



Chronic Condition Support



Get help for your chronic condition

What do I get with Well Aware?

- A confidential, free resource to help you manage your health.
- Telephone access to nurses who specialize in your condition, 24 hours a day, 7 days a week.
- Educational information selected just for you.
- A workbook to help you track your progress.
- Reminders of scheduled appointments and preventive screenings.

What are the benefits of participating in Well Aware?

- Improved health, so you can do the things you want to do.
- A better understanding of your condition and medications.
- Answers you can trust to your questions and concerns.
- A personal plan to help you improve your health.
- Support in following your doctor's guidance.

How can I get the most from Well Aware?

- Answer the phone when the Well Aware nurse calls you. If you have caller ID, it will read "Your health plan." The nurse will ask you a few questions, like your birth date, to identify you.
- Call the Well Aware toll-free number, 1.866.797.5833, if you have a chronic condition, but have not yet received a call.
- Share your concerns and questions about your condition with the Well Aware nurse.
- Follow the personal plan you develop with the nurse.
- Read the educational materials you receive.
- Continue to work with the nurse by phone to manage your condition and improve your health.

Asthma

When you have asthma, it can be hard to do all the things you want to do, but it doesn't have to keep you from a fulfilling, active life. CIGNA Well Aware for Better Health® for asthma:

- Helps you focus in on how your body reacts to asthma.
- Helps you discover the things that trigger your asthma, like dust or smoke.
- Teaches you to recognize when your symptoms are getting worse and when you need to see your doctor.
- Helps you learn about different asthma medications your doctor may prescribe.
- Teaches you how to use your inhaler and other medicines.

Asthma Resources

- Access by phone to nurses who specialize in asthma, 24 hours a day, 7 days a week.
- Personalized plan designed to help you improve your health.
- Workbook with valuable information and charts to help you track your progress.
- Other mailed materials based on your discussions with the nurse.
- Additional support from other specialists, such as respiratory therapists.
- A quarterly newsletter featuring articles on asthma-related topics.

Diabetes

When you have diabetes, daily life can be a real challenge. CIGNA Well Aware for Better Health® for diabetes:

- Helps you understand how lifestyle changes, like exercise and diet, can help you control the severity of your diabetes.
- Helps you learn how to monitor your blood sugar levels and what level you should be aiming for.
- Reminds you to get important preventive screenings, such as A1C tests, a yearly retinal eye exam, and periodic foot exams to help you avoid medical complications.
- Teaches you to recognize when your symptoms are getting worse, and when you need to see your doctor.
- Helps you learn about different diabetes medications your doctor may prescribe.

Diabetes Resources

- Access by phone to nurses who specialize in diabetes, 24 hours a day, 7 days a week.
- Personalized plan designed to help you improve your health.
- Workbook with valuable information and charts to help you track your progress.
- Other mailed materials based on your discussions with the nurse.
- Additional support from other specialists, including nutritionists.
- A quarterly newsletter featuring articles on diabetes-related topics.
- Additional assistance with gum disease if you also have CIGNA dental benefits. Call member services at the number on your CIGNA ID card to see if you are eligible for this assistance.



When you have chronic obstructive pulmonary disease (COPD), it can be hard to breathe, not to mention the coughing, shortness of breath and frequent chest colds. CIGNA Well Aware for Better Health® for COPD:

- Helps you recognize your body's stress signals.
- Helps you discover the things that trigger your COPD, like dust or smoke.
- Teaches you to recognize the severity of your symptoms, like wheezing and being breathless, and recognize when you should see your doctor.
- Teaches you about chest infections and COPD flare-ups and how to prevent them.
- Helps you learn about different COPD medications your doctor may prescribe.

COPD Resources

- Access by phone to nurses who specialize in COPD, 24 hours a day, 7 days a week.
- Personalized plan designed to help you improve your health.
- Workbook with valuable information and charts to help you track your progress.
- Other mailed materials based on your discussions with the nurse, including video education.
- Additional support from other specialists including respiratory therapists.

When you have heart disease, sometimes daily tasks may be hard to handle. CIGNA Well Aware for Better Health® for heart disease:

- Helps you identify risks that could worsen your condition, like smoking, inactivity and high cholesterol.
- Helps you control other conditions that can affect your heart, like high blood pressure.
- Teaches you about medications and how they may prevent a heart attack.
- Teaches you to recognize when your symptoms are getting worse, and when you need to see your doctor.
- Helps you understand how important it is to exercise.

Heart Disease Resources

- Access by phone to nurses who specialize in heart disease, 24 hours a day, 7 days a week.
- Personalized plan designed to help you improve your health.
- Workbook with valuable information and charts to help you track your progress.
- Other mailed materials based on your discussions with the nurse.
- A quarterly newsletter featuring articles on heart disease-related topics.
- Additional support from other specialists, such as nutritionists or respiratory therapists.
- In-home cardiac monitoring program for high-risk program participants.
- Additional assistance with gum disease if you also have CIGNA dental benefits. Call member services at the number on your CIGNA ID card to see if you are eligible for this assistance.



Low Back Pain

When you have low back pain, it can make you miss out on what you enjoy the most. CIGNA Well Aware for Better Health® for low back pain:

- Teaches you about simple lifestyle changes that can ease your symptoms and strengthen your back.
- Teaches you alternative ways to sit, stand, and sleep that will help ease your pain.
- Helps you discover how exercise and diet can reduce the severity of your pain.
- Helps you learn about medications your doctor may prescribe.
- Helps you learn different ways to reduce your pain without taking aspirin or other medication.

Low Back Pain Resources

- Access by phone to nurses who specialize in low back pain, 24 hours a day, 7 days a week.
- Personalized plan designed to help you improve your health.
- Information about self-care.
- Other mailed materials based on your discussions with the nurse.



Find out more.

For more information about any of these Well Aware programs, call the Well Aware team at 1.866.797.5833. Or visit www.CIGNA.com/wellaware.

For questions about your benefits plan, call the number on your health plan ID card.





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