



# Home **medical supply** delivery with **peer support** for your members



## Case Managers love Better Health

- ✓ Easy member referrals
- ✓ Medical supplies from all major brands
- ✓ Prior authorizations and insurance handled
- ✓ Product and lifestyle coaching for members

## Members love Better Health

- ✓ Streamlined medical supply ordering, tracking, & delivery
- ✓ Expert-guided product support
- ✓ Peer support from a coach who lives with the same condition

♥♥ **97%** of members would recommend

🧠 **53%** indicated a reduction in stress

## Submit your referral, we'll do the rest!

- Visit [joinbetter.com/cigna](https://joinbetter.com/cigna)
- Email [cigna@joinbetter.com](mailto:cigna@joinbetter.com)
- Text/Call **877-475-4470**

- Scan here



## Categories we serve



Chronic Incontinence



Urinary Retention



Ostomy



Diabetes



Wound Care

Submit a referral [joinbetter.com/cigna](https://joinbetter.com/cigna)



## Frequently Asked Questions

### How does peer support work?

- Customers schedule session by contacting Better Health via phone, email, chat, or text
- The member will be matched with a coach based on their need and condition
- Peer Support sessions are scheduled as a 30-minute phone call

### How do case managers work with Better Health?

- To refer a member to Better Health, case managers can directly transfer the customer to **877-475-4470**, or fill out a referral at **[joinbetter.com/cigna](https://joinbetter.com/cigna)**, or email **[cigna@joinbetter.com](mailto:cigna@joinbetter.com)**
- Better Health provides a confirmation back to referring case managers to ensure the referral has been successfully received to enable case managers to track member referrals.

### What if a member needs peer support and not supplies?

- Better Health supports members who only need home medical supplies, members who only need peer support, and members who need both supplies *and* support.
- Members can opt into services at any time. Most members prefer having a single source for their supplies and support versus working with multiple different providers.

### If someone calls for supplies, how does Better Health engage them in peer support, and vice versa?

- The Better Health care team listens to each member to understand their needs and to educate them on the benefits they have available. Better Health then provides supplies and/or connects the member to a peer coach, based on member need.

### How will Better Health assist members that need supplies that Better Health does not provide?

- Better Health works with other suppliers to ensure the member's needs are met, and provides a seamless customer experience.

# Frequently Asked Questions



## How do I refer a customer?

Call or text **877-475-4470**, email [cigna@joinbetter.com](mailto:cigna@joinbetter.com), visit [joinbetter.com/cigna](https://joinbetter.com/cigna), or fax the form on the next page.

## What conditions does Better Health service?

- Better Health provides support and supplies for ostomy, urology, diabetes, tracheostomy, and chronic wounds. We carry all of the top home medical supply brands across manufacturers.

## Is Better Health available in all Cigna markets?

- Better Health is available in most Cigna markets today and continues to expand market coverage.
- If Better Health cannot serve a customer, we connect the member to one of our partners so the customer can get their supplies in a seamless manner.

## Will the customer need to pay a co-pay for supplies?

- We help customers navigate their insurance coverage so they never overpay. We collect any copays or deductibles required based on the customer's plan design.

## Do you submit prior authorizations to Evicore for the DME if it is required?

- Yes. We are an in-network provider for Evicore commercial members and handle prior authorization documentation as required.

## Do you contact the customer's doctor to get orders for supplies?

- Yes, we work directly with customers' physicians to get any required paperwork

## Is there more information I can send to a customer if they ask for it?

- Yes! You can send members to [joinbetter.com/cigna](https://joinbetter.com/cigna)
- You can also download and print a member flyer at [joinbetter.com/cigna](https://joinbetter.com/cigna) and send it to customers if they don't have online access

## How does Better Health manage a customer who does not have internet services?

- Our care team is happy to assist via telephone at **877-475-4470**.

## Cigna Case Managers:



# To refer a customer to Better Health, fax this page to 415-704-9740

### CASE MANAGER INFORMATION

Case Manager First Name:

Case Manager Last Name:

Case Manager Email:

Case Manager Phone Number:

### CUSTOMER INFORMATION

Customer First Name:

Customer Last Name:

Email:

Phone Number:

### PRODUCT NEED

☐ Urinary Retention

☐ Ostomy

☐ Diabetes

☐ Incontinence

☐ Tracheostomy

☐ Wound Care

☐ Other

Any Additional Information (optional):

You can also submit your referral online at [joinbetter.com/cigna](https://joinbetter.com/cigna)  
Phone: 877-475-4470 | Fax: 415-704-9740 | Email: [cigna@joinbetter.com](mailto:cigna@joinbetter.com)