

Championing health equity

Changing lives for the better



Health inequities can significantly impact your workforce

Healthy employees are healthy for business, and their wellness starts with where they live, work, learn and play. Environmental factors, socioeconomic status, education and neighborhood attributes, known as **social determinants of health (SDOH)**, have a greater impact on access and engagement, play a critical role in achieving optimal health, wellness and vitality.

Striving for health equity

Removing barriers to health is at the forefront of what drives Cigna Healthcare to be a better partner to you and your workforce. We know that not everyone starts from the same social standing or environment. True health equity will come when no one is prevented from reaching their full health potential because of these factors.

Achieving optimal health and vitality for all means creating:

- Improved access to care
- Better engagement
- Innovative experiences
- Tailored products
- Stronger communities

A healthy workforce relies on two essential factors: access and engagement

SDOH directly impacts access to care, which is essential to creating a healthy workforce. Getting employees engaged in their health is a big first step and can lead to a healthier workforce and reduce health care and plan costs.



Partnering on the path towards a more equitable future

By working with employers, local health systems, policymakers and communities, we're investing in solutions that promote health literacy, inclusivity and economic, environmental and social support systems to make a meaningful and lasting impact on health equity.

Impact of SDOH



80–90% of overall health outcomes are impacted by SDOH¹



Effect on costs and productivity: Health disparities result in **\$93B** in excess medical care costs and **\$42B** in lost workforce productivity each year²



The negative impacts of SDOH can **create challenges to accessing basic needs**, like healthy food, affordable housing and reliable transportation, contributing to health disparities and inequalities

Solutions designed to remove barriers to care

By making health care more accessible for all people and engaging them in their health, we help your employees achieve their full health potential - regardless of their social, economic or environmental circumstances. We do this by:

Connecting into local communities

Making powerful connections that positively impact the health of people affected by SDOH, their communities and their environment.

- **Expanding and accelerating diversity support** with The Cigna Group's five-year [Building Equity and Equality Program](#) that supports diversity, equity and inclusion for communities of color.³
- **Investing in nonprofits to improve SDOH in local communities:** \$50M in combined charitable giving efforts to help eliminate health disparities.³
- **Building economic growth within diverse communities:** A \$1B in annual spend commitment with diverse suppliers by 2025, representing nearly 20% of our \$5B annual spend in the U.S.³
- **Connecting customers with community resources** like FindHelp.org, to help them access transportation, food assistance and more.⁴

Embedding equity into the core of our benefits

- **Recognizing and respecting** our customers' unique needs by screening for SDOH in our care management programs, and providing referrals and support when needs are identified.
- **Engaging and incentivizing** a diverse provider network for positive health outcomes. We help eliminate disparities by giving them data and insights, rewarding them for SDOH screenings/referrals, identifying disparities and creating action plans to address gaps.
- **Supporting our clients** with resources and expert care, like health engagement teams who identify and address SDOH-related needs, and access to experts on specific clinical issues and benefit design options.

Creating solutions that produce equitable outcomes

We're leveraging our Social Determinants Index (SDI), for more equitable outcomes by:

- **Ensuring access** with our IndependentRx Initiative in rural communities, and virtual care and digital tools such as MDLIVE®, Cigna Virtual Dental Care and Confide Behavioral Health Navigator.^{5M5}
- **Improving affordability** through payment assistance, preventive care and prescription drug savings programs like the Cigna Copay Assurance Plan™, Express Scripts® Pharmacy home delivery, Patient Assurance Program and SaveOnSP.
- **Promoting health literacy and accessibility** with interpretation and written translation services.
- **Innovating at the population level** with pilots and programs to address specific health challenges, like preterm birth, breast cancer and diabetes.⁶



By partnering with Cigna Healthcare, we can improve access to care and provide better health engagement with your employees, while creating a measurable health equity pathway for your business. Contact your Cigna Healthcare representative or broker today to discuss how we can work together to make this happen.

1. Hayes, Tara O'Neill and Delk, Rosie. "Understanding the social determinants of health." September 4, 2018.

2. Ndugga, Nambi and Artiga, Samantha. "Disparities in Health and Health Care: 5 Key Questions and Answers." May 11, 2021.

3. Cigna Healthcare, "2021 Cigna Diversity Scorecard Report – How Cigna is advancing diversity, equity, and inclusion in everyone we serve."

4. Cigna Healthcare does not endorse or guarantee the accuracy of any third party content and is not responsible for it. You agree to use third party content at your own risk.

5. Cigna Healthcare 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. Video may not be available in all areas or with all providers.

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