

City of Lakewood.

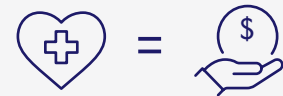
Motivating employees to increase wellness and savings.



Lakewood, Colorado promotes their city as a place Full of Possibilities – a mindset that carries through to efforts to protect and enrich the lives of City employees and their families. Working with Cigna HealthcareSM, Lakewood offers a benefits plan based on their specific demographics and health needs to promote wellness and manage costs across their employee population.

With a higher-than-average male population, the City needs to keep employees engaged with primary care physicians to manage care and keep up with health screenings. As municipality employees, Lakewood's workforce also faces the burdens of higher job-related stress and service to the community, so behavioral health resources are essential to help curb the need for more costly services in the future.

The same is true for disease management. Chronic conditions are among the most prevalent diseases diagnosed in Lakewood employees, which are both a challenge and opportunity. For 12 years, Cigna Healthcare has worked with the City to promote resources and align employees with the resources they need to effectively manage their conditions.



By implementing a Cigna Healthcare health benefit program, the City of Lakewood **saved 8%** in the most recent year, resulting in

\$921,995 total estimated savings

City of Lakewood Disease Prevalence

Depression	Weight	Asthma	Hypertension	Pre-diabetes	Diabetes
16%	15%	8.6%	7%	5%	4%

The Collaborative Plan for Lakewood.

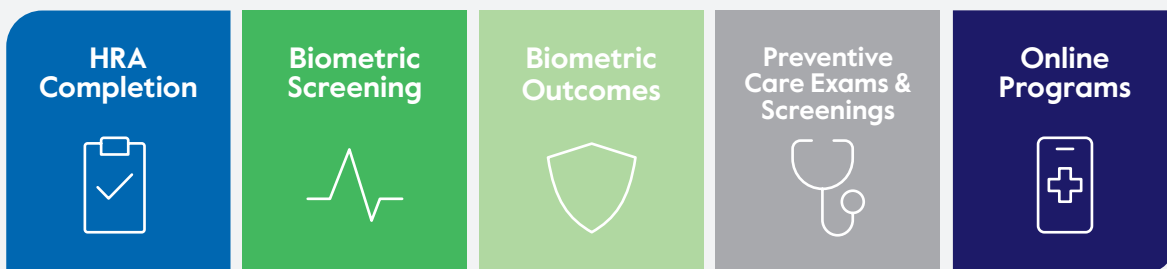
Developing a comprehensive health plan is only the beginning toward achieving measurable results. Success also requires education, engagement, and regular communication – which is why Cigna Healthcare created a variety of touch-points with the City which included:

- Working closely with the City of Lakewood Total Rewards/ Benefits Team and Occupational Health & Wellness Coordinator on annual open enrollment benefits education.
- Increasing awareness of plan features including MotivateMe[®] incentives,¹ Cigna One Guide[®], health risk assessments, plus behavioral health and chronic disease management resources.
- Discussing metrics, insights and opportunities in monthly meetings with the City of Lakewood Occupational Health & Wellness Coordinator.
- Providing updates on Behavioral Health resources, and Behavioral Health and Employee Assistance Program (EAP)² reporting.
- Sharing utilization data on MotivateMe including participation and incentives.
- Providing population health data to show results of all chosen initiatives.



MotivateMe – A program to encourage positive choices and behavior.

MotivateMe is a personalized incentive program that helps address each individual's health objectives and how they want to engage, set goals, and monitor results. Available through the [myCigna.com](https://mycigna.com)[®] website or [myCigna](#)[®] app, MotivateMe offers a variety of incentive activities.



By offering a \$250 incentive to employees, the City of Lakewood **more than doubled participation in Health Risk Assessments (HRA), biometric screening, and health coaching.**

1. To comply with federal laws, if an eligible employee is unable to participate in any of incentive program events, activities or goals due to a disability or other reason, they may be entitled to a reasonable accommodation for participation, or an alternative standard for rewards.
2. Employee assistance program 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. Program availability may vary by plan type and location, and are not available where prohibited by law.

When questions arise, Cigna One Guide provides answers.

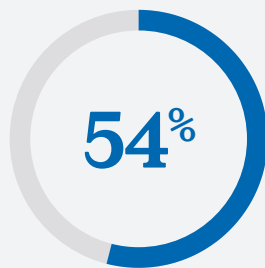
Cigna One Guide combines digital technology with personalized customer service, whether it's help in choosing a plan, finding a provider, or exploring ways to improve health. Available to customers and their families 24/7, Cigna One Guide goes beyond customer service to:

- Anticipate each employee's unique whole health needs and preferences.
- Identify the right providers, care settings and health improvement programs.
- Connect personalized medical, behavioral and pharmacy care and coverage guidance.
- Help create a simplified experience delivered in a seamless interaction – via phone, app, web or click to chat – in the moments that matter most.

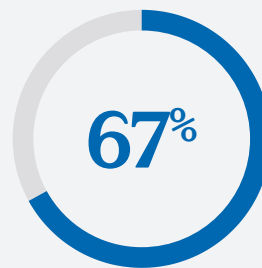
Improving outcomes through engagement.



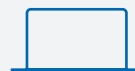
completed an incentive-driven Health Risk Assessment (HRA).



of customers with chronic conditions became engaged in their health.



used Cigna One Guide, resulting in more use of preventive care.



Making the right connections.

By providing encouragement and support to use benefits available to employees, the City of Lakewood demonstrated positive effects on the lives of its employees and their families. For example, **one third of employees took advantage of the incentive to complete an HRA.** And...




28 members who enrolled in the City's Diabetes Prevention Program realized a **3-5% loss** in body weight.

Further, more than two thirds of the employee population used Cigna One Guide, which led to higher preventive care engagement and **54% of those with a chronic condition became engaged in their health.** Dozens of employees became engaged in online and telephone coaching to help manage chronic illnesses.

Managing health care costs while improving employee retention.

The City of Lakewood estimates their Cigna Healthcare health benefit program has saved them 8% in the most recent year – a significant burden removed from the City and taxpayers. Nearly a third of employees earned cash incentives for meeting health improvement goals or actively participating in programs, and the perceived value of these actively promoted resources led to increased employee job satisfaction and employee retention. Better still, the City has a healthier, more attentive workforce, better equipped to take on the challenges of their community.

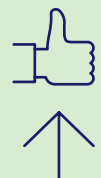
Program	Savings	 Total Estimated Savings 8%
Chronic Condition Coaching	\$158,544	
Lifestyle Coaching	\$4,594	
Wellness Coaching	\$254	
Specialty Case Management	\$231,143	
Gaps in Care	\$7,011	
Inpatient/Outpatient Utilization Management	\$520,449	

City of Lakewood takeaways include:

- Working closely with the client to engage customers in Cigna Healthcare programs had a positive impact on trend.
- Investing in the health plan with wellness goals and incentives tied to health engagement lowered costs in their Cigna Healthcare plan and maintained a viable dual-option benefit offering.
- Making the Cigna Healthcare benefit plan and the City of Lakewood wellness programs part of a Total Rewards package helped improve employee satisfaction and retention.



Costs are down. Positive outcomes are up.
Lakewood is realizing inwardly what they profess to the public – that they are indeed a City Full of Possibilities.



The positive trends in both wellness and savings are by no means unique to the City of Lakewood. At Cigna Healthcare, we strive to achieve similar goals with every client. The needs of every organization are different. The key is to focus on those needs and develop appropriate programs for them.



Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

All claims and statistics (unless otherwise noted) are based on April 2017–March 2022 internal Cigna Healthcare study. Individual client results will vary.

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