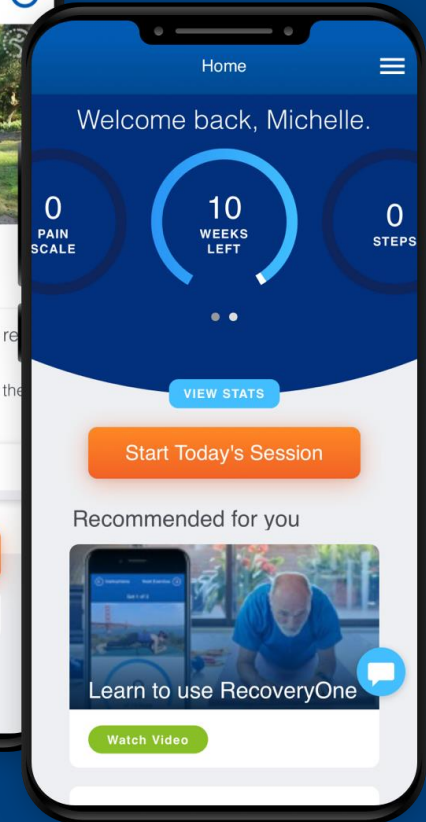
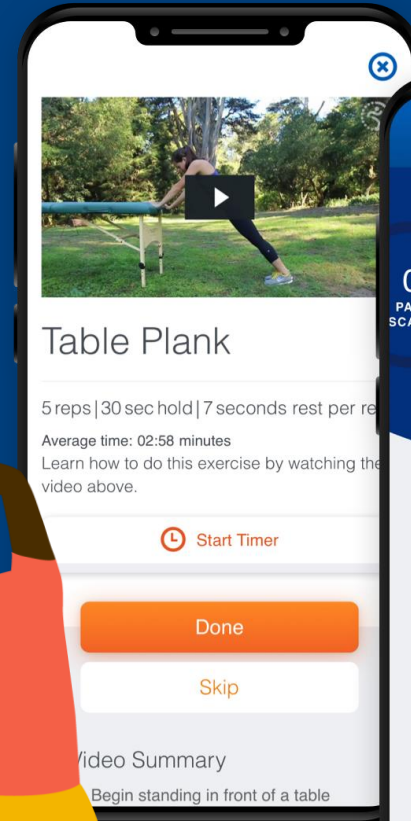
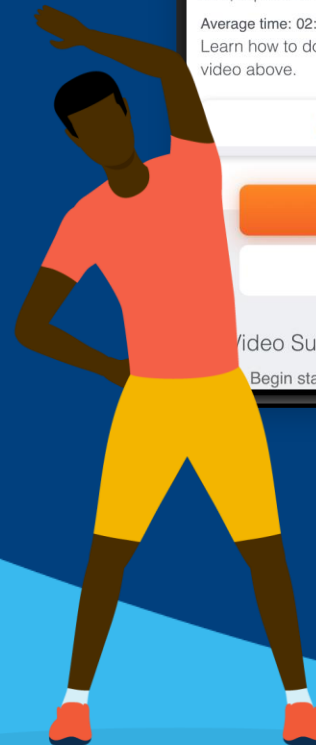




RecoveryOne™ for Cigna®

Providing Your Employees Access to Online Physical Therapy



RecoveryOne for Cigna is a New Covered Benefit for Your Employees + Dependents

RecoveryOne for Cigna provides virtual physical therapy with access to a team of experts to guide and support each member throughout recovery.

3 Key Goals are to Improve:

- 1 Cost of Care
- 2 Clinical Outcomes
- 3 Satisfaction + Member Experience



Included in the Benefit:

- RecoveryOne for Cigna is offered to employees and dependents at **no additional cost**¹, no referral required.
- Meet with a physical therapist by video or phone to create a customized recovery plan.
- Perform exercises when it's convenient – anytime, anywhere.
- A certified health coach is assigned to each member to motivate and support them to stay on track.
- Get a complimentary physical therapy equipment kit.²
- The recovery plan is modified based on progress and feedback.

A Whole-Body Approach to Recovery Anywhere, Anytime

RecoveryOne: How it Works

RecoveryOne Member Experience

Hover and click
to play video



Sample of Communications

Intro Email Sent by the State of Tennessee

Email 1: Intro from Benefit Managers
Deployment date: 1/18/2022

[Subject] New State of Tennessee benefit: Virtual physical therapy



Great news! There is a new offering in your health benefits. You and any covered dependents ages 18+ now have access to RecoveryOne™ for Cigna® at no additional cost*. It's a virtual physical therapy program to help you overcome back, joint, or muscle pain that is personalized just for you. You can start your recovery plan from anywhere, even the comfort of your own home. There's no clinical referral needed to get started and it's easy to enroll.

How It Works

- Meet with a physical therapist by video or phone to create your recovery plan.
- RecoveryOne sends you a free equipment kit** to jumpstart your program.
- You perform the exercises when it's convenient for you - anytime, anywhere.
- A certified health coach motivates and supports you, so you stay on track.
- Your recovery plan is modified as you go, based on your progress and feedback.

With RecoveryOne for Cigna, you get a physical therapy program that is designed for you from start to finish. It's on-demand and on your schedule, so you can recover on your own terms.

Remember, there's no added cost to you or your covered dependents (ages 18+) to begin a personalized recovery plan, from the comfort of your home ... or anywhere!

Please visit myCigna.com to get started or contact me for any questions you may have.

Best regards,

{Name}

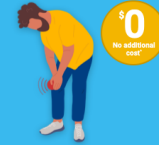
Intro Email Sent by RecoveryOne

Subject: Help relieve back or joint pain from home
Preheader: Online physical therapy by RecoveryOne for Cigna



Got back, joint or muscle pain?

Try online physical therapy by RecoveryOne™ for Cigna®.



RecoveryOne™ for Cigna® offers online physical therapy that you can do anytime, anywhere.

Our experts are here for you every step of the way with a personalized recovery plan for a brighter tomorrow.

[Learn More](#)

Here are just a few reasons to check out RecoveryOne for Cigna:



Quick

Exercises take only a few minutes. There's no travel to a clinic or missing work for appointments.



Convenient

Guided by step-by-step videos, you can do the exercises using a phone, tablet or computer — anytime, anywhere.



No additional cost

RecoveryOne for Cigna is included with your state health plan benefits. That means no additional cost to take advantage of this great program!

[Learn More](#)

Example of Direct Mailer RecoveryOne sent in December



Firstname M.I. Lastname
Business Name
123 Streetname
AnyCity, US 12345-6789



recoveryone for Cigna
If you're hurt, we can help!

Online physical therapy helps treat everything from pinched nerves to sprained ankles — at no additional cost to you!

[Learn more at www.pt4health.com](http://www.pt4health.com)

Give yourself the gift of feeling better

If the holiday hustle has caused you muscle or joint pain, RecoveryOne™ for Cigna® can help.

We offer online physical therapy you can do anytime, anywhere, so it fits into your hectic schedule — at no additional cost to you.*

Here's how RecoveryOne works:

- Chat with a virtual physical therapist who will personalize a recovery plan for you.
- Do the video exercises anywhere, anytime. They only take a few minutes!
- Connect with a certified health coach who will help you stay motivated as you heal.

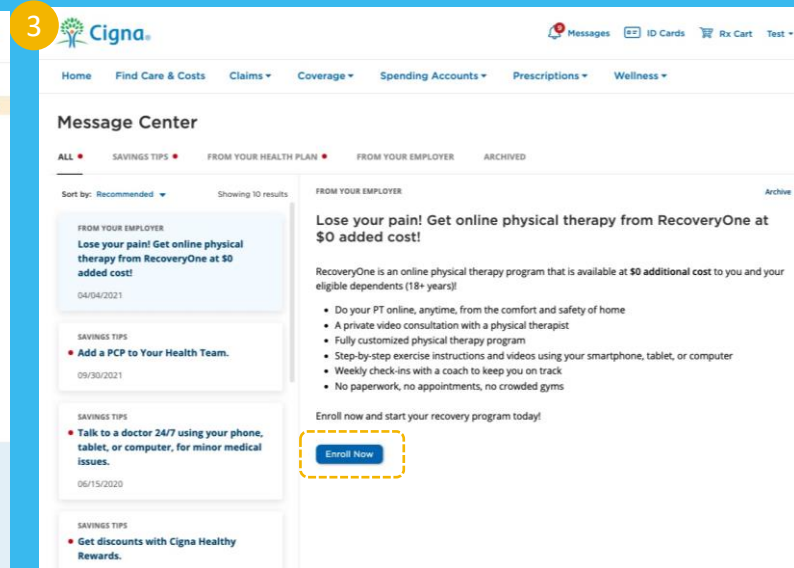
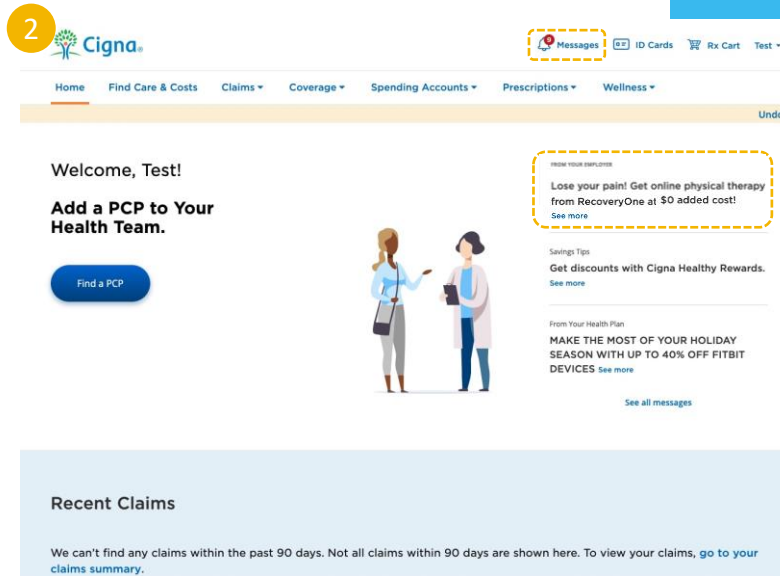
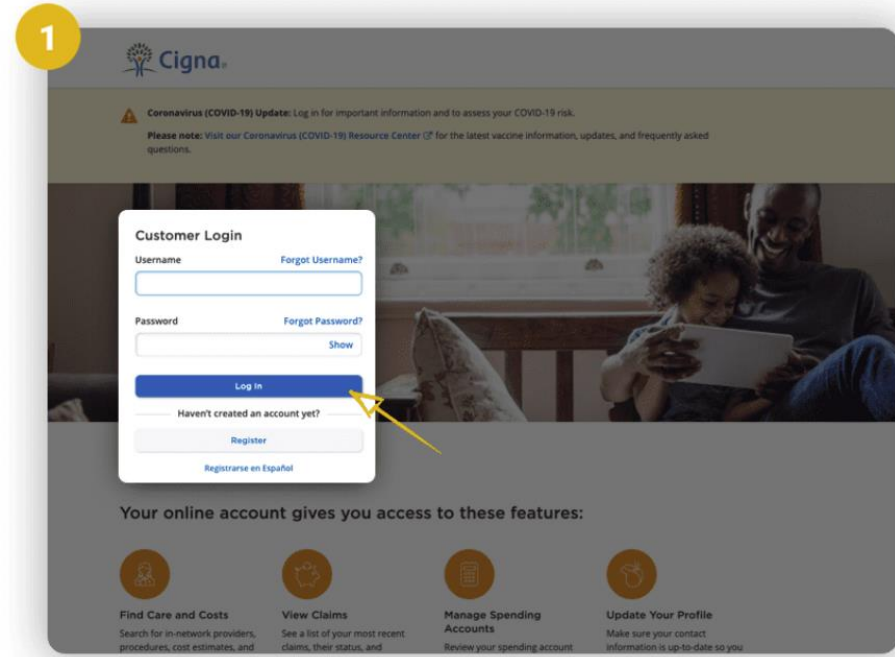


Scan to learn more, or visit www.pt4health.com

*Cost and usage of this program is included in premium and administrative fees; no additional out-of-pocket expense applies.

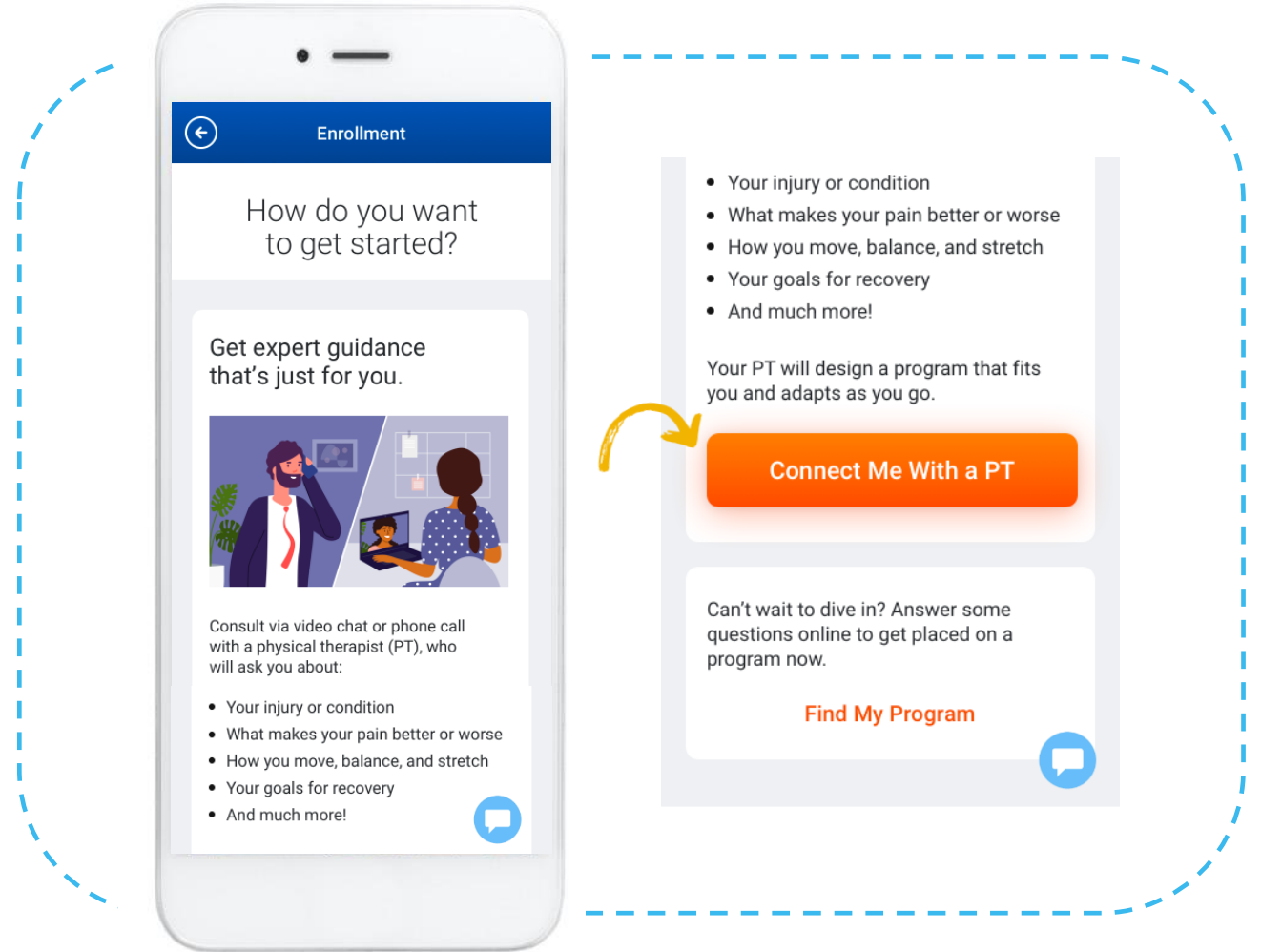
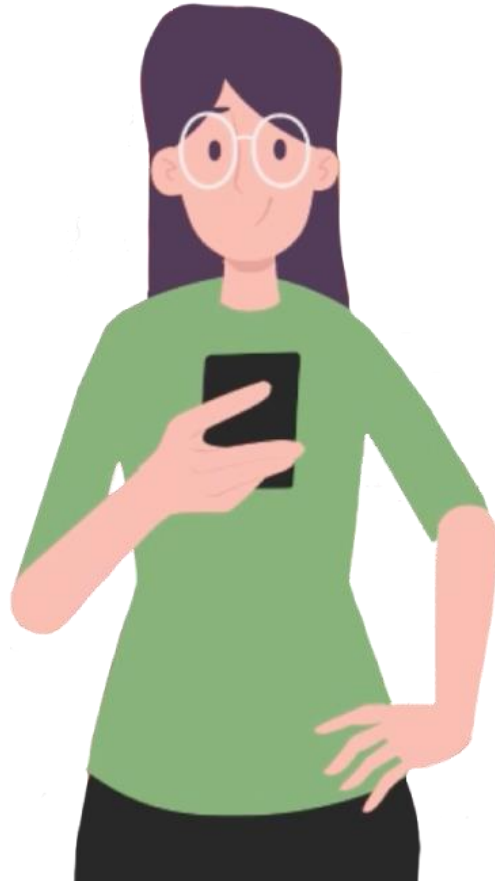
Signing Up Is Simple

- 1 Go to myCigna.com to enroll.³
- 2 Click **See More** from the Welcome page or **Messages** from the Menu to learn more about the RecoveryOne offering.
- 3 Click **Enroll Now** if RecoveryOne sounds right.



Enrollment Options

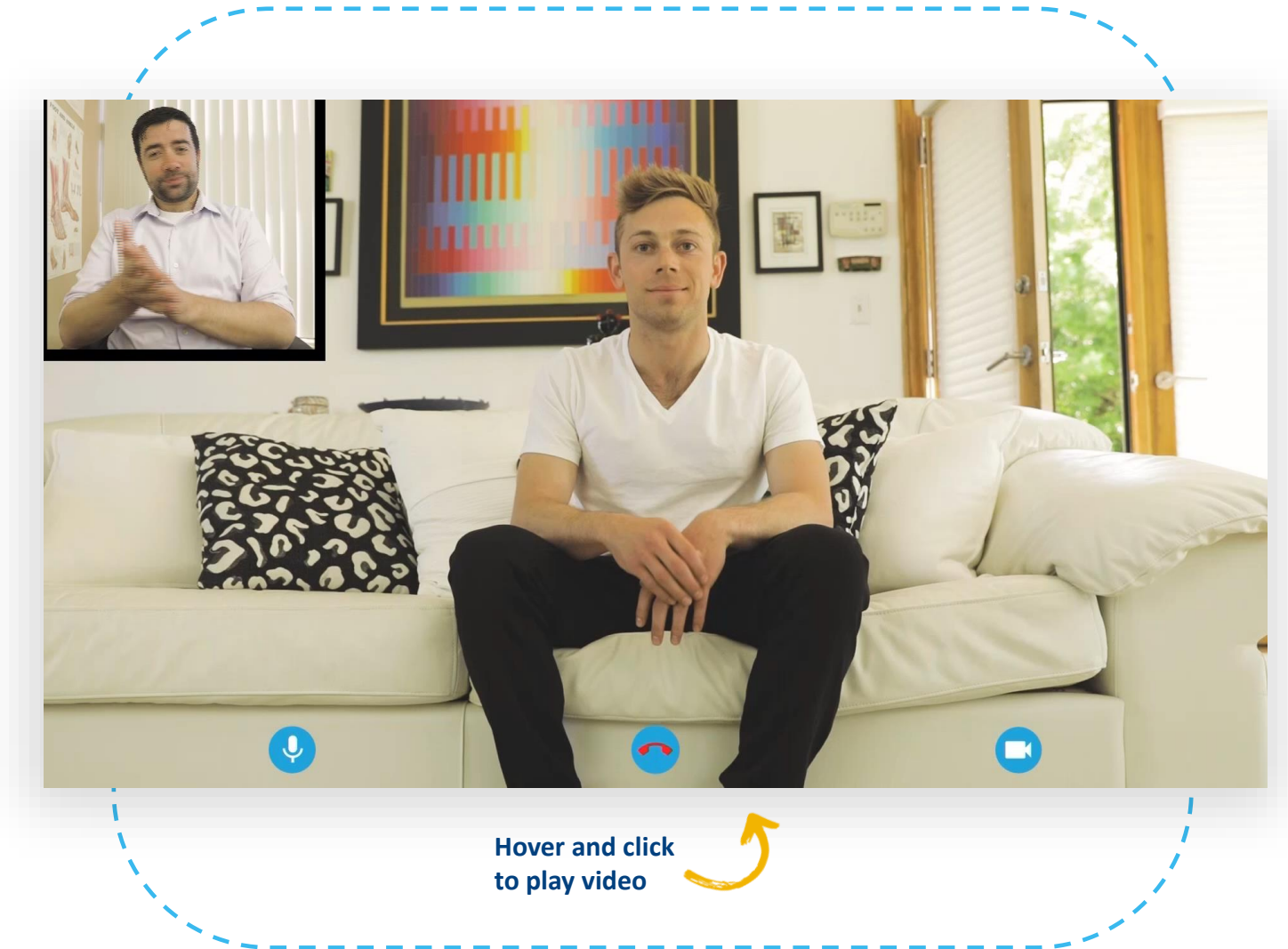
Members choose to start with a virtual PT screening or a self-service clinical questionnaire.



Meeting with a PT

A member who selects the video screening will attend an in-app video visit, either now or later.

After the screening, the physical therapist will place the member into the proper recovery program and customize exercises as needed.



Free Equipment Kit

Once enrolled, members will be sent a free equipment kit.²



What's Included in the Equipment Kit?



3 resistance bands

These help challenge muscles without adding impact. Some exercises might call for these bands as the member gets stronger.



1 anchor strap

Use the anchor strap to secure bands for exercises. Slide the anchor between a door and its frame and loop the band through it.



1 phone holder

This will keep a phone upright, so the member doesn't have difficulty viewing and performing exercises.

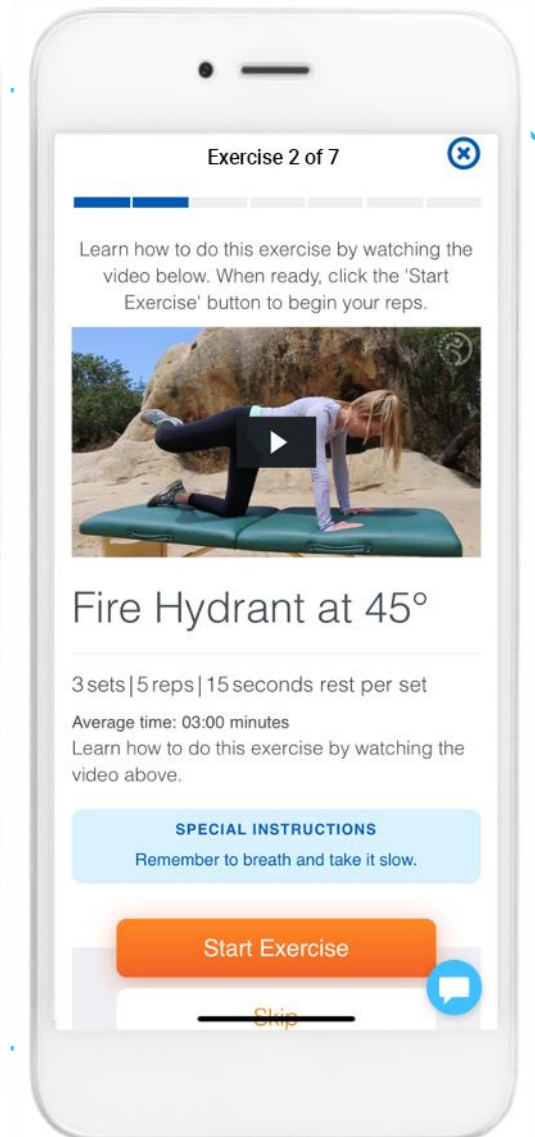
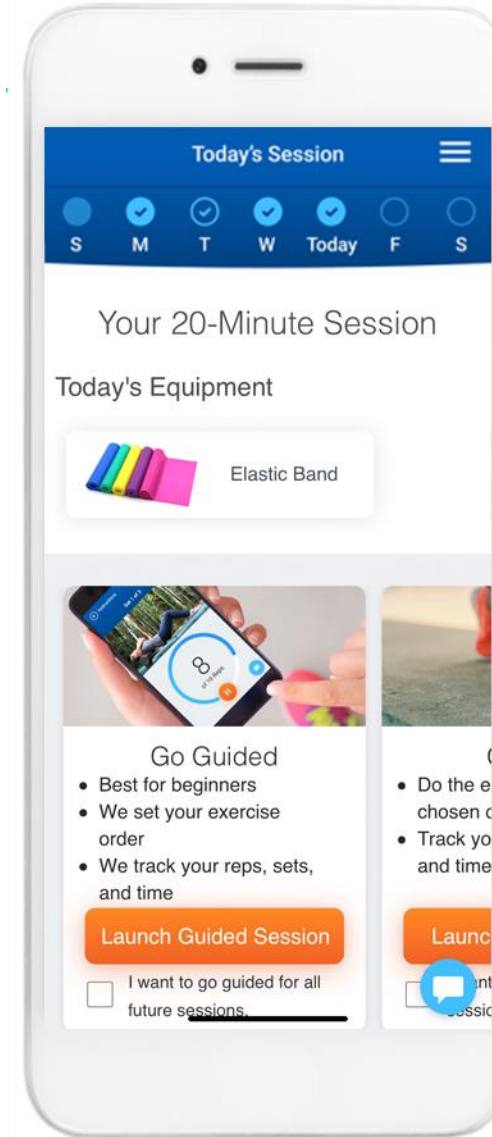
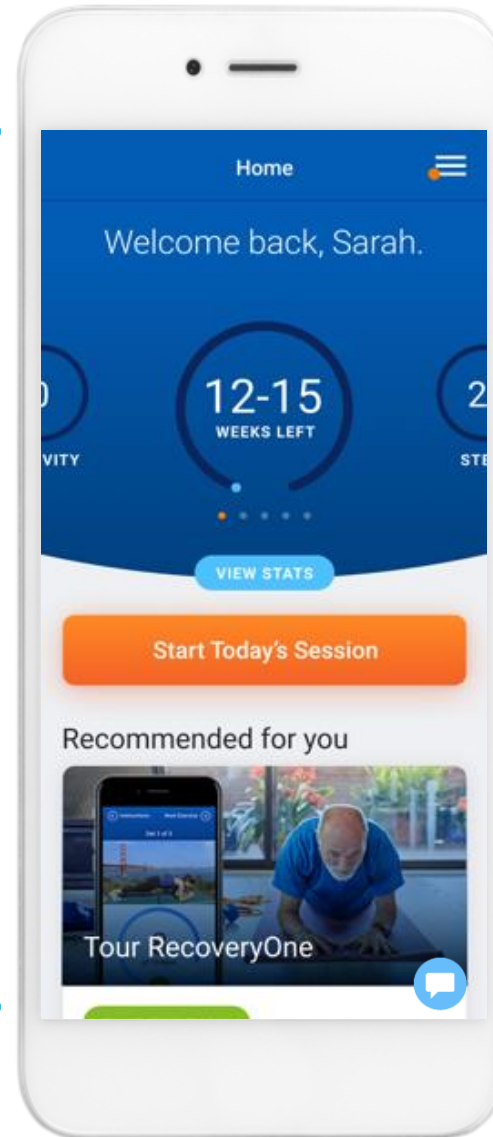


1 pouch to store it all

Exercise Sessions

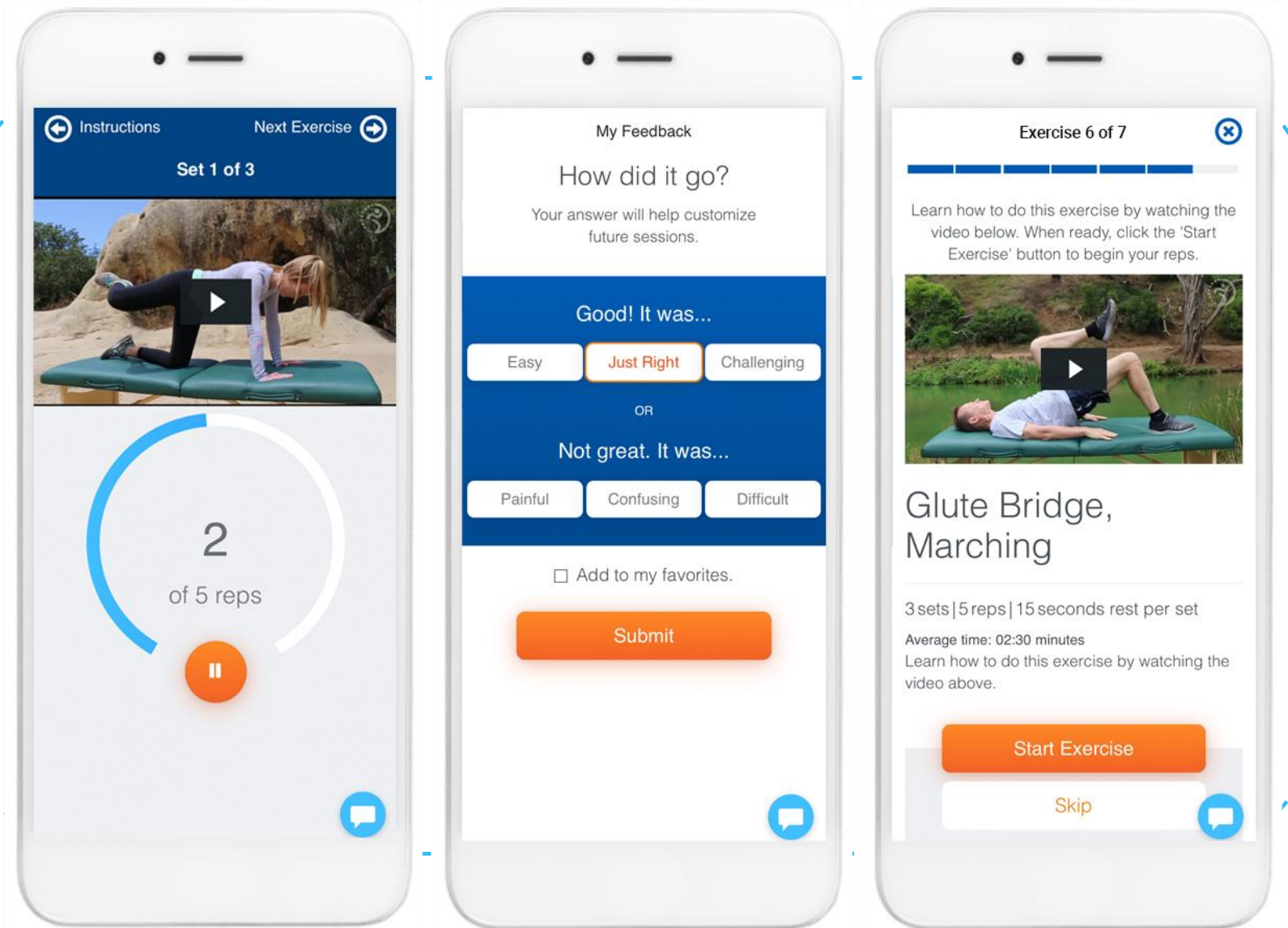
RecoveryOne recommends that members perform exercise sessions at least 2-3x per week.

Program length varies depending on the injury or surgical procedure and member progression.



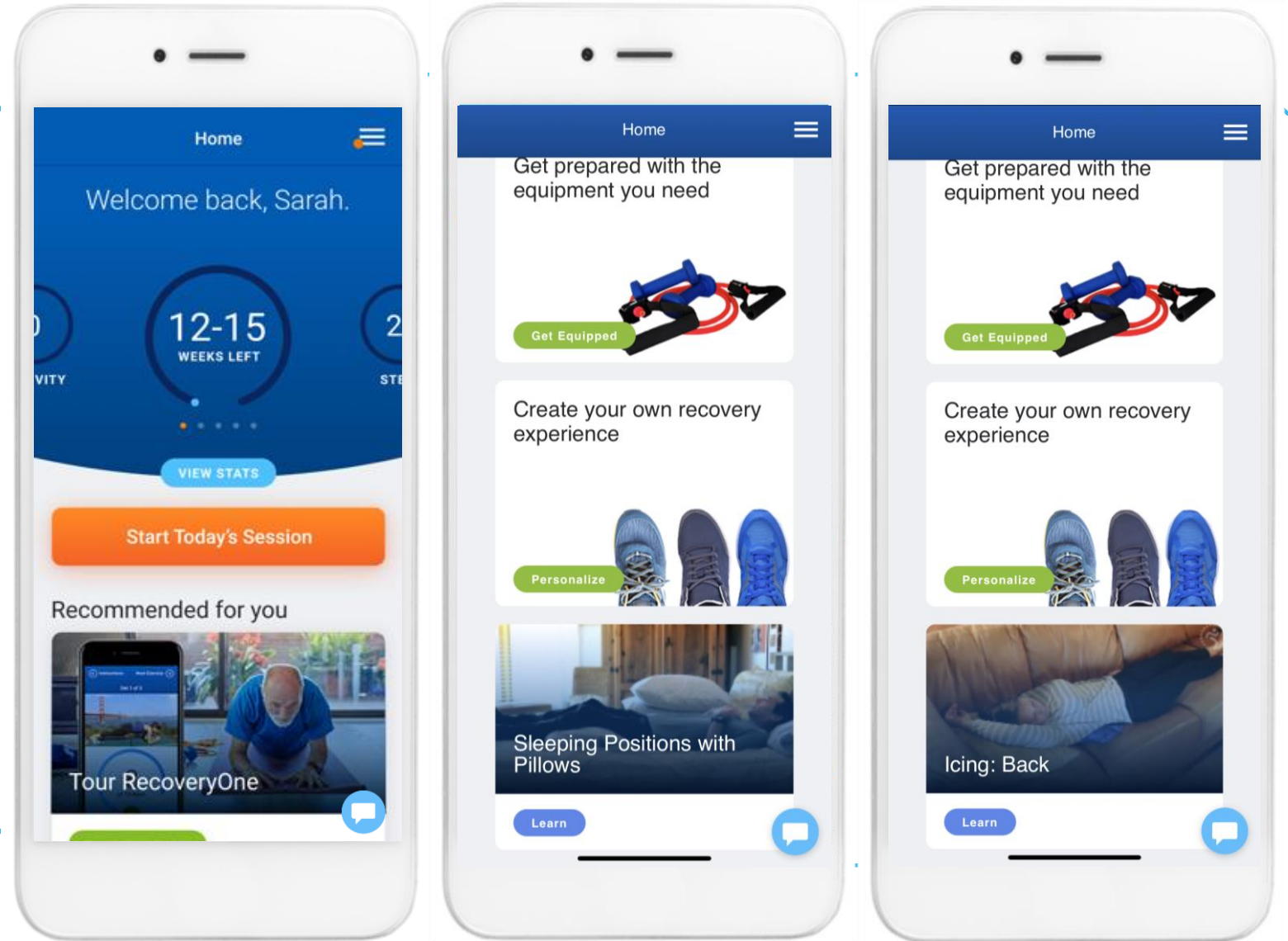
Exercise Sessions

Member feedback on each exercise helps RecoveryOne tailor subsequent sessions.



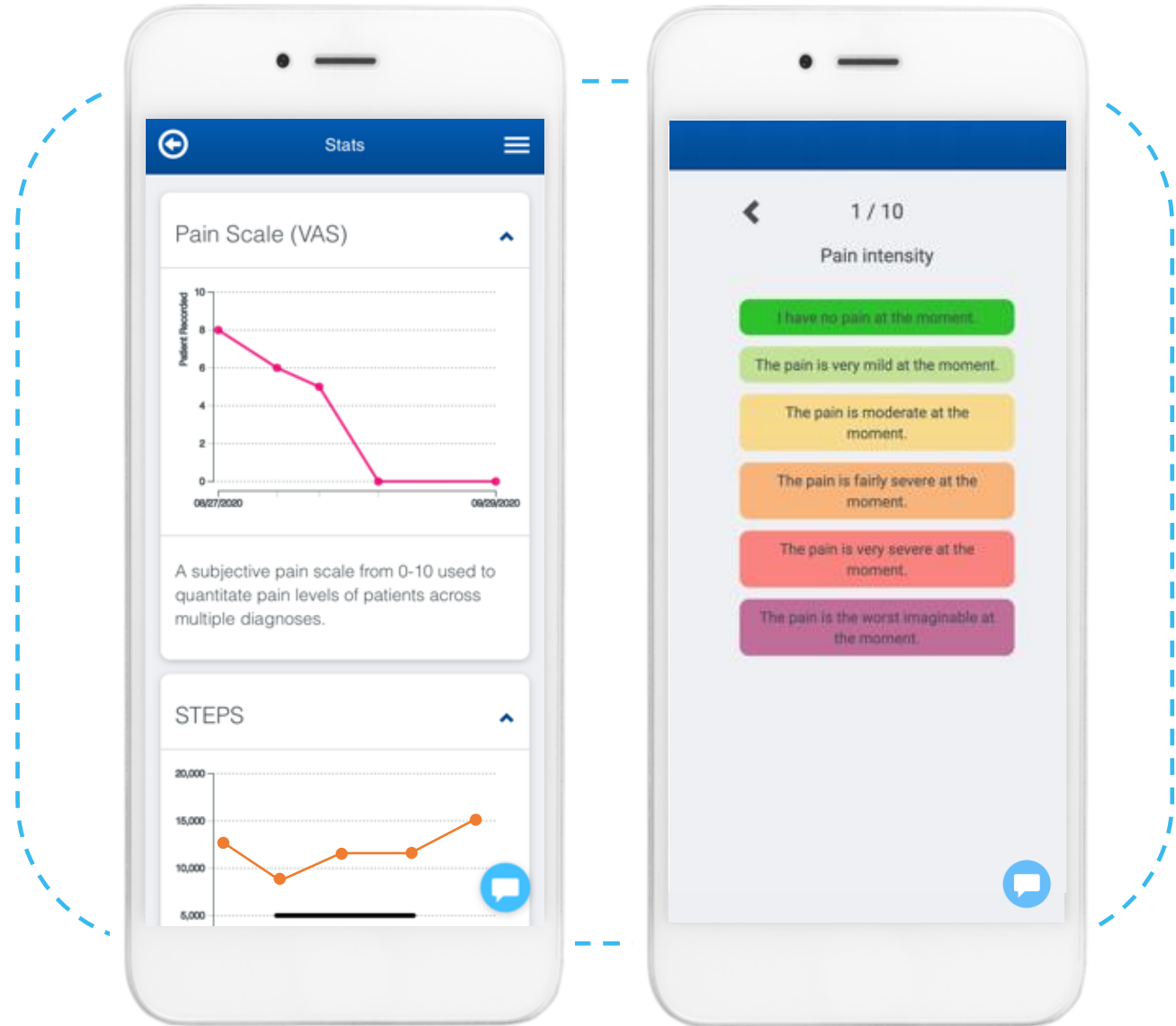
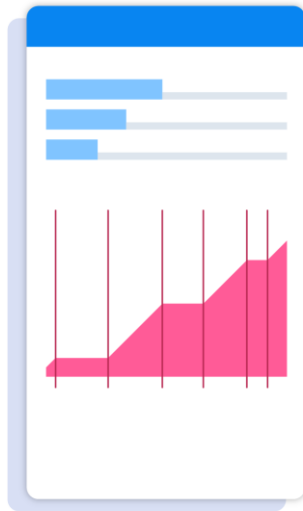
Educational Content

Educational videos teach members important tips and tricks to remember as they continue to recover.



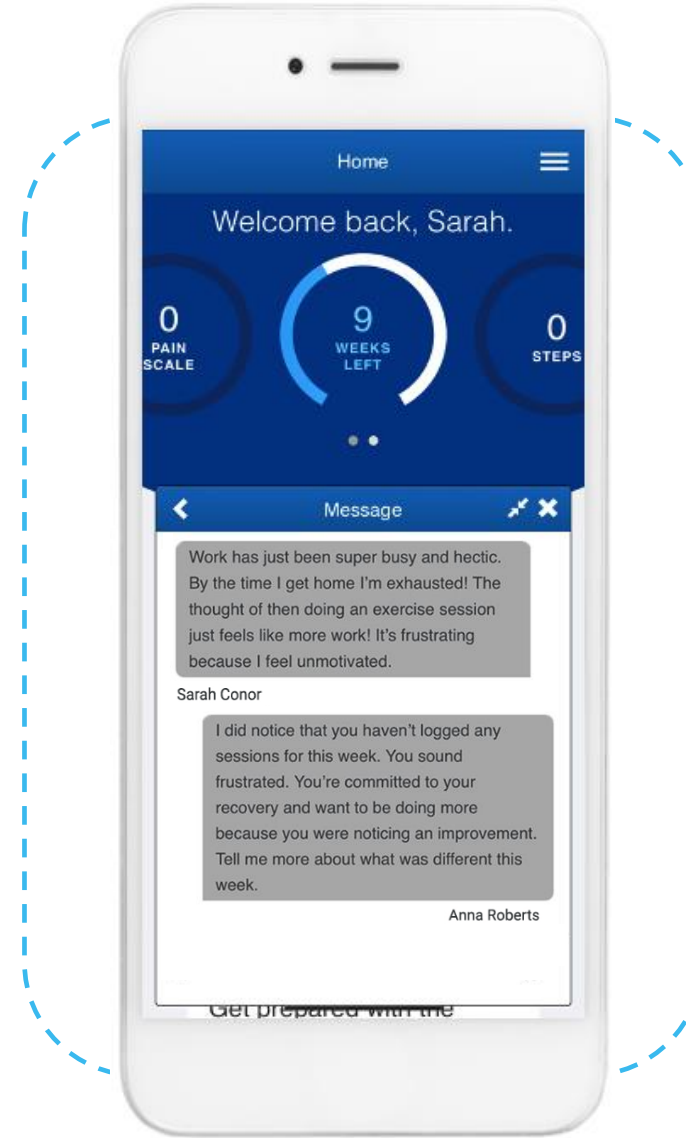
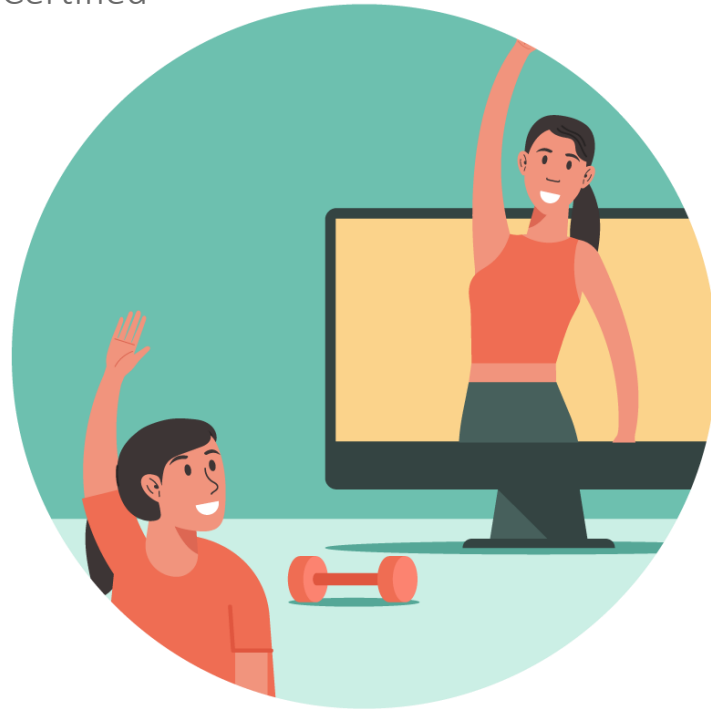
Clinical Measures

RecoveryOne tracks and displays pain, function and quality of life metrics (as well as other clinical measures) to ensure members are gradually improving.



Coaching Support

Members have weekly, in-app contact with their assigned Certified Health Coach.





recovereveryone™ for Cigna®
get back out there

What kind of questions
do you have?

Submit them to your Cigna Account
Team.

Are you ready to share this
benefit with employees?

Start with the **Intro Email**

Thank you!





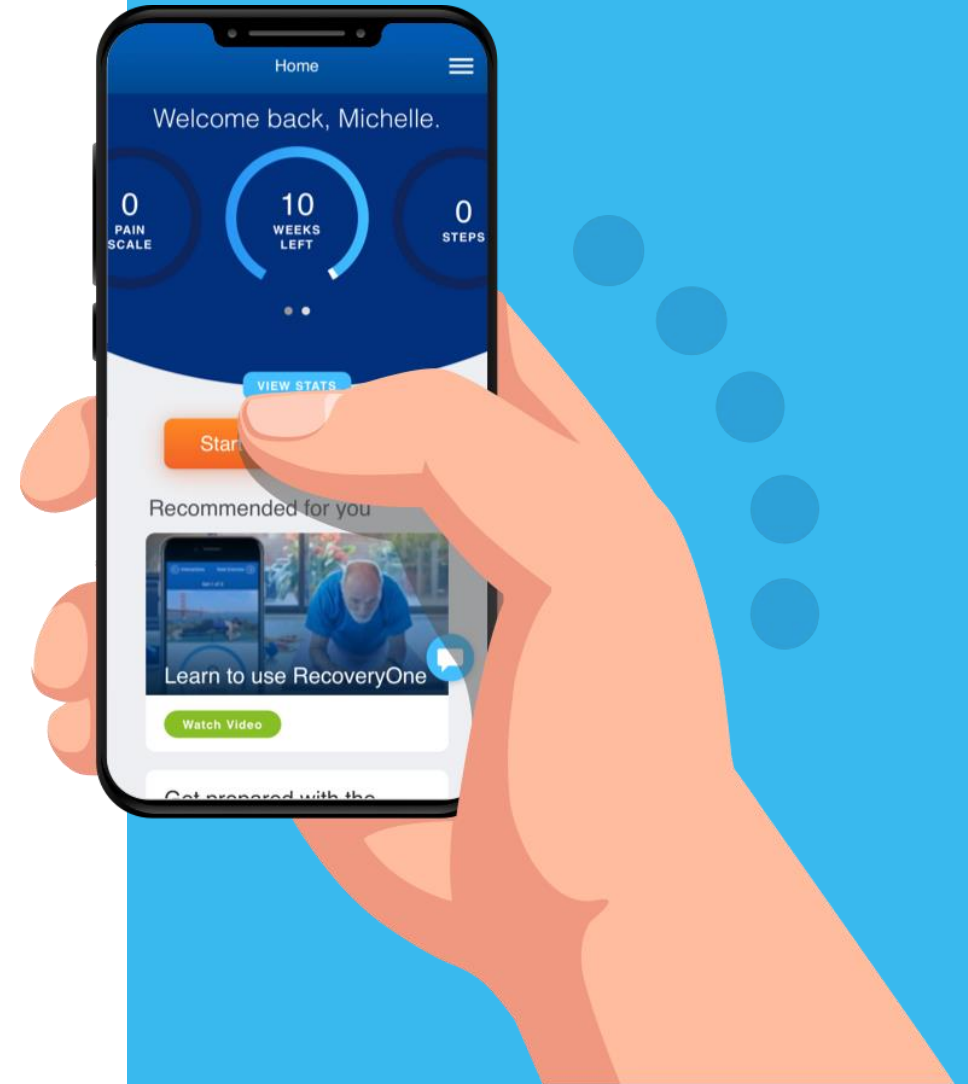
recovereveryone™ for Cigna®
get back out there

Appendix

Addressing HIPAA and Privacy Concerns

Important points to remember

- Individual employee and dependent usage of RecoveryOne for Cigna isn't shared with an employer.
- All educational communications outreach sent by RecoveryOne for Cigna will protect personally identifiable information and personal health information.
- Employees and dependents must be 18+ years of age to participate.





Disclaimers

1. Cost and usage of this program is included in premium and administrative fees; no additional out-of-pocket expense applies.
2. Equipment kit is provided at no charge; one per member after successful program enrollment. No purchase necessary. Visit recoveryone.com/recoveryone-privacy-policy/ for full details.
3. If you haven't created a myCigna account, go to myCigna.com and click "Register." Follow the instructions to complete the short form and click "Submit."