

REAL LIFE. REAL SOLUTIONS.

# Resilience



Offered by Cigna Health and Life Insurance Company, or its affiliates.

# Clinical waves of impact from COVID-19

Cigna is addressing the evolving nature of the crisis over the long term



**1<sup>ST</sup> WAVE**  
COVID-19 immediate mortality/morbidity



**2<sup>ND</sup> WAVE**  
Depression, PTSD, provider burnout, economic injury



**3<sup>RD</sup> WAVE**  
Influx of urgent non-COVID conditions

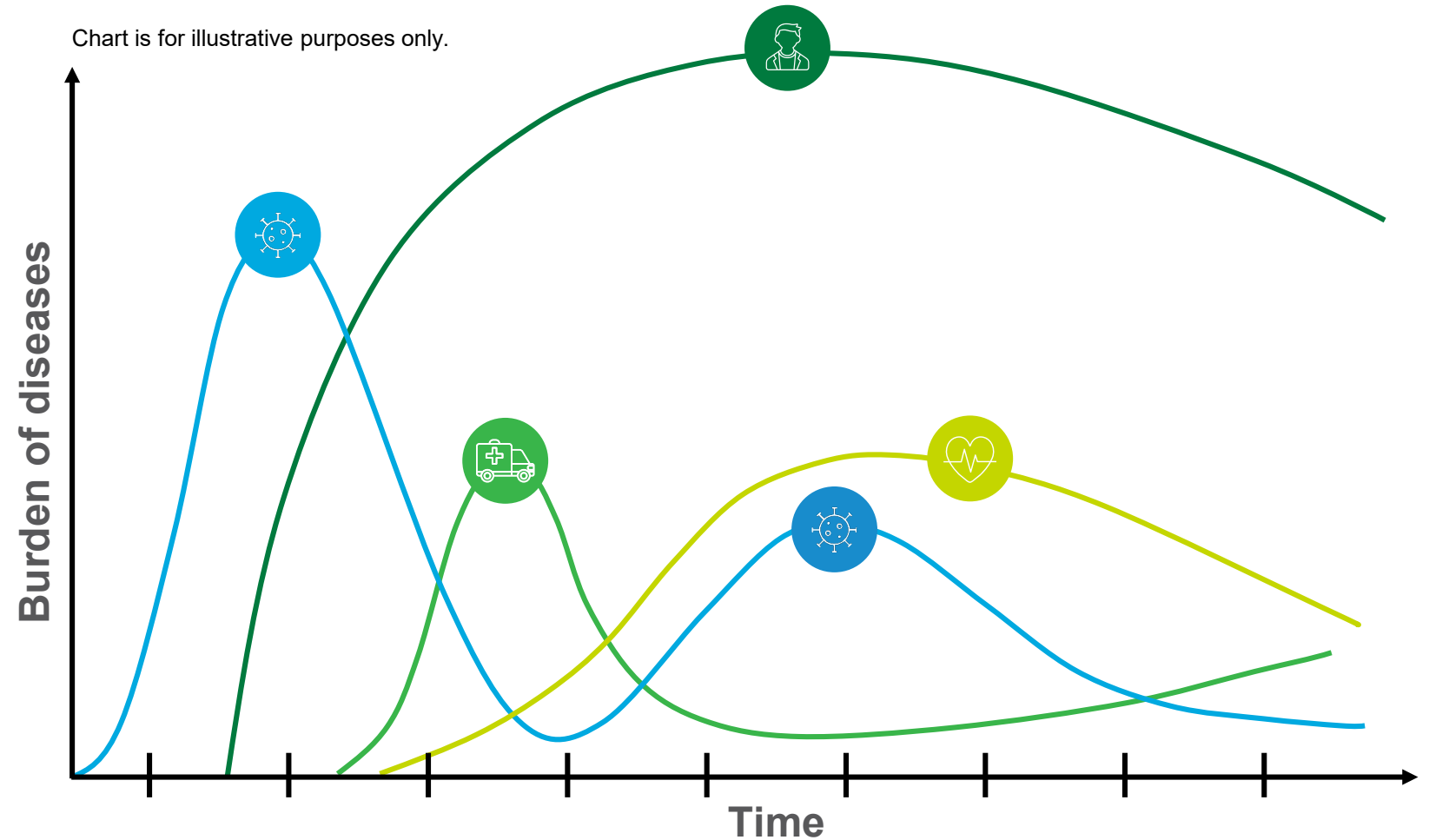


**1<sup>ST</sup> WAVE PT. 2**  
COVID-19 resurgence when restrictions lifted



**4<sup>TH</sup> WAVE**  
Chronic disease exacerbation

Chart is for illustrative purposes only.



Graph adapted from Victor Tseng – Pulmonary & Critical Care Physician: University Of Colorado, March 2020

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# IMPACT OF COVID-19 ON MENTAL HEALTH



**2020-2021**

People with signs of anxiety and depression have **TRIPLED**<sup>1</sup>



**10-20%+**

increase in antidepressant prescriptions<sup>2</sup>



**Loneliness**

and isolation prevalence skyrocketing<sup>3</sup>



**90%** of adults reported mental health impacts due to the pandemic in 2020<sup>4</sup>

1. JAMA Network, "Prevalence of Depression Symptoms in US Adults Before and During the COVID-19 Pandemic", <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2770146?widget=personalizedcontent&previousarticle=0>, last accessed 9/13/2021. 2. Evernorth, "Update on America's State of Mind – 4 Key Takeaways", <https://www.evernorth.com/articles/americas-state-of-mind-update-on-covid-19-and-mental-health>, last accessed 9/13/2021. 3. Harvard Business Review, What Covid-19 Has Done to Our Well-Being, in 12 Charts, Retrieved 26 February 2021. 4. KFF, "The Implications of COVID-19 for Mental Health and Substance Use", <https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>, last accessed 9/13/2021.



# RESILIENCE IS AT RISK IN 3 IN 5 AMERICANS\*

**Resilience: our ability to quickly recover from challenges**



\*Source: Cigna Resilience Index: 2020 U.S. Report

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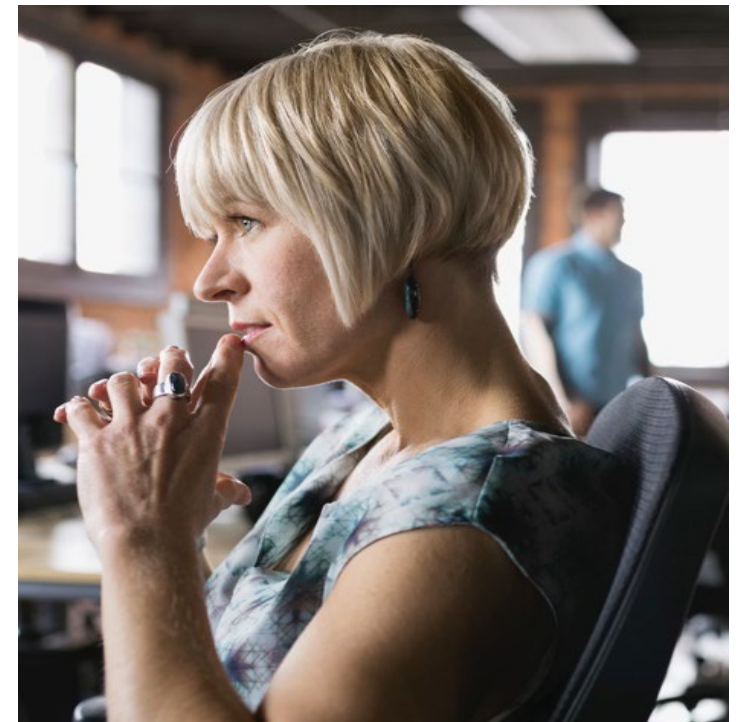
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# RESILIENCE:

## WHAT DOES IT LOOK LIKE?

- Doesn't give up
- Seeks solutions and faces fears
- Is able to adapt
- Believes in self
- Manages stress



- The volume of stress
- Vulnerabilities
- Strengths

# Trivia question

What percentage of workers have left a job due to mental health and lack of support? Which generation is most likely to leave?

- 1. **20%**
  - 2. **30%**
  - 3. **50%**
  - 4. **60%**
- A. **Gen Z**
  - B. **Millennials**
  - C. **Generation X**
  - D. **Baby Boomers**





# Trivia question

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- |        |                 |
|--------|-----------------|
| 1. 20% | A. Gen Z        |
| 2. 30% | B. Millennials  |
| 3. 50% | C. Generation X |
| 4. 60% | D. Baby Boomers |



Source: Mind Share Partners' "2021 Mental Health at Work Report." 2021



# RESILIENCE DECLINES AS CHILDREN GROW\*

**29%**

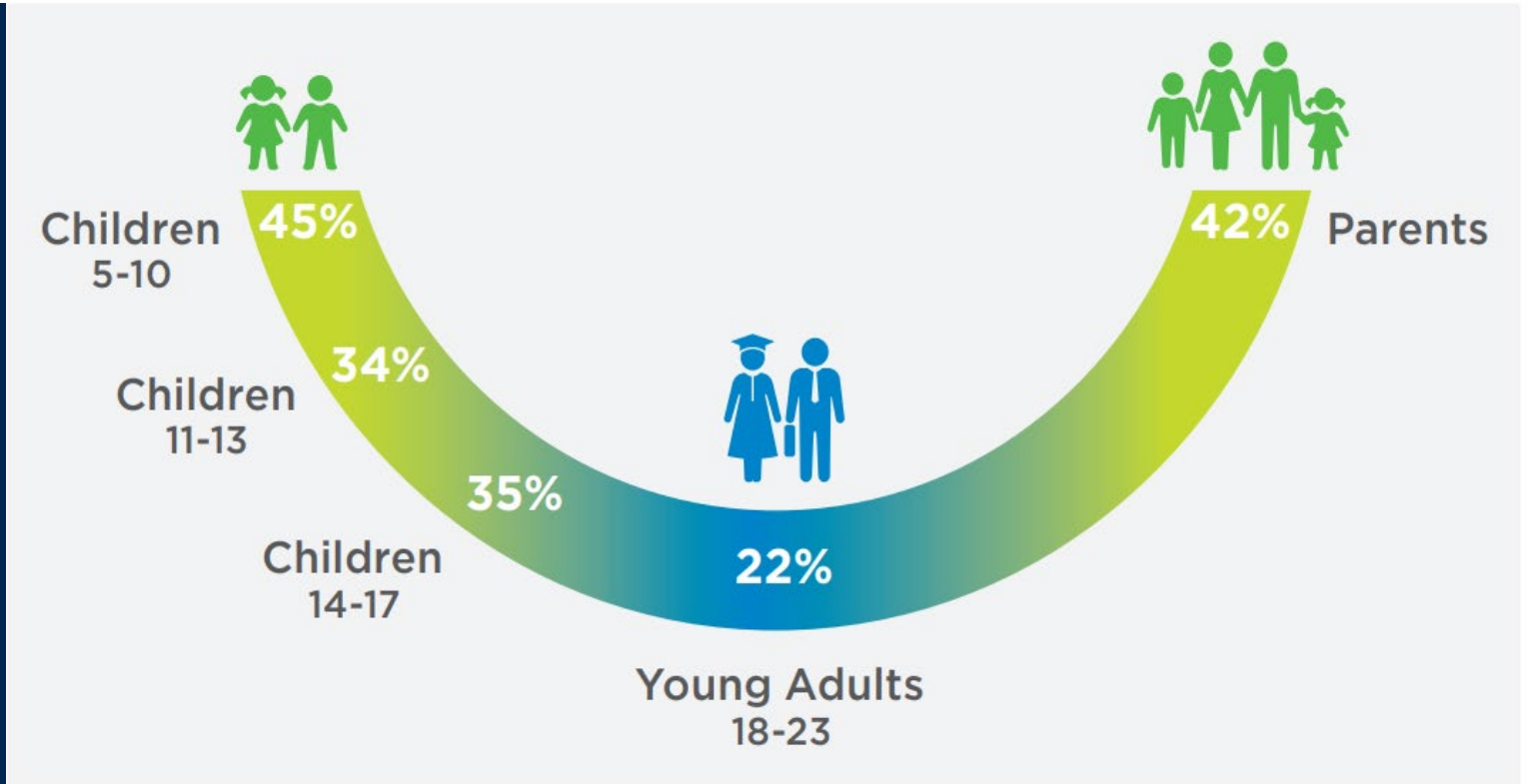
of children feel they fit in with other children only sometimes, or not at all

**54%**

of young adults ages 18-23 feel they belong in their community only somewhat, or not at all

**34%**

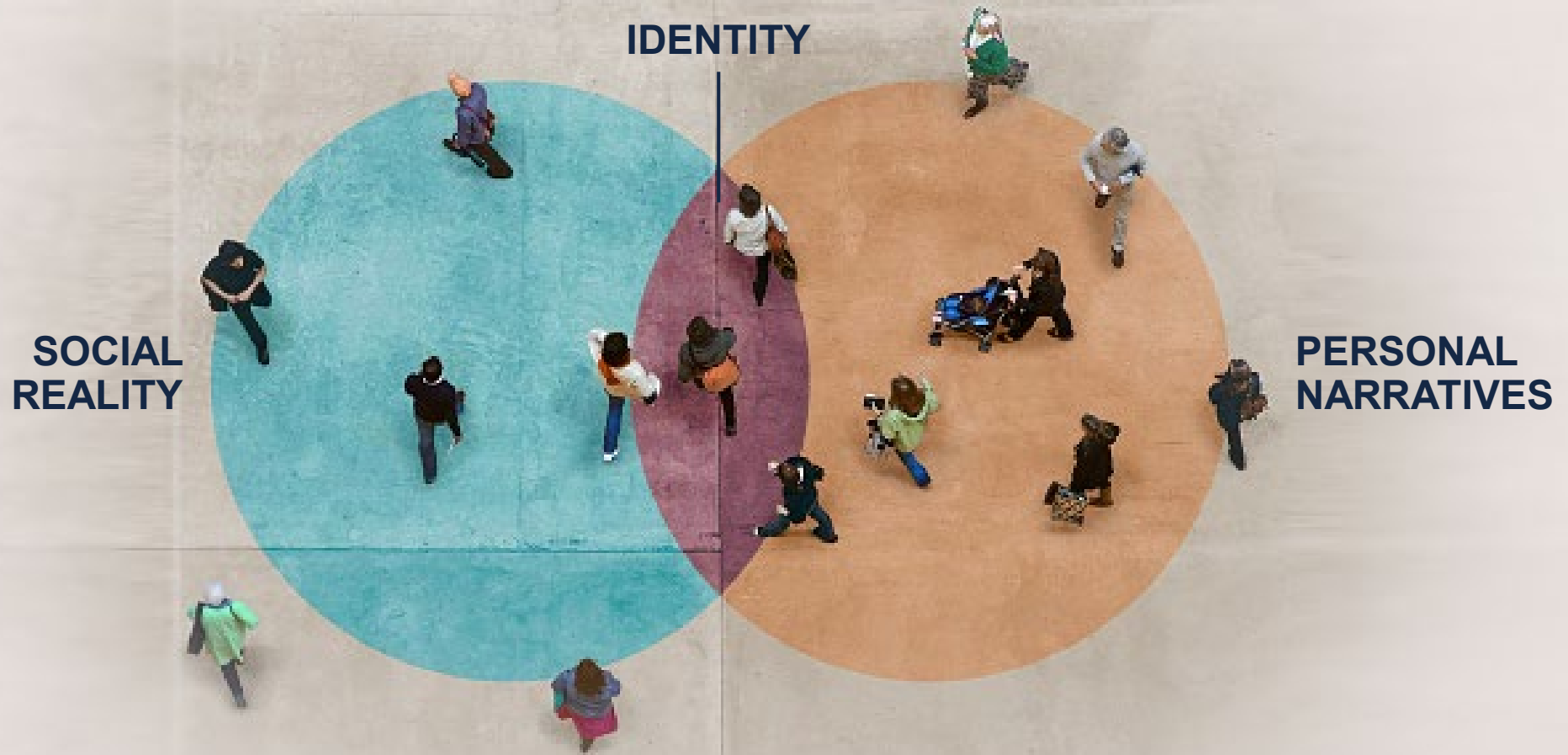
of parents feel they belong in their community only somewhat, or not very much at all



\*Source: Cigna Resilience Index: 2020 U.S. Report.



# POWER OF PERSPECTIVE



# PURPOSEFULLY NURTURE RESILIENCE

- Commitment
- Connectedness
- Coherence
- Cohesion
- Adaptability
- Communication
- Spirituality
- Time Together
- Individual Assets
- Community Support



# Getting the support you need

**Recognize your own reactions**

**Don't neglect your own needs**



**Remember the value of self-care**

**Lean on trusted others**



# MANAGING DIFFICULT EMOTIONS

**IT IS IMPORTANT  
TO PRIORITIZE  
YOUR  
EMOTIONAL  
HEALTH.\***

## **Self-care**

- Get adequate rest
- Exercise
- Eat healthy meals
- Participate in relaxing activities
- Take a break from social media

## **Engage with others**

- Reach out to people who care
- Offer help to others
- Try to find the silver linings
- Plan activities you enjoy
- Reach out for professional help



# BUILDING BLOCKS OF RESILIENCE

## PILLARS



Awareness



Personal Skills



Control



Physical and Mental Health

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## PROCESSES



Diverse Community



Safe Spaces and  
Personal Outlets



Daily Practices, Routines  
and Resources

# Behavioral health high-level journey

A cycle of self-managing, seeking support and getting information

## SELF-MANAGING

Self-management of symptoms to relieve discomfort

- Listening to music/calming sounds
- Getting outdoors/doing physical exercise
- Engaging in hobby/extracurricular activity

1

“Something is not right”

CYCLE CAN LAST MONTHS TO YEARS

5

## RETURN TO CYCLE

A negative or non-effective experience with a provider can cause the patient to fall back into the cycle of self-management

“I can’t do this alone”

3

## TRANSITIONING

- Internal realization
- Conversation with friend/family

4

GETTING HELP

2a

## SEEKING PERSPECTIVE/SUPPORT

Looking for perspective, support or validation

- Friends, family or coworkers
- Online health resources (Google, WebMD)
- Social media

2b

## GETTING INFORMATION

Seeking answers to questions to understand condition and symptoms

- Google search
- Online health resources (Google, WebMD)
- Friends, family or coworkers



For illustrative purposes only.



# Behavioral health benefits

## A new day

### Expansion of digital and virtual providers:

- Helps increase access to care
- Helps remove barriers
- Allows for various modalities to meet customers' needs

### Benefit to employees:

- Access to behavioral care the same as any other provider
- Access to peer support services
- Ability to self-manage care through online tools
- Additional providers with increased availability
- Easy to schedule with online scheduling tools

Cigna 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 or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.

MDLIVE for Cigna®

ginger

talkspace

Meru Health

Kaden

MAP Care Solutions™

nocd

sondermind®

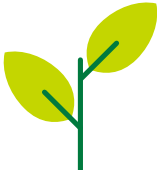
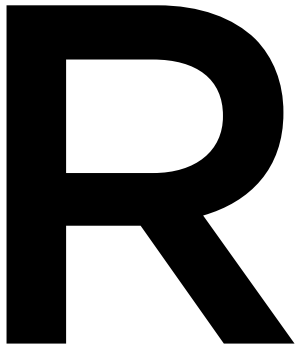


# GROW FORTH: A CIGNA APPROACH TO BUILDING GREATER RESILIENCE




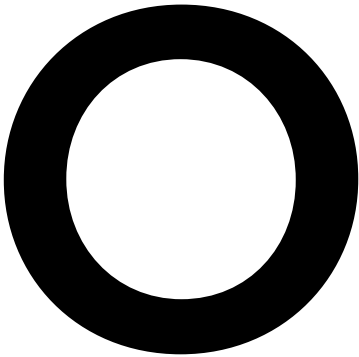
**Ground yourself in the situation.**

Write down your ideal outcome



**Recognize what you can control.**

Commit to one thing you can tackle today



**Organize the resources you need.**

Visit [CignaResilience.com](https://CignaResilience.com) to access expert resources



**Work with your community for support.**

Remember that asking for help is a sign of strength

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Learn more, take a questionnaire and assess resilience levels at [CignaResilience.com](https://CignaResilience.com)

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# Suicide awareness and prevention support.



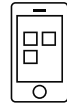
National Suicide Prevention Lifeline  
**800.273.8255**  
**[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)**\*

Crisis Text Line  
**Text HOME to 741741**  
**[www.crisistextline.org](http://www.crisistextline.org)**\*

Suicide Awareness and Prevention resources available on [Cigna.com](http://Cigna.com)



Cigna Veteran Support Line 24/7  
**855.244.6211**



Telephone, face to face and Telehealth services for behavioral and employee assistance program (EAP)



Cigna EAP seminars on Suicide Awareness for employees and managers



Crisis Triage Line 24/7 (behavioral or EAP prompt)



On-demand EAP webcasts on Suicide Awareness and Mental Health: Let's Talk About It and more (for EAP clients/customers)



Case managers assess for risk of harm and redirect to crisis specialist or nearest hospital or emergency room if harm is determined an immediate risk



24/7 EAP consultation for HR and managers, plus "Responding to Suicide Warning Signs" handout

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.

\*Refer to websites for details. Third-party service providers are solely responsible for their services.







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