

# Cigna Community Support During COVID-19 Brief

## Giving and Employee Virtual Volunteerism– May 2020

Cigna recognizes that we are in unprecedented times and COVID-19 affects all of us. A continued hallmark of our culture is a strong commitment to giving back to the communities where we live and work – whether that is through generously giving of time, talent, or treasure. Now more than ever, during this rapidly evolving COVID-19 situation, our commitment has not wavered.

Our top priority continues to be protecting the health, well-being, and peace of mind of our customers, employees, and communities as the Coronavirus (COVID-19) crisis continues to unfold. Our fellow Cigna teammates are working swiftly to ensure we take focused and decisive actions to increase flexibility for hospitals and medical professionals, who are working tirelessly to help ensure all patients receive the care they need.

A continued hallmark of our culture at Cigna is a strong commitment to give back to the communities where we live and work – whether that is through generously giving of time, talent or treasure.

Below highlights the efforts that have been committed to date at the global, national and local level.

### Cigna

- Waiving cost-sharing for COVID-19 diagnostic testing, office visits, telehealth screenings.
- Waiving cost-sharing for COVID-19 treatment.
- Deploying hundreds of on-staff clinicians, including physicians and nurse practitioners, to join the team of health care professionals at telehealth provider MDLIVE.
- Waiving prior authorizations for the transfer of non-COVID-19 customers from acute inpatient hospitals to in-network LTACHs long term acute care hospitals (LTACHs) and other subacute facilities.
- Offering free home delivery of up to 90-day supplies of medications.
- Providing a 24-hour toll-free help line available to the general public to speak to qualified behavioral health clinicians during this crisis (1-866-912-1687).
- Offering an early intervention screening tool, in partnership with Buoy Health, to help customers understand their personal risks for COVID-19.
- Launching a pilot program to increase social connectivity among its Medicare Advantage (senior-aged) customers to monitor their general health and well-being as well as daily needs during COVID-19, including food, housing and transportation.
- Providing medications to Washington University School of Medicine in **St. Louis** to initiate a clinical trial that will evaluate antimalarial and antibiotic treatments for COVID-19.
- Partnering locally, across Colorado, with 9Health to expand our (virtual) mental and behavioral health support efforts across the state.
- Launching a Mindfulness for Health Care Workers program.
- Providing Cigna employees with 80 hours of emergency time off for COVID-19 related needs through 2020.
- Providing additional compensation and additional assistance to reward Cigna employees who must continue to work onsite, including Cigna's front-line healthcare professionals.
- Launching Dental Virtual Care and partnership with The TeleDentists to provide teledentistry to customers in employer-based plans at no cost through May 31, 2020. Service will continue post pandemic, subject to state regulations and benefit plan designs.
- Launching new COVID-19 Customer Protection Program to further safeguard customers from unexpected costs for COVID-19 care through "surprise" or "balance" bills from out-of-network health care providers.
- Launching Express Scripts Parachute Rx<sup>SM</sup> to provide access to many prescription medications at affordable and predictable prices for any American who loses their health coverage due to covid-19.
- Launching real-time digital capabilities to support ~~for~~ customers with Covid-19, including rapid identification in emergency settings and digital resources to assist at-home recovery.

*For expanded information, refer to the Press Release section within this document.*



Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel.

© Copyright 2020 Cigna. For more information regarding the information within this document, contact: Kasia Iwaniczko MacLeod, V.P. Community & Gov't Engagement, Cigna

# Cigna Community Support During COVID-19 Brief

Giving and Employee Virtual Volunteerism– May 2020

## Cigna Foundation – Global & National

- **Launch of Brave Heart Fund & \$25 million Seed Investment:** The Cigna Foundation, in partnership with the New York Life Foundation, launched the Brave of Heart Fund to help spouses, domestic partners, children, and parents of the frontline healthcare workers who gave their lives in the fight against COVID-19.

### Included in this support:

- Each foundation to seed the [Brave of Heart Fund](#) with an initial \$25 million.
- The New York Life Foundation will also provide a dollar-for-dollar match on the first \$25 million of individual donations received.
- Cigna will provide behavioral and emotional health support to the families to help them cope with feelings associated with grief, including anxiety, loneliness, and depression
- The Fund will be administered through [E4E Relief](#).
- Link to the press release announcing the partnership on April 21 is included here: <https://www.cigna.com/newsroom/news-releases/2020/cigna-foundation-and-new-york-life-foundation-partner-to-launch-brave-of-heart-fund-to-support-the-families-of-front-line-healthcare-workers-who-give-their-lives-in-the-covid-19-fight>

- **\$1 Million to Food Insecurity & Health Care Support:** The Cigna Foundation is stepping up to assist nonprofits that are addressing food insecurity and health care support needs in the United States by committing over \$1 million.

### Included in this support:

- Contributing to [Feeding America's COVID-19 Response Fund](#), and the [CDC Foundation](#)
- Expediting the delivery of more than 2.5 million servings of food to over 6,800 families associated with our [Healthier Kids For Our Future<sup>SM</sup>](#) partner schools
- Doubling the match ratio of the Cigna Foundation Matching Gifts employee program for a short period of time.
- **Link to press release** with a round-up of Cigna and the Cigna Foundation's response as of March 30 is included here: <https://www.cigna.com/newsroom/news-releases/2020/cigna-waives-customer-cost-sharing-for-covid-19-treatment-and-deploys-clinical-teams-to-increase-virtual-care-capacity>

- **International Philanthropic Partnership Support:** All of this builds upon the Cigna Foundation's commitment of up to \$300,000 toward relief efforts in China during the early days of the Coronavirus outbreak.

- **Link to press release:** <https://www.cigna.com/newsroom/news-releases/2020/cigna-foundation-to-donate-up-to-300000-to-help-those-affected-by-the-coronavirus>

*The Cigna Foundation is a private foundation funded by contributions from Cigna Corporation and its subsidiaries.*



# Cigna Community Support During COVID-19 Brief

## Giving and Employee Virtual Volunteerism– May 2020

### Cigna Mountain States

Current local support is focused on rolling out various contributions across local school districts, emergency food banks and pantries, senior-aged communities, and emergency relief funds.

Local market employees are volunteering from a distance with activities such as virtual walks, senior pen pals and companion programs, community call centers, as well as making cloth masks.

### Colorado

<p><b>Colorado State COVID Relief Fund</b></p> <p><i>Administered by Mile High United Way</i></p>	15,000	<ul style="list-style-type: none"> <li>Website: <a href="#">Colorado COVID Relief Fund</a></li> <li>The Colorado COVID Relief Fund is hosted by the State of Colorado and managed/administered by Mile High United Way. The fund will be overseen by a committee of community leaders from across Colorado and will be providing aid to support Colorado communities and organizations affected by the recent outbreak of COVID-19.</li> <li>Funds will provide flexible resources to organizations across our state working with communities who are disproportionately impacted by the outbreak, which include those in rural portions of Colorado.</li> <li>EXPECTED IMPACT: Impact funding waves: Prevention, Response and Recovery related to COVID. Estimated impact 500,000+ individual lives and dependent upon state-wide non-profit requests.</li> </ul>
<p><b>Denver City &amp; County Office on Aging - Denver Food Rescue/Denver Metro Emergency Food Network – Designating to Senior Food Supply</b></p> <p><i>Administered by Denver Metro Emergency Food Network</i></p>	12,500	<ul style="list-style-type: none"> <li>Website: <a href="#">Denver's Relief/Housing and Services Fund</a></li> <li>This is developed by the Denver Mayor's Office and will be working with this organization for food preparation and delivery to the senior population in the Denver Metro area.</li> <li>EXPECTED IMPACT: Approximately 3,100 meals for 3,100 seniors (\$3 per meal)</li> </ul>
<p><b>Denver Public Schools Foundation Food Security Fund</b></p> <p><i>Administered by Denver Public Schools Foundation</i></p>	12,500	<ul style="list-style-type: none"> <li>Website: <a href="https://dpsfoundation.org/foodsecurityfund/">https://dpsfoundation.org/foodsecurityfund/</a></li> <li>A contribution to the Food Security Fund expands the reach to this service to kids and their families and will enable flexibility as future food-related needs are identified.</li> <li>The funds will go directly to supplies and materials, not staffing, as this is leveraged by the existing operations of the Department of Food &amp; Nutrition Services of DPS.</li> <li>DPS serves over 79k students</li> <li>EXPECTED IMPACT: 3,333 meals for 3,333 individuals</li> </ul>
<p><b>Aurora Public Schools Foundation Food and Crisis Relief Fund –</b></p> <p><i>Administered by Aurora Public Schools Foundation</i></p>	12,500	<ul style="list-style-type: none"> <li>Website: <a href="https://give.educateaurora.org/give/277011/#!/donation/checkout">https://give.educateaurora.org/give/277011/#!/donation/checkout</a></li> <li>APS is spending \$2,500 per day to support the food distribution. So we anticipate the current weekly need to be \$12,500</li> <li>APS serves over 40K students</li> <li>EXPECTED IMPACT: Approximately 3,750 meals to 1,250 individuals (3 meals per person)</li> </ul>



# Cigna Community Support During COVID-19 Brief

## Giving and Employee Virtual Volunteerism– May 2020

### Colorado Cont.

<p><b>Grand Junction Strong Fund #GJStrongFund</b></p> <p><i>Administered by the Western Colorado Community Foundation</i></p>	10,000	<ul style="list-style-type: none"> <li>In partnership with the City of Grand Junction, funding will help them maintain and expand services and programs in response to COVID-19. Assistance is geared to Grand Junction residence that include providing food and housing assistance and who are seeing a sudden increase in demand due to impacts from Covid-19.</li> <li>Website: <a href="http://wc-cf.org">wc-cf.org</a></li> <li>Related News: <a href="https://gcitynews.org/2020/04/07/city-council-approves-supplemental-appropriation-for-gjstrong-fund/">https://gcitynews.org/2020/04/07/city-council-approves-supplemental-appropriation-for-gjstrong-fund/</a></li> </ul>
<p><b>Colorado Gerontological Society supporting PC4People</b></p>	5,000	<ul style="list-style-type: none"> <li>Distributing 100 iPads to seniors in Denver, within low-income residential facilities, to connect, combat loneliness and depression as well as help create a virtual social environment during this critical time.</li> <li>Medicare vertical contribution.</li> </ul>
<p><b>Healthier Kids for Our Future (HKFOF) Expanded Support – Vaughn Elementary in Aurora, CO</b></p>	n/a	<ul style="list-style-type: none"> <li>In a newly developing partnership grant with Food Bank of the Rockies, Vaughn Elementary in Aurora, CO has been selected as the year-long school to receive regular food support for their kids in needs.</li> <li>In that spirit, the Cigna Foundation has expanded their support beyond the traditional HKFOF grant, to receive the distribution of digital coupon codes for free 90-day supplies of grocery boxes for each family, teacher and administrator in our <a href="#">Healthier Kids for Our Future<sup>SM</sup></a> partner schools, as a result of the impacts of Covid-19.</li> <li>The holistic national impact will result in more than 2.5M servings of food delivered directly, via Full Cart, to more than 6,800 families.</li> </ul>
<p><b>Volunteers of America Covid-19 Relief Fund</b></p>	5,000	<ul style="list-style-type: none"> <li>Re-directed funds previously designated for 2020 Volunteers of America National Conference)</li> <li>VOA COVID-19 Relief Fund will provide immediate financial support to VOA affiliates who carry on daily providing essential services (need for housing, food and medical care is soaring. As an organization that provides critical, round-the-clock care for the most vulnerable populations) in 44 states and Puerto Rico amidst this pandemic.</li> <li>Websites:  <a href="https://www.justgiving.com/campaign/voacovid19relief">https://www.justgiving.com/campaign/voacovid19relief</a> <a href="https://www.voa.org/partners-of-the-voa-covid-19-relief-fund">https://www.voa.org/partners-of-the-voa-covid-19-relief-fund</a></li> </ul>

### Utah (on-going considerations)

<p><b>Granite School District</b></p> <p><i>Administered by the Granite Education Foundation</i></p>	7,500	<ul style="list-style-type: none"> <li>Website - <a href="https://granitekids.org/">https://granitekids.org/</a></li> <li>Serves 67k students, 60%+ qualify for free or reduced lunch. Any child under the age of 19, including preschool children, can show up at a designated site and eat a meal at no charge</li> <li>EXPECTED IMPACT: 2,027 student packs, each with 4 meals, translating to a total of 8,108 meals (or \$1.08 per meal)</li> </ul>
--	-------	--



# Cigna Community Support During COVID-19 Brief

## Giving and Employee Virtual Volunteerism– May 2020

### Virtual Volunteerism

<b>March of Dimes – Virtual March for Babies</b>	<ul style="list-style-type: none"> <li>• Opportunity for employees to contribute monetarily to the Team Cigna Mountain States team walk site and participated in the Throwback Baby Photo Contest.</li> <li>• Participated in StepUp! Challenge, tracking steps via team site.</li> </ul>
<b>Mile High United Way</b>	<ul style="list-style-type: none"> <li>• <b>Virtual Senior Pen Pal:</b> Spent time making cards, drawings and writing messages of hope for a senior-aged members of community.</li> <li>• <b>Virtual Senior Companion Program:</b> Connected via telephone with local seniors to offer companionship during times of no visitation at many senior living facilities.</li> <li>• <b>Virtually Volunteer in the 2-1-1 Call Center:</b> “Use Your 8” volunteering for the 2-1-1 call center operated by MHUW, where members of the community call in and receive information about all human services needs related to COVID-19. There has been a large influx of calls, especially around rent assistance, food pantries, and utility bill assistance.</li> <li>• <b>In-Kind Donations:</b> Supported local-non-profits by adding extra items to grocery cart from a master grocery list.</li> </ul>
<b>Employees Helping Employees: Cloth Face Coverings Campaign</b>	<ul style="list-style-type: none"> <li>• At-home sewing initiative, making cloth face coverings for Cigna non-clinical worksite-dependent coworkers who must work in a Cigna facility during the pandemic.</li> </ul>

### Local Messaging



# Cigna Community Support During COVID-19 Brief

Giving and Employee Virtual Volunteerism– May 2020

## Cigna Press Release on Covid-19 Response

- May 14: [Cigna Launches Real-Time Digital Capabilities To Assist Covid-19 Positive Customers](#)
- May 7: [Express Scripts Offers Prescription Cost Relief For Newly Uninsured Americans](#)
- May 6: [Cigna Takes Action to Protect Its Customers from Covid-19 Surprise Bills](#)
- April 21: [Cigna Foundation And New York Life Foundation Partner To Launch Brave of Heart Fund To Support The Families Of Front-Line Healthcare Workers Who Give Their Lives In The COVID-19 Fight](#)
- April 16: [America's State of Mind: Use of Mental Health Medications Increasing with Spread of Coronavirus](#)
- April 14: [Cigna Launches Dental Virtual Care To Improve Access And Protect Customers In Response To COVID-19](#)
- April 13: [Cigna Takes Action To Support Social Connections For Seniors During COVID-19 Pandemic](#)
- April 9: [Cigna Helps Accelerate Research For A COVID-19 Treatment By Donating Medications To Washington University School Of Medicine's Clinical Trial](#)
- April 3: [Cigna And Express Scripts Partner With Buoy Health To Offer Digital COVID-19 Screening Tools](#)
- April 3: [Express Scripts Enables Access to SilverCloud Health Digital Program to Help Members Cope with COVID-19 Pandemic](#)
- March 30: [Cigna Waives Customer Cost-Sharing For COVID-19 Treatment And Deploys Clinical Teams To Increase Virtual Care Capacity](#)
- March 23: [Cigna Makes It Easier For Hospitals To Focus On COVID-19 By Helping Accelerate Patient Transfers](#)
- March 20: [Cigna Expands Benefits To Support And Protect Its Workforce In Response To COVID-19](#)
- March 13: [Cigna Takes Additional Actions To Protect Customers And Communities Against COVID-19](#)
- March 5: [Cigna Covers Cost Of Coronavirus Tests For Customers](#)
- March 3: [Cigna Foundation to Donate Up to \\$300,000 to Help Those Affected by the Coronavirus](#)

