21, 5/22 Games)

[Click HERE for ticket information](#)



HIPAA Reminder

All of our patients deserve to have their privacy protected. Inappropriate access or disclosure of patient information puts our patients' privacy at risk and our organization at risk. This message is a reminder that access to a patient record is on a need-to-know basis only.

HIPAA Privacy Guidelines as well as state and other regulatory agencies restrict access to patient information unless you need it in order to perform your job. Unless you are directly involved in the care of a patient, do not access information or discuss the care of a patient outside of your own job responsibilities.

***Inappropriate access by a staff member to a medical record may result in termination of employment.* Please refer to Administrative Policy 2.600-B.02 SUBJECT: [HIPAA Confidentiality for further clarification of our policy.](#)**

Have a HIPAA question?

Contact Tracey Nolan, Privacy Officer at ext. 3303 (Director of Health Information Management)



SAVE THE DATE myCigna Portal

Get to know the myCigna Portal, including the wellness portion.

**Tuesday, April 9
12:10-1 p.m., Virtual**

[Zoom Meeting Link](#)

Meeting ID: 856 0196 7164
Passcode: 073436

April Safety Topic:
**Practice & Accept a
Questioning Attitude**



Practice & Accept a Questioning Attitude

We should question what we hear and see if it doesn't fit with what we know.

This is not about asking the questions,
it's about questioning the answers.

And, don't forget to **ACCEPT** a questioning attitude:
Don't get offended when a co-worker has a feeling that something is not right and comes to you for clarification or additional information.

“Stop the line—I need clarity”



Say this phrase when patient care or work is being carried out and you have questions or feel unsure (or if you can tell a coworker does).

The idea here is to make sure we don't continue carrying out a plan when there is any uncertainty on the part of any staff or caregiver involved.

Stopping the line allows us to review the plan, answer questions, address concerns, and reassess actions to ensure safety.

Stop the Line—I need Clarity

Similar in concept to the “Stop the Line” or “Stop Work Authority” concept promoted by most high-risk industries

- If you are uncertain about what you are about to do...
- If you have questions...
- If someone raises a concern or question...

STOP

Review your plan
Resolve the concern
Reassess your actions



VOLUNTEERS NEEDED



We are excited by spring's arrival and even more excited that the Gaylord Gauntlet is coming up on Saturday, June 15, 2024! The event will be held on Saturday, June 15, from 7:00AM – 3:00PM. *Please note that this is a different weekend than in past years.*

Why volunteer for the Gaylord Gauntlet? That's EASY – first you are helping to support adaptive athletes like Natalie, Jay and Jillian get involved in adaptive sports like obstacle racing... and second, it's a BLAST! You get to cheer on all the runners challenging themselves to complete this 5K obstacle run! AND you will get a free beer for all your hard work (those under 21 get a Gatorade). We will provide a bag lunch, plus you will get a volunteer T-shirt.

Here is some information about the event and the volunteer roles:

- The event will be held from 7:00AM – 3:00PM. The first running wave will kick off at 8:00am and the last wave will start at 2:00pm.
- Volunteer time slots are: (1) All Day, 7:00 AM-3:00 PM, (2) Half Day 7:00 AM-11:00AM and (3) Half Day 10:00 AM – 3:00 PM.
- If you are also running the race, we can usually work within your availability if you would also like to volunteer.
- Volunteer roles include: Obstacle volunteer (the most volunteers are needed in this role), registration area, festival area, race start/finish line and the medical tent (for qualified volunteers).
- There is a place on the registration page to let us know if you have any limitations or other requests.
- We typically need about 120 volunteers to make this event possible, so thank you for your support! If you know anyone else who may be interested, please feel free to pass along the information.

If you would like to volunteer for this year's event, volunteer registration is open and can be accessed on the event webpage at: www.gaylordgauntlet.org.

Gaylord Gauntlet Volunteer Committee Co-Chairs
Craig Stearns – cstearns@gaylord.org
Katie Joly – kjoly@gaylord.org
Joe McAndrew - JMcAndrew@gaylord.org



Gaylord is a proud supporter of community events. **COMING UP NEXT:** East Shore 5K

**TO BENEFIT NEW HAVEN MARINES (USMC)
AND THE US NAVAL SEA CADET (USNSCC)**



EAST SHORE 5K

Saturday April 13, 2024 | Rain or shine!

9:15AM Kids Run Start | 9:30AM 5K Run/Walk Start

East Shore Park, New Haven, CT

**Running in memory of Petty
Officer Jeet Patel, USNSCC**



Cash prizes & giveaways

**Free kids fun run + kids
giveaways**

**T-shirts to the first 100
registrants**

**Awards ceremony with
post race refreshments
to follow**



Scan the QR code to sign up!

\$25 registration fee

Sponsorship options available



\$125, \$100, \$25 PRIZE FOR TOP 3 WINNERS PER GENDER

GROUP RUN CONTEST WINNER TAKES \$500.00 PRIZE



Refer A Friend

Employee Referral Bonus Program



Helping fill jobs is **ALL** our job.
Get paid to help.

*REFERRAL BONUS	POSITION
\$2,000	RN
\$2,000	Respiratory Therapist
\$2,000	PT
\$1,500	LPN
\$1,000	PCT
\$1,000	Residential Rehab Tech
\$1,000	Intake Rep
\$500	EVS or F&N

Traurig House

*For program details and payout schedules, contact HR.



Fiducius
A Better Kind of Benefit



Gaylord
Specialty Healthcare

Fiducius Student Loan Financial Planning Benefit

Gaylord Specialty Healthcare has covered the administrative cost of the Fiducius platform to encourage employees to start taking control of their student loans with the guidance and assistance offered by Fiducius.



Begin today by completing the short online assessment.



<https://gaylord.myfiducius.com/login>



2024 Step Up To Wellness Program

My Health & Wellbeing Checklist

Get healthy, stay healthy and reduce your premium. The 2024 Step Up To Wellness program is powered by Cigna Healthcare. Gaylord covered employees and covered spouses who complete the (3) activities below before 11/30/2024 will earn a premium reduction in 2025. Check your status throughout the program on the myCigna.com platform under wellness. **Use this checklist:**

<input type="checkbox"/> Complete the Cigna health assessment	by Nov 30, 2024
<input type="checkbox"/> Attest to being tobacco free	by Nov 30, 2024
<input type="checkbox"/> Complete an annual physical exam or OB/GYN annual exam	by Nov 30, 2024
<input type="checkbox"/> Meet (3) healthy biometric* goals OR Complete (3) coaching calls**	by Nov 30, 2024

CHECK YOUR REWARDS!

Use MyCigna.com to verify that you’ve received credit for your Step Up To Wellness activities.

1. Log in to your [MyCigna.com](https://mycigna.com) account.
2. Click the Wellness tab dropdown arrow, select Wellness & Incentives
3. Click “View All Incentives” link to review incentive goals and track your completions.

For assistance, call Cigna customer service at 1.800.244.6224

*Biometric screenings are short health exams that include bloodwork and measurements like height, weight, and waist circumference.

** Once a member reports a biometric value that does not meet the threshold, the member can complete one of Cigna’s standard alternate activities:

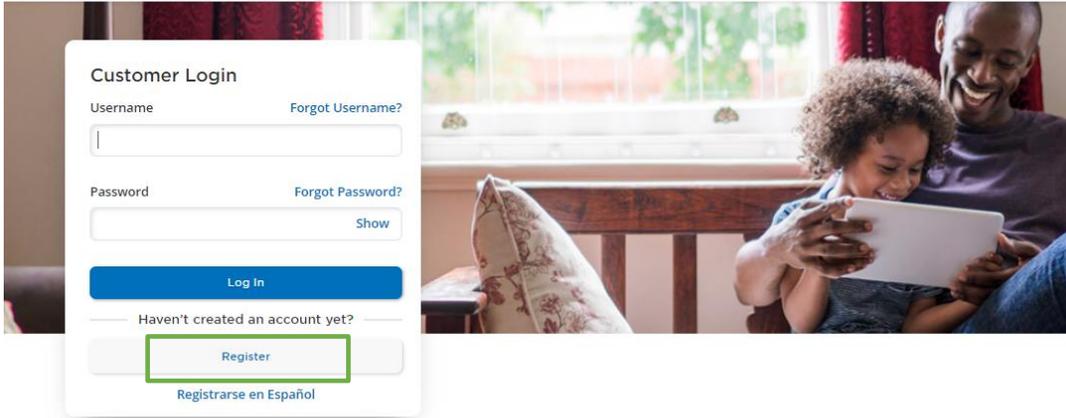
- Achieve a Goal with a Telephonic Coach
- Complete an appropriate online coaching program (eligible programs are listed under each individual goal description)
- Physician Exemption fax form

Any alternative completed during the goal period will be eligible to be used as an alternative.

Here's what you need to know.

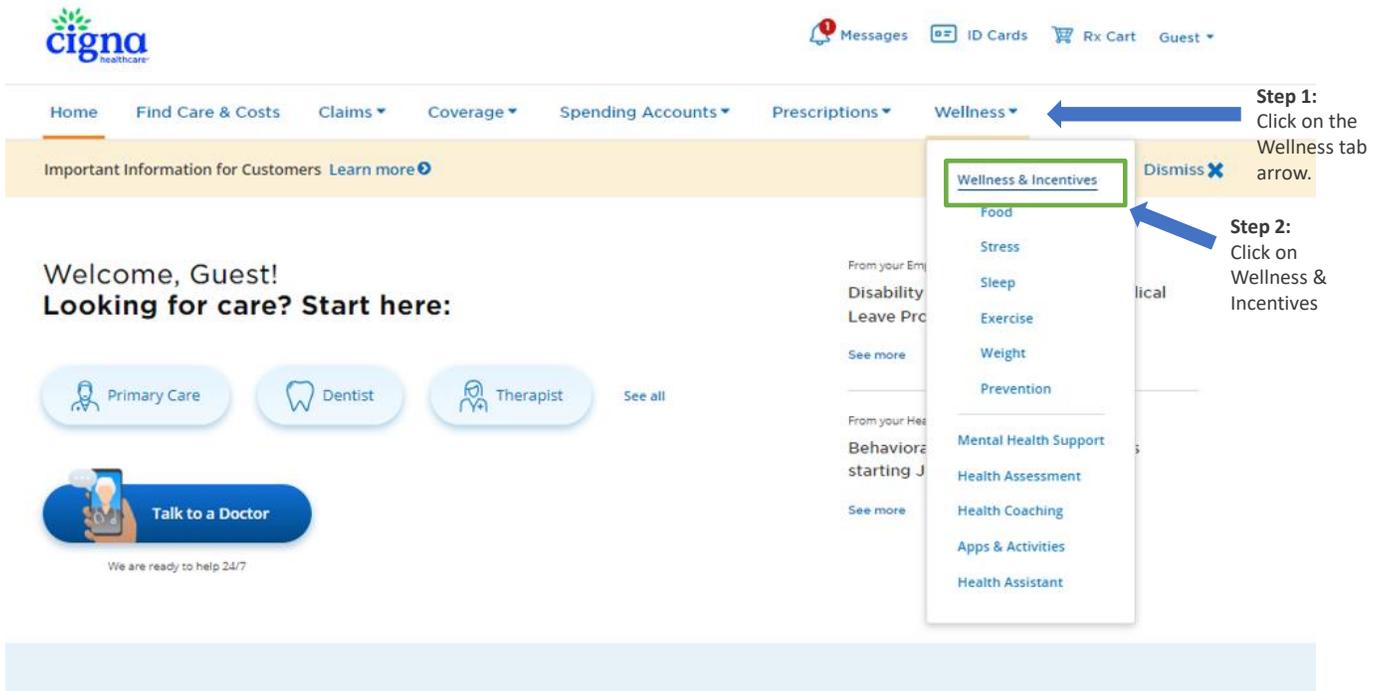
Requirement	Important Details	How to Complete?
Complete your Health Assessment	<p>A confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health.</p> <p>As a reminder and to protect your privacy, anyone taking the health assessment needs to register on myCigna, and then log in with their own user ID and password.</p>	<p>Login to your account on MyCigna.com to complete the health assessment.</p>
Attest to being Tobacco-Free	<p>Attest to being tobacco-free using the self-report button on the MyCigna.com wellness & incentives page.</p> <p>If you cannot attest to being tobacco-free, you can complete a tobacco cessation program available through your benefit plan with Cigna. Call the customer service number on the back of your insurance ID card to be connected with a tobacco cessation health coach for telephonic coaching or visit MyCigna.com → Wellness → My Health Assistant to enroll in a digital coaching program.</p>	<p>Complete the attestation on MyCigna.com → Wellness tab → Wellness & Incentives. Click View all Incentives link to be directed to your program goals.</p>
Complete an annual physical exam or annual OB/GYN exam	<p>Visit your Primary Care Physician or OB/GYN for a no cost preventive exam that reinforces good health, can address potential concerns, and help manage chronic conditions.</p>	<p>Schedule your appointment with your provider and complete your exam. This goal will be rewarded once Cigna has received and processed your medical claim.</p>
Achieve (3) healthy biometric values*	<p>Blood Pressure: less than or equal to 139/89 mmHg</p> <p>Blood Glucose: Fasting blood sugar level less than 100 mg/dl OR non-fasting blood sugar level less than 140 mg/dl</p> <p>Body Mass Index: less than 28</p> <p>Cholesterol Ratio: less than 4.4 for women, 5.0 for men</p> <p>Waist Circumference: 35" or less for females, 40" or less for men</p>	<p>You are encouraged to complete your biometric screening when you visit your physician for your annual exam.</p> <p>Visit MyCigna.com → Claims Tab, Forms Center → Wellness Screening Form.</p> <p>Print this form and bring it to your annual exam.</p>
Requirement	Important Details	How to Complete?
	<p><i>*These goals have standard alternate activities. Once a member reports a biometric value that does not meet the threshold, the member can complete one of Cigna's standard alternate activities:</i></p> <ul style="list-style-type: none"> • <i>Achieve a Goal with a Telephonic Coach</i> 	<p>Forms may be sent by:</p> <p>MAIL: Cigna Customer Service PO Box 5201-5201 Scranton, PA 18505</p> <p>UPLOAD: MyCigna.com</p>

How to Sign-up for MyCigna Account



Go to Mycigna.com to register for a MyCigna account.

Click on Register and follow the steps to create your account.



Total Wellness Starts Here

Incentives earned for Me

Points ⓘ

0 Points out of 6



Incentives Spotlight*

It may take up to 30 days for incentives to show as completed.

Recommended **Most popular** Recently completed

[Download and Submit Forms](#)

<p>1 Points</p> <p>Get a personalized health assessment</p> <p>Let's Go</p>	<p>1 Points</p> <p>Achieve a healthy Body Mass Index of less than 28</p> <p>Let's Go</p>	<p>1 Points</p> <p>Achieve a healthy blood pressure level of less than or equal to 139/89</p> <p>Let's Go</p>	<p>1 Points</p> <p>Achieve a healthy cholesterol ratio of less than 5.0</p> <p>Let's Go</p>
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*If you're unable to meet a goal's objectives, you may still be able to earn the award by completing an alternate activity. Select a goal to see its alternate activities.

[View all incentives](#) ⓘ

← **Step 3:** Click "View all incentives" to be directed to your program goals

Images on this page are for visual representation only.

Please review the important message information on the incentives page. Click on the [2024 Step Up to Wellness checklist link](#) to review your incentive program requirements.

Home Find Care & Costs Claims Coverage Prescriptions Wellness

Important Message:
Please take a moment to review your 2024 Step Up to Wellness checklist. It is important to review the healthy actions you need to take and the deadlines for completing your goals, to ensure you qualify for your premium reduction.

[Back to Wellness & Incentives](#)

All Incentives For Test in Current Plan Year

Incentives earned for Test

Points ⓘ

0 Points out of 6

2024 Step Up To Wellness Program

My Health & Wellbeing Checklist

Get healthy, stay healthy and reduce your premium. The 2024 Step Up To Wellness program is powered by Cigna Healthcare. Gaylor covered employees and covered spouses who complete the (4) activities below before 11/30/2024 will earn a premium reduction in 2024. Check your status throughout the program on the MyCigna Wellness webpage. Use this checklist:

<input type="checkbox"/> Complete the Cigna Health Assessment	by Nov 30, 2024
<input type="checkbox"/> Attest to being Tobacco Free*	by Nov 30, 2024
<input type="checkbox"/> Complete an Annual Physical Exam or OB/GYN annual exam	by Nov 30, 2024
<input type="checkbox"/> Meet (3) healthy Biometric goals** OR Complete (3) sessions with a Health Coach	by Nov 30, 2024

CHECK YOUR REWARDS!

Use MyCigna.com to verify that you've received credit for your Step Up To Wellness activities.

- Log in to your [MyCigna.com](#) account.
- Click the Wellness tab dropdown arrow, select Wellness & Incentives
- Click "View All Incentives" link to review incentive goals and track your completions.

For assistance, call Cigna customer service at 1.800.244.6224

*If you cannot attest to being tobacco free, you can complete a tobacco cessation program available through your benefit plan with Cigna.
** Biometric screenings are direct health exams that include bloodwork and measurements like height, weight, and waist circumference. Once a member reports a biometric value that does not meet the threshold, the member can complete one of Cigna's standard alternate activities:
• Achieve a goal with a Registered Coach
• Complete an appropriate on-site coaching program (eligible programs are listed under each individual goal description)
• Physician prescribed factors
Any alternative completed during the goal period will be eligible to be used as an alternative.

Images on this page are for visual representation only.

Review your incentive program goals and requirements. Click on the ▶ of each category for additional details on completing your goals.

Showing **Available Incentives** Download and Submit Forms

It may take up to 30 days for incentives to show as completed. If you're unable to meet a goal's objectives, you may still be able to earn the award by completing an alternate activity. Select a goal to see its alternate activities.

[Clear](#) | [Select All](#)

Filter by Category

- 🍎 Food (1)
- 🧘 Stress (1)
- 🌙 Sleep (1)
- 🏃 Exercise (1)
- ⚖️ Weight (3)
- 🏥 Prevention (3)
- 🌟 Specialized (6)

Filter by Health Topic

- ❤️ Heart Health (4)
- 🩺 Pre-Diabetes and Diabetes (1)
- 😊 Emotional Health (1)
- 🫁 Respiratory (1)
- 🚭 Quit Smoking (3)
- 🗣️ Health Coaching (3)

▶ Personal Health Assessment	Points Earned 0 Points out of 1 ?
▶ Biometric Health Targets	Points Earned 0 Points out of 3 ?
▶ Preventive Care	Points Earned 0 Points out of 1 ?
▶ Health Coaching by Phone	Points Earned 0 Points out of 4 ?
▶ OnLine Health Coaching	Points Earned 0 Points out of 1 ?
▶ Self Reported Activities	Points Earned 0 Points out of 1 ?

Your points will update as you complete each goal.

Images on this page are for visual representation only.

Overview of incentive goals & requirements

1. REQUIRED - Complete the Cigna Health Assessment by 11/30/24

▶ Personal Health Assessment Points Earned
0 Points out of 1 ?

Get a personalized health assessment 1 Points

A confidential questionnaire that asks you about your health and well-being and provides a personalized assessment of your current health. As a reminder and to protect your privacy, anyone taking the health assessment needs to register on myCigna, and then log in with their own user ID and password. Available
01/01/24 - 11/30/24

[Start Now](#)

Click Start Now to complete the Cigna Health Assessment

Overview of incentive goals & requirements

2. REQUIRED - Certify to being tobacco free by completing the Self-Reported Activity attestation by 11/30/24

▼ Self Reported Activities Points Earned
0 Points out of 1

I certify that I am tobacco free **1** Points

Show your commitment to living a healthy lifestyle by participating in a health and wellness activity. Available
01/01/24 - 11/30/24

Complete a wellness activity and self report the date that you completed the goal.

Tell us more about your completed goal

To report a health goal, simply choose the date of the activity, check the certification box and submit. Note- you must be logged in to your own myCigna account. You cannot report on behalf of another person.

I completed this goal on:

Month Day Year

I certify that I've completed this goal on the date provided.

NOTE: Please allow up to 24 hours for this goal to show as completed.

[Complete Goal](#)

Overview of incentive goals & requirements

If you are unable to attest to being tobacco free, you can complete one of Cigna's Tobacco Cessation programs to satisfy your incentive program requirements.

Option A:

▼ OnLine Health Coaching Points Earned
0 Points out of 1

Quit Tobacco - 28 Day Program **1** Points

When you quit tobacco, you reduce many risk factors for health problems in your family. Complete the Quit Tobacco 28 day online program. Available
01/01/24 - 11/30/24

[Get Started](#) [View Alternate Activities](#)

Option B:

▶ Health Coaching by Phone Points Earned
0 Points out of 4

Get help improving my lifestyle habits - Tobacco **1** Points

Schedule a call to work one-on-one with a health coach and work towards becoming tobacco free by calling the number on the back of your insurance card. Available
01/01/24 - 11/30/24

Create a plan with your health coach and work towards becoming tobacco free.

Your health coach is a call away. To get started, contact us.

Overview of incentive goals & requirements

3. REQUIRED - Complete a preventive annual physical exam or annual OB/GYN visit by 11/30/24.

▼ Preventive Care
Points Earned
0 Points out of 1 ?

Complete my annual physical (preventive exam)

A preventive physical exam is essential to reinforce good health and prevent potential health conditions.

Get your physical. You will be credited when your claim is processed.

1 Points

Available
01/01/24 – 11/30/24

Overview of incentive goals & requirements

4. REQUIRED - Complete a biometric screening and achieve (3) of 5 biometric health targets*

▼ Biometric Health Targets
Points Earned
0 Points out of 3 ?

Achieve a healthy Body Mass Index of less than 28

A healthy Body Mass Index (BMI) can help you reduce your risk of developing heart disease and diabetes.

Get a BMI screening completed by your doctor, a contracted lab vendor, at an onsite screening, or through an MDLive Wellness visit.

Achieve a healthy Body Mass Index of less than 28.

You will be awarded when your validated biometric is received and processed.

1 Points

Available
01/01/24 – 11/30/24

Download the Form
View Alternate Activities

2. Achieve a healthy blood pressure level of less than or equal to 139/89

Small changes to your diet and exercise can help you achieve a healthy blood pressure level and reduces your risk of developing heart disease.

Get a blood pressure screening and achieve a healthy blood pressure level, or improve your blood pressure to a healthy level.

You will be awarded when your validated biometric is received and processed.

1 Points

Available
01/01/24 – 11/30/24

Download the Form
View Alternate Activities

3. Achieve a healthy cholesterol ratio of less than 5.0

Small changes to your diet and exercise can help you achieve a healthy cholesterol ratio and reduce your risk of developing heart disease. Your cholesterol ratio is determined by your total cholesterol value / HDL cholesterol value.

Get a cholesterol screening and achieve a healthy cholesterol ratio of less than 5.0 mg/dl.

You will be awarded when your validated labs are received and processed.

1 Points

Available
01/01/24 – 11/30/24

Download the Form
View Alternate Activities

4. Achieve a healthy waist size of 40 inches or less

Waist size, or waist circumference, can be an indicator of increased health risks for conditions such as Type 2 diabetes, high blood pressure, high cholesterol and heart disease.

Get a waist measurement. Achieve a healthy waist size of 40 inches or less.

You will be awarded when your validated biometric is received and processed.

1 Points

Available
01/01/24 – 11/30/24

Download the Form
View Alternate Activities

5. Achieve a fasting blood sugar level less than 100 mg/dl or non-fasting blood sugar level less than 140 mg/dl

Changes to diet and exercise can help lower blood sugar levels and reduce your risk of diabetes and other health problems.

Get a blood sugar screening (fasting or non-fasting).

Achieve a healthy fasting blood sugar level of less than 100 mg/dl OR non-fasting blood sugar level less than 140 mg/dl.

You will be awarded when your validated lab is received and processed.

1 Points

Available
01/01/24 – 11/30/24

Download the Form
View Alternate Activities

Overview of incentive goals & requirements

***Additional information for biometric screening health target goals:**

- You are encouraged to complete your biometric screening when you visit your physician for your annual exam.

[Download the Form](#)

Click "Download the Form" to download Cigna's Wellness Screening Form. Follow the instructions on the form to complete and return.

WELLNESS SCREENING FORM	Instructions for patients and health care professionals	
<ul style="list-style-type: none"> Print a copy of this form and bring it with you to the doctor's office. Fill out the Patient Information section. Answer every question. Form cannot be processed if incomplete. Your doctor, or other health care professional, should fill out the Wellness Screening Information section. Please be sure to write clearly, sign and date the form. Forms without a signature and date are incomplete. If you have any questions, call us using the phone number on the back of your Cigna ID card. 	<p>Marking instructions</p> <p>A B C D E 1 2 3 4 5</p> <p>Shade like this → ●</p> <p>Not like this → ⊗</p>	<p>Forms may be sent by:</p> <p>MAIL: Cigna Customer Service PO Box 5201-5201 Scranton, PA 18505</p> <p>FAX: 1.877.916.5406</p> <p>Enter on the fax cover sheet: "CONFIDENTIAL"</p> <p>ONLINE: Electronically upload your form at myCigna.com</p>

- As an alternative to the biometric screening health target goals, you can complete (3) sessions with a health coach for personalized support.

Points Earned
0 Points out of 4

Health Coaching by Phone

Talk to a health coach 3 times **3** Points

Schedule 3 calls and work one-on-one with a health coach and get support for a personal health goal by calling the number on the back of your insurance card.

Create a plan with your health coach to get support and advice with a personal health goal.

Once the required number of calls is complete, you will be awarded.

Your health coach is a call away. To get started, contact us.

Available
01/01/24 – 11/30/24

Overview of incentive goals & requirements

***Additional information for biometric screening outcome goals:**

- Biometric outcome goals have standard alternate activities. Once a member reports a biometric value that does not meet the threshold, the member can complete one of Cigna's standard alternate activities:
 - Achieve a Goal with a Telephonic Coach
 - Complete an appropriate online coaching program (eligible programs are listed under each individual goal description)
 - Physician Exemption fax form
 - Any alternative completed during the goal period will be eligible to be used as an alternative.

Achieve a healthy blood pressure level of less than or equal to 139/89 **1** Points

Small changes to your diet and exercise can help you achieve a healthy blood pressure level and reduces your risk of developing heart disease.

Get a blood pressure screening and achieve a healthy blood pressure level, or improve your blood pressure to a healthy level.

You will be awarded when your validated biometric is received and processed.

Available
01/01/24 – 11/30/24

[Download the Form](#) [View Alternate Activities](#)



Click "View Alternate Activities" for more information about alternate goal activities

Alternate goal activities

*If you are unable to meet this goal's objectives, you can still earn the award and move forward with your personal health goals. Simply complete one of the following activities.

- Achieve a health goal with a coach**

Work with a health coach to set a personal health goal and achieve it. Call Customer Service at the number on the back of your Cigna ID card.
- Work with your doctor on an alternative activity**

If you are unable to meet this goal, you may still be able to earn the award. Download the physician recommendation form, work with your doctor to create an alternate goal that is right for you, then submit the form to get credits and earn the award.

[Download the Form](#)
- Balance Your Diet**

Eating healthy is essential to your overall well-being. Get your nutrition back on track today.

[Get started](#)
- Enjoy Exercise**

Good fitness is important for better focus, higher energy and overall happiness.

[Get started](#)
- Work Towards a Healthier Weight with the Lose Weight online program**

Losing even a small amount of weight can help improve your health in many ways.

[Get Started](#)

Additional Information

What if I cannot perform an activity recommended to me?

If you think you might be unable to meet a standard for an award under this wellness program, you might qualify for an opportunity to earn the same award by different means. Call Customer Service 24 hours a day, 7 days a week and we will work with you (and, if you wish, with your doctor).

Wellness & Incentives Dashboard:

Showing **Available Incentives** ▾

Download and Submit Forms

It may take up to 30 days for incentives to show as completed. If you're unable to meet a goal's objectives, you may still be able to earn the award by completing an alternate activity. Select a goal to see its alternate activities.

Download and Submit Forms

Download a wellness screening form to bring to an upcoming appointment.

- [Wellness Screening Form \[PDF\]](#)
- [Activity-Based Physician Recommended Alternative/Waiver Form \(Form A\) \[PDF\]](#)
- [Outcome-Based Physician Recommended Alternative/Waiver Form \[PDF\]](#)

Upload Completed Forms ↗

Click **Download and Submit Forms**:
- Wellness Screening Form
- Physician Waiver Forms
- And to upload completed forms

After you have completed your form, click "Upload Completed Form" to submit to Cigna.

The screenshot shows the Cigna Incentive Awards dashboard. At the top, it says "Electronically submit your Incentive Awards form(s) here and track the status of your form(s)." Below this is an "Upload your Incentive Awards form(s) in PDF, TIF, or JPEG format. [Click here for instructions](#)" section. There are two "Upload File:" input fields and a "Submit" button. A table shows the "Last Form Uploaded" and "Status". Below the upload section is the "Incentive Awards Form(s) status" section, which includes a table with columns for Customer Name, Form Name, File Name (Uploads Only), Process Date, Upload Date, and Incentive Awards Form(s) Status. A note at the bottom states: "Please check back in 72 hours to confirm the status of your form(s). It can take up to five business days for processing. If your Incentive Awards Page has not been updated after 14 business days, please call the number on the back of your id card. Note: If your form is incomplete or missing information, form processing may be delayed."

A young Black man with a beard is sitting on a light-colored sofa, smiling broadly while looking at his smartphone. He is wearing a tan button-down shirt over a white t-shirt and blue jeans. The background is a bright, modern living room with large windows and a white wall. The top of the image has a blue curved banner.

Behavioral Programs

**Life happens.
We can help.**
For whatever challenges come your way.



Offered by Cigna Health and Life Insurance Company or its affiliates

Behavioral Programs

How we can help.

Challenges to mental well-being come in many forms, and so do the ways we can work through them. Whether you need help reducing stress, are feeling motivated to make a change in your life, or need to talk to someone, we offer a variety of behavioral support tools and services to help ensure you get the support that works best for you.

In addition, we provide **24/7 guided navigation on myCigna.com®.*** After completing a brief assessment, you are presented with real-time customized options, programs and services. This includes access to find care digitally, virtually or in-person.

You can call us anytime, any day. We're here 24/7 to assist you.

We provide **enhanced ways to access care** with provider search and match support, appointment scheduling support, and new online scheduling options.

Through **unlimited in-the-moment consultations** our team will take time to talk through your issue and get you to the right resource or licensed clinician based on your needs.

You can count on **100% follow up.** After your initial consult, we'll check in with you digitally or telephonically to ensure your needs are being met or provide additional assistance if needed.

Virtual
Counseling

Emotional
Health &
Well-being

Mental
Health

Substance
Use

Coaching
& Support

Lifestyle
Management
Programs



* On MyCigna.com under the Wellness Tab, Mental Health Support.



Behavioral Programs



Virtual counseling¹

Receive quality, behavioral health care without leaving home. Simply connect via your phone, computer or tablet and you can:

- Have access to more than 206,000* virtual providers, the largest virtual network in the country.
- [Schedule appointments](#) online with licensed counselors or psychiatrists through our virtual only provider groups.
- Get access to providers with a wide variety of specialties such as autism and substance use, as well as providers who specialize in treating emergency responders.
- Receive confidential treatment for stress, anxiety, depression and other conditions from MDLIVE behavioral care providers.
- Use new modality options, such as private text therapy with providers like Talkspace.
- Use behavioral health coaching via text-based chats with Ginger. Includes self-guided learning activities, and, if needed, video-based therapy and psychiatry.⁶
- Access an app-based virtual counseling program for depression, anxiety or burnout with Meru Health.
- Access virtual behavioral health coaching for families and children ages 18 months through 17 years old with Brightline.
- Obtain first-time appointments in two days or less through provider partners Alma, Bicycle Health, Brightside, Headway, Meru Health, and Path.
- Use our Fast Access Network providers who offer first-time behavioral support appointments within 5 days.²
- Same out-of-pocket cost as an in-office visit when you use a virtual provider.
- If you have a Cigna HealthcareSM EAP or Confide Behavioral Health Navigator enhanced EAP program,³ you have access to virtual counseling, work/life referrals and resources. To learn more, visit myCigna.com.

Visit myCigna.com to find a provider.

* Unique provider data from August 2023, subject to change



Emotional health & well-being

Programs and digital tools, all at no additional cost to you.

Services to help manage life events:

- Up to three free sessions⁴ with a licensed clinician in our employee assistance program network.
- On-demand seminars, community resources and referrals on a range of topics.
- Virtual behavioral care allows you to speak with a counselor on your phone, tablet or home computer.

Find support for a range of topics, including:

- Anxiety, depression and stress management
- Parenting, relationships, child care and adoption
- Pet care, education, identify theft support
- Legal and financial consultation services⁵

Self-service digital tools and resources



iPrevail⁶ offered through Cigna provides on-demand coaching, personalized learning and caregiver support. Complete an assessment, receive a program tailored to your needs, and get connected to a peer coach.



Happify⁶ offered through Cigna is a self-directed program with activities, science-based games and guided meditations, designed to help reduce anxiety, stress and boost overall health.

Additional Resources

- [Find a provider](#)
- [Managing Stress Toolkit](#)
- [Changing Lives by Integrating Mind and Body \(CLIMB\) mindfulness and stress management podcasts](#)
- [Veterans support](#)
- [Health Assistant](#) (under the Wellness tab)

Mental health

We can help you find support when you need it most. From inpatient and outpatient services to online tools, behavioral coaches, and educational support – we're here for you.



- **Centers of Excellence (COEs)** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for mental health disorders.
- **Coaching & Support** – We provide dedicated support to help you and your family address challenges with autism spectrum disorder, eating disorders, and intensive behavioral case management. We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, loved one or for themselves.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Ginger.⁶
- [Behavioral Awareness Series](#) – Free monthly seminars on topics including autism, eating disorders, substance use, children and families.
- [Find a provider](#) – Find a health care professional or facility in our network geared towards your needs.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.



Behavioral Programs

Home

Virtual
Counseling

Emotional
Health &
Well-being

Mental
Health



Substance
Use

Coaching
& Support

Lifestyle
Management
Programs



Substance use

If you or a loved one are struggling with substance use, it can affect everything. We're here to help you on the road to recovery with inpatient and outpatient services, online tools, behavioral coaches, and educational support.

- **Centers of Excellence (COEs)** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for substance use disorders.
- **Coaching & Support** – We help to remove barriers to accessing and engaging in substance use, opioid use and pain management treatment. We provide treatment resources and support too. Coaching and support for parents and families is also available. This program empowers parents and family members to effectively advocate for their loved one, or their own needs.
- **Virtual Medication – Assisted Treatment** and peer recovery support available.
- **New modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Ginger.⁶
- **[Behavioral Awareness Series](#)** – Find information to help understand risks, causes, and substance use support options – for you, or someone you know.
- Additional resources on [opioids](#).
- **[Find a provider](#)** – Find a health care professional or facility in our network geared to your needs.
- **Help Finding an Appointment** - Our team will reach out to providers and help you find an appointment based on your schedule.

If you or a loved one is in crisis, call the number on your ID card 24/7/365.





Coaching and support services

Our programs give you access to behavioral experts with extensive experience.

Our team can help you:

- Understand a behavioral diagnosis.
- Address challenges with autism spectrum disorders, eating disorders, substance use, opioid use and pain management.
- Learn about treatment choices and how your choices can affect what you'll pay out of pocket.
- Identify and manage triggers that affect your condition.
- Use a digital app that is available via tablet, pc or iphone/android app that allows for two-way communication with your behavioral coach.
- Find a health care professional or facility in our network geared to your needs.
- Visit myCigna.com or call the number on the back of your insurance card.
- **Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, spouse or family member or receive help for their own needs.



Lifestyle management programs

Smoking, obesity and stress pose significant threats to physical and behavioral wellness. Fortunately, these conditions can be managed through healthy lifestyle habits, and we offer services that can help.

Reach your goals:

- Lose weight
- Quit tobacco
- Manage stress

Coaching and support:

- Telephone and online coaching
- Dedicated wellness coaches help customers understand reasons for and barriers to change

For additional resources, visit [Health Assistant](#) (under the Wellness tab).



Looking for help or more information?

We're here to help



Online at
myCigna.com



By Phone
call the number
on the back of
your ID card

1. Cigna provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs. 2. Per our agreement with contracted providers. Within five business days for first time appointment with non-prescriber; 15 business days for prescriber. 3. Please check with your employer to confirm services included in your plan. 4. Virtual or face-to-face. Visits per issue per year vary based on plan coverage. Some restrictions apply, please check with your employer to confirm services included in your plan. 5. Legal consultations related to employment matters are excluded. 6. Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. These programs do not provide medical advice and are not a substitute for proper medical care provided by a physician. Information provided should not be used for self-diagnosis. Always consult with your physician for appropriate medical advice.

EAP services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.

This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your employer's plan documents.

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