


PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6 TH FLOOR CLEARWATER, FL 33756	 <h1 style="text-align: center;">REQUEST FOR PROPOSAL</h1>
ISSUE DATE: JANUARY 22, 2021	PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED
TITLE: MEDICAL, EMPLOYEE ASSISTANCE AND MANAGED BEHAVIORAL AND MENTAL HEALTH BENEFITS – GROUP PERSONNEL SERVICES	RFP NUMBER: 21-0162-P(LN)
SUBMITTAL DUE: STEP 1 – FEBRUARY 4, 2021 @ 3:00 P.M. STEP 2 - MARCH 9, 2021 @ 3:00 P.M. <i>AND MAY NOT BE WITHDRAWN FOR 120 DAYS FROM DATE LISTED ABOVE.</i>	PRE-PROPOSAL DATE & LOCATION: NOT APPLICABLE
DEADLINE FOR WRITTEN QUESTIONS: Step 1 FEBRUARY 1, 2021 BY 3:00 P.M. Step 2 FEBRUARY 25, 2021 BY 3:00 P.M. SUBMIT QUESTIONS TO: LUCY NOWACKI AT lnowacki@pinellascounty.org Phone: 727-464-3766	
<p style="text-align: center;"><u>THE MISSION OF PINELLAS COUNTY</u></p> <p>Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.</p>	<hr/> MERRY CELESTE, CPPB Division Director Purchasing and Risk Management

PROPOSER MUST COMPLETE THE FOLLOWING

NO CHANGES REQUESTED BY A PROPOSER WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS, INCLUDING ALL INSURANCE REQUIREMENTS.

Cigna Health and Life Insurance Company (CHLIC) (1)

PROPOSER (COMPANY NAME): Cigna Behavioral Health, Inc. (2) **D/B/A** Not Applicable

MAILING ADDRESS: 900 Cottage Grove Road (1)
11095 Viking Drive, Suite 350 (2) **CITY / STATE / ZIP** Hartford, CT 06152 (1)
Eden Prairie, MN 55344 (2)

COMPANY EMAIL ADDRESS: Morris.Mirabella@Cigna.com

PHN: (813) 637-1201 **FAX:** (813) 637-1264

***REMIT TO NAME:** Cigna Health and Life Insurance Company (CHLIC)
 (As Shown On Company Invoice) 59-1031071 (1)

CONTACT NAME: Morris Dean Mirabella

Proper Corporate Identity is needed when you submit your proposal, specifically how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information.

PRINT NAME: Morris Dean Mirabella

EMAIL ADDRESS: Morris.Mirabella@Cigna.com

I HEREBY AGREE TO ABIDE BY ALL TERMS AND CONDITIONS OF THIS RFP, INCLUDING ALL INSURANCE REQUIREMENTS & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

AUTHORIZED SIGNATURE: 

PRINT NAME/TITLE: Morris Dean Mirabella, Vice President of CHLIC and Authorized Signatory



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

Detail by Entity Name

Foreign Profit Corporation

CIGNA HEALTH AND LIFE INSURANCE COMPANY

Filing Information

Document Number	F96000002814
FEI/EIN Number	59-1031071
Date Filed	06/04/1996
State	CT
Status	ACTIVE
Last Event	AMENDMENT AND NAME CHANGE
Event Date Filed	03/24/2010
Event Effective Date	NONE

Principal Address

900 Cottage Grove Road
Bloomfield, CT 06002

Changed: 06/25/2020

Mailing Address

900 Cottage Grove Road
Bloomfield, CT 06002

Changed: 06/25/2020

Registered Agent Name & Address

CHIEF FINANCIAL OFFICER
200 E. GAINES ST
TALLAHASSEE, FL 32399-0000

Name Changed: 03/17/2003

Address Changed: 04/07/2014

Officer/Director Detail

Name & Address

Title DIRECTOR

BOURDON, DAVID
900 Cottage Grove Road

Bloomfield, CT 06002

Title DIRECTOR

BUCKLEY, TIMOTHY
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

HUGGINS, JULIA
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

POTANKA, EDWARD
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

RUSSELL, DAVID
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

SATALINE, JR., FRANK
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

SNOW, CHRISTOPHER
900 Cottage Grove Road
Bloomfield, CT 06002

Title PRESIDENT

HUGGINS, JULIA
900 Cottage Grove Road
Bloomfield, CT 06002

Title CHIEF FINANCIAL OFFICER

BOURDON, DAVID
900 Cottage Grove Road
Bloomfield, CT 06002

Title VICE PRESIDENT

HART, JOANNE

900 Cottage Grove Road
Bloomfield, CT 06002

Title VICE PRESIDENT

FLEMING, MARK
900 Cottage Grove Road
Bloomfield, CT 06002

Title TREASURER

LAMBERT, SCOTT
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

GORMAN, STEPHANIE
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

HOUGH, CAROL
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

MC GINLEY-GRAZIOSI, SHEILA
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

MCGOLDRICK, FRANCIS
900 Cottage Grove Road
Bloomfield, CT 06002

Title DIRECTOR

SMITH, VICTORIA
900 Cottage Grove Road
Bloomfield, CT 06002

Title SECRETARY

STADELMAN, JILL
900 Cottage Grove Road
Bloomfield, CT 06002

Annual Reports

Report Year **Filed Date**

2018 04/11/2018
 2019 04/20/2019
 2020 06/25/2020

Document Images

06/25/2020 -- ANNUAL REPORT	View image in PDF format
04/20/2019 -- ANNUAL REPORT	View image in PDF format
04/11/2018 -- ANNUAL REPORT	View image in PDF format
04/20/2017 -- ANNUAL REPORT	View image in PDF format
04/23/2016 -- ANNUAL REPORT	View image in PDF format
04/15/2015 -- ANNUAL REPORT	View image in PDF format
04/07/2014 -- ANNUAL REPORT	View image in PDF format
04/23/2013 -- ANNUAL REPORT	View image in PDF format
02/09/2012 -- ANNUAL REPORT	View image in PDF format
03/08/2011 -- ANNUAL REPORT	View image in PDF format
05/17/2010 -- ANNUAL REPORT	View image in PDF format
03/24/2010 -- Amendment and Name Change	View image in PDF format
07/17/2009 -- ANNUAL REPORT	View image in PDF format
01/21/2008 -- ANNUAL REPORT	View image in PDF format
03/13/2007 -- ANNUAL REPORT	View image in PDF format
03/09/2006 -- ANNUAL REPORT	View image in PDF format
01/18/2005 -- ANNUAL REPORT	View image in PDF format
07/07/2004 -- ANNUAL REPORT	View image in PDF format
05/05/2003 -- ANNUAL REPORT	View image in PDF format
03/27/2002 -- ANNUAL REPORT	View image in PDF format
02/13/2001 -- ANNUAL REPORT	View image in PDF format
06/07/2000 -- ANNUAL REPORT	View image in PDF format
11/23/1999 -- Name Change	View image in PDF format
05/04/1999 -- ANNUAL REPORT	View image in PDF format
02/19/1998 -- ANNUAL REPORT	View image in PDF format
09/17/1997 -- ANNUAL REPORT	View image in PDF format
06/04/1996 -- DOCUMENTS PRIOR TO 1997	View image in PDF format
06/04/1996 -- Foreign Qualification	View image in PDF format

SECTION B – SPECIAL CONDITIONS

Proposal Title: Medical, Employee Assistance and Managed Behavioral and Mental Health Benefits – Group Personnel Services Proposal Number: 21-0162-P(LN)

1. STEP 2 – PROPOSAL:

Only those qualified proposers listed on the Addendum from Step 1 shall submit proposals and pricing. Proposals received from non-qualified proposers will be deemed non-responsive.

The County's health and welfare consultant will be calculating the costs to determine the Compensation rating.

Qualified Proposers for Step 2 shall address the information required in Section E of this RFP, in addition to the online Questionnaire (instructions for which shall be submitted via Addendum).

In addition, Proposers are required to provide the following information by the date and time indicated for Step 2 on page 1 of this RFP.

a) **A separate statement describing the Proposer's qualifications and experience in providing the same or similar services as outlined in the RFP Scope of Work. This description should include the names of the person(s) who will provide the services, including any subcontractors, their qualifications, and the years of experience in performing this type of work/services. Also include the reference information requested in Section D.**

We are confident in our ability to service the needs of the County. We have been offering health plans to Florida's local government and educational institutions for more than 200 years and through our specialized government and education team we currently serve more than 100 million members. We have strong deep connections in Florida and provide coverage to a total of 100 government and education clients and over 2,000,000 employees in the area. Our specialized team will help the County design cost effective personalized coverage solutions that connect employees to the programs, services and health care providers they need to adopt healthier lifestyles.

- We accomplish this through
- personalized health and wellness solutions
 - customized employee engagement tools and resources
 - easy to use and convenient specialized customer service and a specialized highly trained multidisciplinary team
 - integrated solutions to support employees' health and wellbeing and
 - a focus on health equity.

We are committed to designing customized health and wellness solutions that are relevant and effective for each local government, school district and higher education institution we serve.

Account Management Team

Your Cigna account manager will continue to incorporate a global approach to effectively coordinate your plan and provides designated resources for customer service, accounting, claims and underwriting. Our experts also bring expertise that translates to exceptional service delivery focused on guiding the processes and tools that meet your needs.

The County's core account manager will continue to include a new business manager, claim manager, premium manager, on-site client service partner, engagement and consultation service executive, regulatory account specialists and underwriter.

Senior Account Executive – Kelly Reabe: 25 years of experience



The senior account executive oversees the account management process and

- responds to bid specifications
- works with underwriters to price proposed plans
- understands your needs and determines the best plan and funding options available and
- works with the implementation and account management teams to ensure a smooth transition

Senior Consultative Client Manager – Ben Heugel: 32 years of experience

As your Sr. Consultative Client Manager, Ben Heugel is ultimately responsible for the continued successful delivery of services provided by the Cigna team. He will continue to coordinate a designated team of professionals to ensure that Cigna excels in delivering service and value. Ben will develop a meeting schedule to monitor programs, services, strategies, plan financial and utilization trends. Ben will also provide the County with annual cost projections, offer a strategy recommendations, manage the renewal process and offer integrated and differentiated solutions on behalf of Cigna.

Implementation Manager – Heather Miller: 10 years of experience

Heather will continue to be responsible for the overall successful implementation of your plan and the effective transition of your employees to Cigna. Heather is actively involved in implementation and maintenance issues to help ensure the seamless implementation of your plan. Heather also coordinates activities between the County and Cigna departments including sales and other service partners in understanding claims contracts, eligibility and filing to ensure efficient and accurate plan execution.

As the continued implementation manager for the County, Heather specializes in servicing the unique needs of the County's members. Because of his specialization, Heather has deep knowledge of and experience with implementation for the County. In addition to standard implementation protocol and procedure training, the Heather receives quarterly training on the specific needs of local government and schools.

Engagement Consultant – Noreen Philyaw: 10 years of experience

Noreen will continue to provide support to your team with technical expertise in plan coverage processes and team and wellness strategy. Noreen works closely with the client manager, implementation manager, client service partner and other Cigna employees to provide ongoing service that is both efficient and effective for clients and members alike. Noreen is the primary contact between your HR staff and Cigna for addressing routine coverage questions, supporting member education, coordinating open enrollment and facilitating scheduled service meetings. Noreen works closely with the client to develop implementation and facilitate team and wellness and team advocacy programs and events.

Client Service Partner – Geri Prohaska: 10 years of experience

Geri will continue to be your direct point of contact for escalated claims, filing and eligibility questions. Geri also works closely with internal partners including your onsite client service partner, client manager, enrollment, senior operations, management, implementation and others to provide ongoing efficient and effective service. In addition, Geri

- manages ongoing tracking and trending of your service experience through integrated technology and tools
 - identifies opportunities for service improvement and
 - works closely with your account management team to monitor service trends.
- Additional responsibilities include the following:
- Coverage Consultation begins in the early plan selection stage and continues through installation to address service questions, trends, etc. Often once the plan starts, the client service executive partners with the implementation manager to accurately capture and administer coverage based on the clients intent and works closely with this team to address eligibility needs.
 - Proactive Involvement with the client service executive works with other areas like, filing, eligibility, claims, focus on service, new and ID cards to identify potential service concerns and resolve them in a timely manner. This work is also supported by our service coordinator team which is made



up of experienced resources to assist in day-to-day activity resolution, give account individual trends, process, improve opportunities and the etc.

Eligibility Specialist – Lisa Kirby: 33 years of experience

Lisa will continue to be responsible for updating the eligibility data based on the receipt information from the client and/or enrollment records. Lisa works with the County to reconcile error reports to ensure the main accurate eligibility and acts as the point of contact for client specific questions or service issues about a unit and annual eligibility.

The eligibility account specialist supporting your accounts is part of the dedicated eligibility team that only supports government and education clients. Through training and experience, these specialized team members have deep knowledge and expertise in the government and education sectors.

Underwriting Support

Your designated underwriter has sophisticated knowledge of covered services, funding, cost drivers and contribution strategy. Therefore, she provides consultation to develop a plan and cost structure that meets the County's needs.

Nurse Executive – Peggy Harris, RN: 10 years of experience

The onsite nurse executive provides access to members individually as well as in group sessions. The nurse liaison provides confidential medical guidance, conduct medical screening activities, usually agreed to by the parties, conduct wellness oriented training classes and workshops and act as a resource in the County's wellness program activities.

Medical Director – Dr. Michael Howell: 25 years of experience

Michael is an MD, MCHP is the Medical Executive, Medical Senior Director for Cigna representing Florida and the Caribbean. He is Board Certified in Internal Medicine and a Fellow of the American College of Physicians. Dr. Howell has strategic interface with major employer groups, physician and health care organizations and clinical entities engaged in defining and delivering clinical care options to patients in our community.

Other Team Members

Service representatives from various eligibility, billing, local health plans, contracts, compliance, and reporting provide additional support to the account service team.

Subcontractors

Cigna serves as the sole provider of services required in this RFP.

References – Section D

Section D Vendor References has been attached in Case Section D.

b) A separate written narrative describing the methods and/or manner in which the Proposer proposes to satisfy the requirements of the Scope of Work set out in Section E.

A separate narrative has been included in Section of the Questionnaire. On the part of Cigna, we are excited for the opportunity to respond to the Medical Coverage RFP for the County. We have organized our proposal with an understanding of the work to be accomplished noted in your RFP and outlined how Cigna can collaborate with you to have a powerful impact in helping your employees and their families lead healthier lives.

Our cost-effective, personalized benefits solutions connect your employees to the right programs, services and health care professionals they need to adopt healthier lifestyles. We are confident in our ability to service the needs of the County and successfully perform the work in the Scope of Services.

c) A separate proposed Statement of Work (Proposer's Statement of Work) that enumerates and defines the work/services that Proposer will provide to the County to complete the Scope of Work in this RFP, including each task, deliverable, and/or goods or products comprising the services



Proposer will provide, as well as a proposed completion schedule for each task or deliverable, if applicable. The Proposer's Statement of Work shall be in a form that can be incorporated into the Services Agreement as an Exhibit at the County's option.

The parties agree that the Proposer's Administrative Services Agreement as negotiated by the parties shall be attached and incorporated into the Services Agreement as a Proposer's Statement or

d) **Financial information as requested in online questionnaire for Step 2 to determine compensation formulation. The County's health and welfare consultant will be calculating the costs to determine the compensation rating.**

acknowledged. The financial information has been inputted and uploaded in the online questionnaire.

e) **Any exceptions to any section of this RFP.**

The have provided clarifying responses to the RFP provision below.

Section A – General Conditions

21. SERVICES AGREEMENT:

In addition to being subject to all terms and conditions in this RFP, all responses are subject to the terms and conditions in the Services Agreement attached to the RFP. Additional or modified terms and conditions in the Services Agreement may be necessary depending on the responses to the RFP, including any exceptions stated by the Proposer as required by Section A, paragraph 1(c) of this RFP. However, the County objects to and shall not be bound by any additional or modified terms and conditions that are in conflict with the terms and conditions in the Services Agreement, or are not acceptable to, or have been declared to be non-negotiable by the County, as determined in its sole discretion.

The existing responses in this RFP are mutually agreed upon. Cigna agrees to be bound by the language. As the incumbent carrier for the County there is currently an existing negotiated and executed contract in place. Cigna's preference is to continue to operate under the existing contract and incorporate new applicable provisions into the additional services requested in this proposal. Discrepancies between the terms of this RFP and the ISO agreement will be decided in the favor of the ISO agreement.

Please note under the stop loss policy an insured arrangement. Cigna agrees to issue policies reflecting the agreed upon specifications. The provisions of the insurance policy will supersede the RFP.

Cigna has attached our standard Administrative Services Only agreement and sample stop loss policy for the County's review.

SECTION B – SPECIAL CONDITIONS

**Proposal Title: Medical, Employee Assistance and Managed Behavioral and Mental Health Benefits –
Group Personnel Services Proposal Number: 21-0162-P(LN)**

9. PROPOSAL SUBMITTAL COPIES:

The preferred method is PDF conversion from the Proposer’s source files (to minimize file size and maximize quality and accessibility) rather than scanning.

Instructions for Providing Files in PDF Format to Pinellas County Government

How do I convert my files to PDF format?

Answer- If you have a program such as Adobe Acrobat, creating a PDF of any file is a simple print function. Rather than printing to a traditional printer, the file converts to a PDF format copy of your original. Any program (such as Word, PowerPoint, Excel, etc.) can be converted this way by simply selecting the print command and choosing PDF as the printer.

Unsaved documents have been converted to PDF format.

SECTION D – VENDOR REFERENCES

Proposal Title: Medical, Employee Assistance and Managed Behavioral and Mental Health Benefits – Group Personnel Services

Proposal Number: 21-0162-P(LN)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: Cigna Health and Life Insurance Company (CHLIC) (1) and Cigna Behavioral Health, Inc. (CBH) (2)
CHLIC was incorporated on May 2, 1963 and CBH was incorporated on May 17, 1988,
LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: however Cigna has over 200 years experience providing insurance services.

BUSINESS ADDRESS: 900 Cottage Grove Road Bloomfield, CT 06002 (1) and 11095 Viking Drive, Suite 350 Eden Prairie, MN 55344 (2)

HOW LONG IN PRESENT LOCATION: 9 Years

TELEPHONE NUMBER: 860.226.6000

FAX NUMBER: Not Applicable

TOTAL NUMBER OF CURRENT EMPLOYEES: 68,283 FULL TIME 1,916 PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: 5

All references will be contacted by a County Designee via email, fax or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

Proposers must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

1.
COMPANY: Brevard County BOCC
ADDRESS: 2725 Judge Fran Jamieson Way, Viera, FL 32940
TELEPHONE/FAX: 321-637-5454 / not available
CONTACT: Jerry Visco
CONTACT EMAIL; Gerard.visco@brevardfl.gov
COMPANY EMAIL ADDRESS: www.brevardfl.gov

2.
COMPANY: Hillsborough County BOCC
ADDRESS: 601 E Kennedy Blvd 17th Floor, Tampa, FL 33602
TELEPHONE/FAX: 813-272-5750 / 813-324-6640
CONTACT: Becky Buehrle
CONTACT EMAIL: Buehrler@hillsboroughcounty.org
COMPANY EMAIL ADDRESS: www.hillsboroughcounty.org

3.
COMPANY: Orange County BOCC
ADDRESS: 400 E. South Street, Orlando, FL 32801
TELEPHONE/FAX: 407-836-5817 / not available
CONTACT: Patrick Peters
CONTACT EMAIL: Patrick.Peters@ocf.net
COMPANY EMAIL ADDRESS: www.orangecountyfl.net

4.
COMPANY: Volusia County BOCC
ADDRESS: 230 North Woodland Blvd Ste 262 Deland, FL 32720
TELEPHONE/FAX: 386-736-5951 ext 13492 / 386-740-5149
CONTACT: Dave Merrill Jr.
CONTACT EMAIL: Dmerrill@volusia.org
COMPANY EMAIL ADDRESS: www.volusia.org

SECTION F ELECTRONIC PAYMENT

Proposal Title: Medical, Employee Assistance and Managed Behavioral and Mental Health Benefits – Group Personnel Services

Proposal Number: 21-0162-P(LN)

Electronic Payment (ePayables)

The Pinellas County Board of County Commissioners (County) offers a credit card payment process (ePayables) through Bank of America. Pinellas County does not charge vendors to participate in the program; however, there may be a charge by the company that processes your credit card transactions. For more information please visit Pinellas County purchasing website at www.pinellascounty.org/purchase.

Would your company accept to participate in the ePayables credit card program?

Yes No

Cigna Health and Life Insurance Company (CHLIC) and Cigna Behavioral Health, Inc.

Company Name

Morris Dean Mirabella

Authorized Signature (for payment acceptance)

Morris Dean Mirabella, Vice President of CHLIC and Authorized Signatory

Printed Signature/Title/Department

813.637.1201

Phone Number



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
02/03/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Philadelphia PA Office One Liberty Place 1650 Market Street Suite 1000 Philadelphia PA 19103 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105		
	E-MAIL ADDRESS:		
INSURED Cigna Corporation Et Al 900 Cottage Grove Road Bloomfield CT 06002 USA	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Indemnity Insurance Co of North America		43575
	INSURER B: ACE American Insurance Company		22667
	INSURER C: Lexington Insurance Company		19437
	INSURER D: American Guarantee & Liability Ins Co		26247
	INSURER E:		
INSURER F:			

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570085954237** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			HDOG71232670	07/01/2020	07/01/2021	EACH OCCURRENCE	\$2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$2,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$2,000,000
							GENERAL AGGREGATE	\$4,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			AUC967096612 Excludes Pol# #35407110	07/01/2020	07/01/2021	EACH OCCURRENCE	\$15,000,000
							AGGREGATE	\$15,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	N/A	07/01/2020	07/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
				WLRC66922443			E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000
C	ManageCare Liab			33085874 Managed Care E&O	07/01/2020	07/01/2021	Agg-Claims Made	\$15,000,000

Certificate No : 570085954237

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

See the attached list of additional Named Insureds. The Products Liability policy #35407110 evidenced on this certificate is a claims made policy. Certificate Holder is included as Additional Insured in accordance with the policy provisions of the General Liability and Umbrella Liability policies.

CERTIFICATE HOLDER**CANCELLATION**

Pinellas County A Political Subdivision of the State of Florida 400 S. Fort Harrison Avenue Clearwater FL 33756 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central, Inc.</i>



Additional Named Insureds (1 of 2)

Allegiance Benefit Plan Management, Inc.
Allegiance Cobra Services, Inc.
Bravo Health Mid-Atlantic, Inc.
Brighter Inc.
Cigna Behavioral Health, Inc.
Cigna Corporate Services, LLC
Cigna Dental Health of California, Inc.
Cigna Dental Health of Delaware, Inc.
Cigna Dental Health of Florida, Inc.
Cigna Dental Health of Kentucky, Inc.
Cigna Dental Health of Maryland, Inc.
Cigna Dental Health of Missouri
Cigna Dental Health of New Jersey, Inc.
Cigna Dental Health of North Carolina, Inc.
Cigna Dental Health of Ohio, Inc.
Cigna Dental Health of Pennsylvania, Inc.
Cigna Dental Health of Texas, Inc.
Cigna Dental Health of Virginia, Inc.
Cigna Dental Health Plan of Arizona, Inc.
Cigna Dental Health, Inc.
Cigna Health and Life Insurance Company
Cigna Health Management, Inc.
Cigna Healthcare of Arizona, Inc.
Cigna Healthcare of California, Inc.
Cigna Healthcare of Georgia, Inc.
Cigna Healthcare of North Carolina, Inc.
Cigna HealthCare of St. Louis, Inc.
Cigna Healthcare of Tennessee, Inc.
Cigna Healthcare of Utah, Inc.
Cigna Healthcare, Inc.
Cigna Life Insurance Company of New York
Cigna Onsite Health, LLC
Connecticut General Life Insurance Company
Express Scripts Holding Company
Gulfquest, LP
Healthspring Life & Health Insurance Company, Inc.
Healthspring of Florida, Inc.
Healthspring USA, LLC
Healthspring, Inc.
Home Physicians Management, LLC
Life Insurance Company of North America
Newquest Management Northeast, LLC
Newquest Management of Alabama, LLC
Newquest, LLC
Qualcare Alliance Networks, Inc.
Qualcare, Inc.

Scibal Associates, Inc.
Tel-Drug of Pennsylvania, L.L.C.
Tel-Drug, Inc.
Verity Solutions Group, Inc.
Accredo Health Group, Inc.
Accredo Health, Incorporated
AHG of New York, Inc.
Airport Holdings, LLC
Biopartners in Care, Inc.
Care Continuum, Inc.
CareCore National Group, LLC
CareCore National Intermediate Holdings, LLC
CareCore National, LLC
CareCore NJ, LLC
CareNext Managed Care, LLC
CareNext Post-Acute, LLC
Chiro Alliance Corporation
CuraScript, Inc.
Diversified NY IPA, Inc.
Diversified Pharmaceutical Services, Inc.
Econdisc Contracting Solutions, LLC
ESI Canada
ESI GP Canada ULC
ESI GP Holdings, Inc.
ESI GP2 Canada ULC
ESI Mail Order Processing, Inc.
ESI Mail Pharmacy Service, Inc.
ESI Partnership
ESI Resources, Inc.
eviCore healthcare MSI, LLC
Express Reinsurance Company
Express Scripts Administrators LLC
Express Scripts Canada Co.
Express Scripts Canada Holding Co.
Express Scripts Canada Holding, LLC
Express Scripts Canada Services
Express Scripts Canada Wholesale
Express Scripts Holding Company, Inc.
Express Scripts Pharmaceutical Procurement, LLC
Express Scripts Pharmacy Atlantic, Ltd.
Express Scripts Pharmacy Central, Ltd.
Express Scripts Pharmacy Ontario, Ltd.
Express Scripts Pharmacy West, Ltd.
Express Scripts Pharmacy, Inc.
Express Scripts Sales Operations, Inc.
Express Scripts Senior Care Holdings, Inc.

Additional Named Insureds (2 of 2)

Express Scripts Specialty Distribution Services, Inc.
Express Scripts Strategic Development, Inc.
Express Scripts Utilization Management Company
Express Scripts, Inc.
Freco, Inc.
Freedom Service Company, LLC
Healthbridge Reimbursement & Product Support, Inc.
Healthbridge, Inc.
Innovative Product Alignment, LLC
Inside RX, LLC
Lynnfield Compounding Center, Inc.
Lynnfield Drug, Inc.
MAH Pharmacy, LLC
Matrix GPO, LLC
Matrix Healthcare Services, Inc.
Medco Containment Insurance Company of NY
Medco Containment Life Insurance Company
Medco Health Services, Inc.
Medco Health Solutions, Inc.
MedSolutions Holdings, Inc.
MedSolutions of Texas, Inc.
MHS Holdings, CV
MSI Health Organization of Texas, Inc.
MyM Technology Services, LLC
myMatrixx Holdings, LLC
myMatrixx-B, LLC
Palladian Health of Florida, LLC
Palladian Independent Practice Association, LLC
Priority Healthcare Corporation
Priority Healthcare Distribution, Inc.
QPID Health, LLC
Specialty Products Acquisitions, LLC
SpectraCare Health Care Ventures, Inc.
SpectraCare, Inc.

Section 00 Proposal Submission

E. EVALUATION CRITERIA:

Listed below is the criteria that will be used by the County to evaluate and score responsive proposals. Proposers shall include sufficient information to allow the County to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the following evaluation criteria:

1. Service Approach (250 Points)

A separate written narrative describing the methods and/or manner in which the Proposer proposes to satisfy the requirements of the Scope of Work. Include descriptions of tasks, deliverables, and/or goods or products comprising the services Proposer will provide, as well as proposed enhancements to providing the administrative services as outlined in the Scope of Work.

Continued. A separate narrative has been included in Section 00 of the Questionnaire. On behalf of Cigna we are excited for the opportunity to respond to the Medical Coverage RFP for the County. We have organized our proposal with an understanding of the RFP and we are confident noted in your RFP and outlined how Cigna can collaborate with you to have a powerful impact helping your employees and their families lead healthier lives. Our cost-effective personalized benefits solutions connect your employees to the right programs, services and health care professionals they need to adopt healthier lifestyles. We are confident in our ability to service the needs of the County and successfully perform in the Scope of Services.

2. Capabilities and Operational Questionnaire (300 Points)

A questionnaire developed to address Proposer operational and administrative capabilities, includes free form and multiple-choice questions.

Continued. We have completed the questionnaire.

3. Network Adequacy (200 Points)

Address Proposer's network capability in providing members' access to providers and facilities.

Continued. Network adequacy is addressed in the disruption report and GeoAccess report provided in our submission.

4. Compensation and Contract Value (200 Points)

Required information and documentation as requested within the online questionnaire will be reviewed by the County's health and benefit consultant to obtain overall compensation costs and the financial value of the contract.

Completed.

5. No Exceptions to RFP (50 Points)

Proposer is advised that exceptions to any terms and conditions contained in this RFP or the Services Agreement must be stated with specificity in its response to the RFP.

The points available under this criterion may be deducted if the Proposer takes exception to any language to this RFP package.

Completed. We have provided clarifying responses to the RFP provision below.

Section A – General Conditions

21. SERVICES AGREEMENT:

In addition to being subject to all terms and conditions in this RFP, all responses are subject to the terms and conditions in the Services Agreement attached to the RFP. Additional or modified terms and conditions in the Services Agreement may be necessary depending on the responses to the RFP, including any exceptions stated by the Proposer as required by Section A, paragraph 1(c) of this RFP. However, the

Section 1.1 Proposal Submission

County objects to and shall not be bound by any additional or modified terms and conditions that are in conflict with the terms and conditions in the Services Agreement, or are not acceptable to, or have been declared to be non-negotiable by the County, as determined in its sole discretion.

All of the exhibitor's responses in this RFP are mutually agreed upon. Cigna agrees to be bound by the language. As the incumbent carrier for the County, there is currently an existing negotiated and executed contract in place. Cigna's preference is to continue to operate under the existing contract and to incorporate new applicable provisions and the additional services requested in this proposal. Discrepancies, if any, between the terms of this RFP and the SO agree to be decided in the favor of the SO agree to. Please note under the stop loss policy an insured arrangement. Cigna agrees to issue policies reflecting the agreed upon specifications. The provisions of the insurance policy will supersede the RFP.

Cigna has accepted our standard bid initiative Services Only agree to and save stop loss policy for the County's review.

ATTACHMENT A**STEP 1****PREQUALIFICATION QUESTIONNAIRE****MEDICAL, EMPLOYEE ASSISTANCE AND MANAGED BEHAVIORAL AND MENTAL HEALTH
BENEFITS - GROUP PERSONNEL SERVICES**

Request for qualification #	21-0162-P(LN)
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VENDOR INFORMATION					
LEGAL NAME OF COMPANY					YEARS IN BUSINESS
Cigna Health and Life and Insurance Company and Cigna Behavioral Health, Inc.					over 200
CONTACT (NAME/TITLE)			EMAIL		PHONE
Ben Heugel			Ben.Heugel@Cigna.com		860.787.4524
SECTION II: VENDOR'S HEADQUARTERS					
LOCATION OF CORPORATE HEADQUARTERS					
ADDRESS	CITY	STATE	ZIP	YEARS @ LOCATION	# FTE'S (ENTIRE COMPANY)
900 Cottage Grove Road	Bloomfield	CT	06002	9 Years	70,989

**ATTACHMENT A
STEP 1**

PREQUALIFICATION QUESTIONNAIRE

Medical Plan Administration

INSTRUCTIONS: For each item, check one box to indicate whether your firm meets or does not meet each minimum qualification.

#	MINIMUM REQUIREMENT	Meets	Does Not Meet
<input type="checkbox"/>	Proposer is a U.S. service plan insurer and administrator that provides the Scope of Services outlined in this prequalification package	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Proposer currently provides health insurance administrative and health management services as outlined in the Scope of Services to groups of more than 1000 active employees/pre-retirees and post-retirees	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Proposer currently accepts electronic eligibility files <i>Examples of acceptable electronic eligibility files and transfer methods include:</i> <ul style="list-style-type: none"> • Electronic file transfers via secure site • Files in client layout agreed upon and HIPAA EDI compliant 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Proposer currently has a customer service center to address member specific inquiries <i>Examples of acceptable customer service centers include:</i> <ul style="list-style-type: none"> • Customer service with live member service representatives • Interactive voice response units • Full service (24/7) • Voice mail services if not full service • Web-based services 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**ATTACHMENT A
STEP 1**

PREQUALIFICATION QUESTIONNAIRE

Medical Plan Administration

#	MINIMUM REQUIREMENT	Meets	Does Not Meet
☐	<p>Proposer currently administers or offers on a fully integrated basis clinical management programs including review of cases, outreach and member interaction in disease management nurses</p> <p><i>Examples of clinical management programs include:</i></p> <ul style="list-style-type: none"> • Cancer • Asthma • COPD • Diabetes • Arthritis • Hypertension • Bariatric 	☑	☐
☐	<p>Proposer currently tracks and administers incentive plans on behalf of plan sponsors.</p>	☑	☐
☐	<p>Proposer currently participates or utilizes a network in the prior Discount Data Specification (DDS) initiative driven by a national industry or group comprised of vendors, consulting and brokerage firms. This initiative ensures a consistent approach and standardized methodology for evaluating vendors' health plan network discounts.</p>	☑	☐
☐	<p>Proposer acknowledges that data utilized in the DDS is reviewed and approved by actuaries and is consistent and the resulting network sponsor and other results of the network discount evaluation accurately represent proposer's network discounts.</p>	☑	☐

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) CIGNA BEHAVIORAL HEALTH, INC.	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions): Exempt payee code (if any) <u>5</u> Exemption from FATCA reporting code (if any) <u>E</u>
	Address (number, street, and apt. or suite no.) 900 COTTAGE GROVE RD City, state, and ZIP code HARTFORD, CT 06152	Requester's name and address (optional)
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)																																						
Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="9">Social security number</th> </tr> <tr> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="9">Employer identification number</th> </tr> <tr> <td style="width: 20px; height: 20px;">4</td> <td style="width: 20px; height: 20px;">1</td> <td style="width: 20px; height: 20px;">-</td> <td style="width: 20px; height: 20px;">1</td> <td style="width: 20px; height: 20px;">6</td> <td style="width: 20px; height: 20px;">4</td> <td style="width: 20px; height: 20px;">8</td> <td style="width: 20px; height: 20px;">6</td> <td style="width: 20px; height: 20px;">7</td> <td style="width: 20px; height: 20px;">0</td> </tr> </table>	Social security number																		Employer identification number									4	1	-	1	6	4	8	6	7	0
Social security number																																						
Employer identification number																																						
4	1	-	1	6	4	8	6	7	0																													
Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.																																						

Part II Certification	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. citizen or other U.S. person (defined below), and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.	
Sign Here	Signature of U.S. person ▶
	Date ▶ 1/1/2021

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/w9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

SECTION H – NO BID STATEMENT

NOTE: If you do not intend to submit a proposal on this requirement, please complete this form. *Thank you.*

We, the undersigned have declined to submit a proposal for RFP No. **21-0162-P(LN)** for **Medical, Employee Assistance and Managed Behavioral and Mental Health Benefits – Group Personnel Services.**

- _____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).
- _____ Insufficient time to respond to the Request for Proposal.
- _____ We do not offer this product or service.
- _____ Our schedule would not permit us to perform.
- _____ Unable to meet specifications.
- _____ Unable to meet Bond requirement.
- _____ Specifications unclear (explain below).
- _____ Unable to Meet Insurance Requirements.
- _____ Remove Us from Your "Notification List" Altogether
- _____ Other (specify below).

REMARKS:

We understand that if the "No Proposal" letter is not executed and returned our name may be deleted from the Bidders List of Pinellas County.

COMPANY NAME: _____

DATE: _____

SIGNATURE: _____

TYPED NAME OF ABOVE: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

REAL SOLUTIONS



FOR RATHER

The Pinellas County employees are not just employees or customers. They are complex human beings with personal relationships, financial responsibilities and life struggles. And our plans are designed to reassure them.

The connected body and mind across the entire health system enabling us to do so much more.

We understand that better health, convenience and savings should never be a choice. Through a deep understanding of benefits management in the public sector, we're equipped to deliver an experience that's tailored to your needs.



COORDINATED

PREDICTABLE

SIMPLE



We recognize the County is looking for simplified and innovative solutions focused on employee engagement and better experience, so we have developed a program that does us all.

With the ability to coordinate services between Cigna Medicare Express Scripts Pharmacy, Cigna Dental Medicare Advantage, Cigna Behavioral Health and Cigna PCP, we create the ability to proactively coordinate care and facilitate increased quality of care, improved clinical outcomes and lower costs for the County and your employees. We offer an integrated and customized health and wellness program, joint strategy meetings and plan reviews by both Cigna and Express Scripts.

Together, all the way.®



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

Highlights of our offer:

Competitive ASO fee flat for 5 years with 3% escalators on years 6 and 7.

Bundled Pricing:

- Medical ASO fee inclusive of cost reduction in bundled plan Express Scripts
- Medical ASO fee reduction of 100% PMPM when bundled with Medicare Advantage.
- Dental ASO fee reduction of 100% PMPM when bundled with Cigna Medical

Transitional Relief Credits: The Board of Pine Bluff County Board of County Commissioners to recognize the value your partnership and provide support during these difficult times. We're offering six months of Medical ASO and Access fee credits in Year 1 for \$702,885.

Health Engagement Fund: \$100,000 Year 1 increases to \$200,000 in Years 2-3.

Implementation Fund: \$100,000 first year only to help cover the initial engagement and onboarding costs.

Medical Guarantees:

- Cigna's ASO Proposal includes putting 100% of the guaranteed fees at risk for Performance Guarantees, Interpretation Guarantees, Clinical Guarantees and a Trend Guarantee – equates to approximately \$1,000,000
- The Trend Guarantee of 100% of guaranteed fees at risk to approximately \$2,000,000
- The Performance and Interpretation Guarantees equate to approximately \$1,000,000 at risk
- The Clinical Guarantees equate to approximately \$1,000,000 at risk

Medicare Advantage Solution Funds:

\$200,000 Communication Fund
\$100,000 performance guarantee

Onsite Resources:

- Service Representative
- Case Management Coordinator
- Case Manager
- Course Liaison/Educator

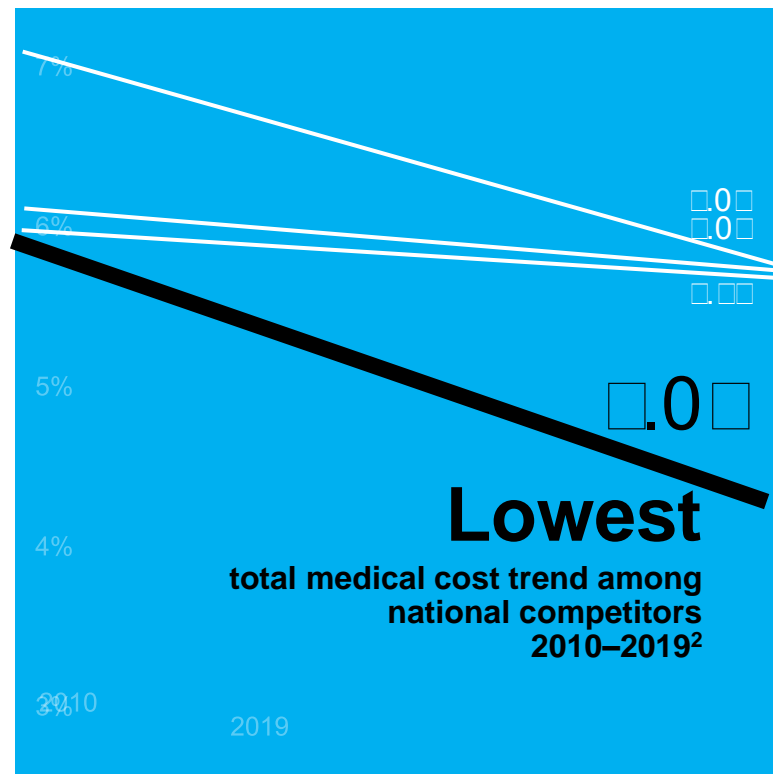
3.1 million

customers in local governments, school districts, colleges and universities¹

Delivering for our clients

Our **4.0% medical cost trend**²

has far outpaced the industry for seven years running². We do this by continuously developing new approaches and solutions to impact medical cost trend and to better manage utilization through clinical programs, value-based strategies, and innovative and proactively guiding and educating your employees.



1. Cigna Book of Business, January 2020 of medical and dental customers. 2. Compared to UHN, AET, ANTM – publicly available information. AET/ CVS did not report 2018 medical cost trend; CVS 2019 medical cost trend assumed at midpoint of their guidance as of their third quarter 2019 earnings calls; UNH 2019 medical cost trend assumed at the midpoint of its guidance as of its December 2019 Investor Day

Cigna One Guide | Smart Support Programs

To provide the highest level of customer service to **Pinellas County** employees and their families we are offering our **One Guide Solution** integrated into our **Smart Support Program**, exclusively for the Public Sector.

- **24/7 live customer support** so County employees can get help with their claims questions and crisis support whenever they need it with 24/7 services on-site in the US
- Dedicated call center staffed with experienced Personal Guides with access to real-time customer information so they can offer guidance and proactively identify opportunities for improved health and cost savings. This team receives quarterly training specific to public sector client customer needs
- My Personal Care Program providing robust support for managing the changing diagnoses and complications
- Cigna MotivateMe Incentive Program making it easy for you to offer incentives to your employees so they can understand and maximize their health incentive opportunities track their progress and earn rewards as they take actions to improve their health
- Virtual care to support individual and family
- Virtual care enrollment

By guiding employees to the right care we drive savings including **45% more utilization**¹ of high-performing providers and **29% fewer ER visits**²



Enhanced proactive support through designated teams across all business functions and a specialized public sector service team to help customers take control of their health – and their health care costs.

For the County

Specially tailored benefits strategy

Developed for your workforce population's health needs as well as specific dynamics and industry best practices by teams dedicated to the public sector.

Simplified implementation process

- Driven by your timeline
- Dedicated implementation managers
- Employee communications and resources

High-touch ongoing management

- Dedicated client manager
- Detailed reporting on financial performance and industry benchmarking
- Consultative services and action plans to minimize costs and improve outcomes

1. Cigna FY2019 office visit and outpatient utilization for OAP customers (excluding Medicare customers) residing in top 40 Cigna care designated (CCD) markets, based on 21 CCD physician specialties. Customers who had at least one visit with a provider in a CCD specialty that chose to use the CCD provider. 2. Cigna client reporting for subset of One Guide engaged clients showing comparison between customers who use/interact with a Next Best Action (NBA) v. customers who don't interact with an NBA. ER = emergency room. Results may vary.

Dedicated Engagement Resources for Pine Bluff County

Onsite Service Representative

Cigna is committed to delivering a unique and truly exceptional member experience for the County employees through an Onsite Service Representative. Trained to have expertise in your plan offerings and overall culture they act as an extension of your own team. Serving as the member's one-stop shop for highly personalized attention your onsite service representative will provide assistance in claim or coverage questions, locating local care professionals and offers proactive education about the features of the County's specific plan coverage.

Onsite Well-Being Coordinator

The Onsite Well-Being Coordinator will coordinate with the Cigna team and the County's wellness partners in executing the organization's overall management goals. The primary focus of this position is overall promotion. In collaboration with the Engagement Consultant the Onsite Well-Being Coordinator executes the appropriate delivery and coordination of wellness programs including even scheduling and community and vendor programs. The core objective of this position is to facilitate wellness programs, education and influence employees at the worksite to lead healthy lifestyles.

Onsite Nurse Liaison/Educator

Cigna offers care coordination services to ensure employees are receiving the right care at the right time in the right place. The County's Onsite Nurse Liaison will work directly with employees and their families who are in need of care either they know or not. The Onsite Nurse Liaison is an RN who will lead plan insight to develop roles for at-risk employees who have not properly addressed their health needs and works to engage them in their own health care journey. Once engaged the Onsite Nurse Liaison will serve as the contact point, advocate, coach and in-home resource for employees. They will assist in referrals to appropriate programs, case management, disease management or other necessary resources. In addition they will support scheduling of tests, appointments in a timely manner and they will serve as an ambassador for the County's employees for health plan, network and benefit resources to reduce health care costs, promote outcomes and providing a great patient experience.

Engagement Consultant

As a part of the Cigna account team a designated Engagement Consultant will work with the County to design and implement a custom member engagement strategy. They will guide the County to best practice solutions to create a culture of engagement through a culture of participation. The Engagement Consultant works as a collaborative partnership to implement effective ongoing communication strategies for open enrollment, education and wellness initiatives. Because the health improvement fund is a tool to support your wellness program the Engagement Consultant acts as oversight on the fund and provides regular reporting to the County team.

Onsite Health Coach

The Onsite Health Coach will lead effectively through demonstrated expertise in both individual and group sessions. They will be a resource to help employees further understand their health status and for employees who are at risk to reach the goal to achieve and maintain personal health goals and increase active participation in health and disease management programs. The Health Coach is equipped with a toolbox of wellness education seminars, handouts and interactive workshops. A variety of materials will be used to support the County in the promotion and conducting of worksite events. Promotional materials include posters, flyers, educational and outreach materials, attendance tracking sheets and more.

As part of our goal to provide a consistent consultative experience for our members the Onsite Health Coach will also be part of our One Guide team. Their enhanced training and technological tools equip them to offer even more personalized interactions and exceptional service to members on issues that extend beyond health concerns such as plan benefits, claim issues and provider questions. In this role enhance the Onsite Health Coach strives to optimize every touchpoint to help members more deeply engage with their health and the most relevant programs and services available to the driving positive clinical and cost outcomes.

Simplify Client and Customer Experience

Cigna is dedicated to creating a seamless client and customer experience for Pineñas County by offering a simplified approach for any areas of your team plan.

Simplify the Client Experience:

Coordinated Benefits Strategy Review Meetings

Cigna and Express Scripts are committed to conducting coordinated meetings with Pineñas County benefits team to facilitate a more connected care model, improve performance reviews and strategic planning sessions.

Integrated Wellness Strategy

Your Cigna engagement consultant in coordination with your Cigna account team and onsite resources will work with your benefits team to create an integrated wellness strategy overarching the medical plan that drives engagement in team programs to help improve wellbeing and savings.

Onsite Resources

Pineñas County can rely on the Cigna account team to remain aligned and attentive to your business goals with the full support of our team of experts such as the Cigna Onsite Resources. Our expert team is here to simplify your transition, ease implementation and assist with employee communications and engagement. The Service Representative, Employee Coaching Coordinator, Team Coach and Nurse Liaison, educator will be an extension of your benefits team adding for an elevated level of customer service.

Experienced Implementation Team Pineñas County can count on the already established relationships with our implementation team lead by Heather Miller specializing in the effective and seamless transition to Cigna.



Simplify the Customer Experience:

Customer-Centric Pineñas County Benefits Line To simplify instead of having a different customer service phone number to reach each of your benefit vendors, Cigna is providing a customer-centric phone number that can direct your employees to any external vendor they are calling about.

Customer-Centric Pineñas County ID Card Cigna has the ability to customer-centric your ID cards with Medical Express Scripts (PDM) and Behavioral Health and P also utilizing the customer-centric benefits line phone number to connect customers to service related questions easily.

Single Sign On Capabilities Cigna provides a seamless single sign on connection to any Cigna online entities such as MDive, virtual care, MotivateMe, the wellness incentive program, Splan, spending account advisors and Express Scripts (PDM) and offer the capability to incorporate services based on the various products that the County selects. We also have the capability to provide a secure link from the County's intranet website to any Cigna to create simplicity for employees. We've established this type of connection to Cigna clients to provide an ease of access to Cigna's websites whenever you need for multiple IDs and passwords.

SIMPLE:

- One 800 number
- One ID Card
- Single Sign On

Value of Coordination – Medical Partnership

Cigna and Express Scripts came together to drive a new model of healthcare. You have many choices for medical and pharmacy to help improve care and manage costs. Our coordination of Cigna and Express Scripts is the best one to help Pinellas County take on this challenge and deliver solutions designed to meet your needs today and in the future. Together we are one company committed to accelerating the pace of change in healthcare. Our combined organization will seek to reduce healthcare costs while improving clinical and member experiences, care quality, and total person healthcare outcomes. **Our focus: affordability, quality care, choice, and predictability.**

Included in this coordination are key internal companies: Core Healthcare Utilization Management and Accredo Specialty Pharmacy. We then aggregate medical pharmacy and site of care analytics so that each set of data can inform the others to create the ability to proactively coordinate services and facilitate increased quality of care, improved clinical outcomes, and lower costs for our members and customers.

Coordinated Support

This starts with your Cigna and Express Scripts account teams partnering to make Pinellas County's experience as seamless as possible. Collaborative meetings, joint team meetings, a more connected care model, member performance reviews and strategic planning sessions, coordinated communication to your members, and easy and consistent service for them as well. Through Cigna and Express Scripts system of connected care models—tailored for Pinellas County's employee needs—the transition to the patient experience, keep your members healthy, and provide specialized support for those with complex conditions.

The value of our coordinated approach includes:

Complementary clinical programs

The Express Scripts Health Connection program integrates with Cigna clinical programs to create member coaching and health improvement opportunities. A collaborative effort to help members to accurately referring between each other as a member's health evolves.

Integrated data

Express Scripts and Cigna will integrate prescription and other clinical data including lab results to identify and action potential health and safety issues for Pinellas County's members. This holistic view will help us create a holistic picture of health, identify gaps in care, and measure and report on health outcomes and savings.

Working together to save you money

Through the integration synergies between our two companies, we expect to save Pinellas County money from service efficiencies, steering your members to the best cost delivery channel, and helping them achieve the best health outcomes.

Data Accumulators

Express Scripts transfers pharmacy claims that impact customers' deductibles and out-of-pocket maximums to Cigna as part of our real-time data transfer process. Conversely, medical transactions that impact customers' deductible and out-of-pocket maximums are included in a shared real-time accumulator data transfer from Cigna to SI as well.

These are the challenges we're taking on to drive transformative healthcare. That's a future we're excited about. We're confident in this future and we are better positioned than anyone in the market to bring true connected care to life. We surround sound focus on total person health – body and mind.

Strengthening our Cigna Medical and Dental Combined

Delivering simple, proactive and affordable dental solutions in an ever-changing world is in our DNA.

Cigna Dental is the fastest growing national dental carrier with over 10M protected customers – and we're adding more every day. We are uniquely positioned to deliver on your objectives for a single carrier solution or a multi-carrier dental benefit needs.

As Pinellas County's current dental carrier for employees and their families have counted on us to help meet – a strong relationship with the right level of expertise and the right kind of support. We share your goal to make each person's health & dental care journey as positive and personal as it deserves to be and we have developed a plan to enhance our service through our continued partnering with the County and Express Scripts to help close gaps in care. As we look to the future we are centering our focus on your employees' needs.

Access to innovative dental programs developed through the Cigna Dental Health Connect® program

- **The Cigna Dental Oral Health Integration Program**^{@2} provides reimbursement for eligible dental services to enrolled customers with certain chronic medical conditions.
- **Cigna Dental Outreach Program** identifies and engages at-risk customers who have not received preventive dental care in the previous seven months.
- **Cigna Onsite Dental**TM is an innovative approach to helping customers get the preventive care they need. We partner with third-party in-network vendors to bring preventive dental care services right to your workplace.
- **NEW! Cigna Dental Virtual Care** provides 24/7 access to dentists for customers who have an urgent dental concern and are unable to see or reach their regular dentist.

Pinellas County members who recommend their dentist¹

97%¹

More than 66%

of Cigna Dental Care Access Plus Network providers are in a Reward for Value compensation model².



1. Cigna survey data as of March 2021. 2.. On Cigna Dental Care Access network: 66%+ of General Dentist locations as of March 2020.

The Cigna Behavioral Health Team

empowers the power of your benefits to address the most personal health

99%

satisfaction rating¹

from clients on Cigna Behavioral Health services

Mental Health First Aid Training
At no additional cost

Cigna has the largest behavioral network in Florida for the past 7 years

- Over 1000 virtual behavioral health providers in Florida

Pinellas County

- 2nd largest behavioral network in Pinellas County
- 12% network increase in 2020
- 11% network increase since 2013

For more than **40 years**, Cigna has been an innovator in behavioral health and substance use programs. With Cigna Total Behavioral Health, your employees can improve their health, optimize productivity and lower overall costs.

Here's how we show up for your employees needs.

24/7

Access to virtual solutions with provider expansion includes telehealth and MDIV

202,600 contracted behavioral care professionals and facilities nationwide

52,000+ offering virtual visits one of the largest virtual care behavioral networks in the country.²

18,000 providers with specialty in cultural issues²

Rapidly responding to changing behavioral health needs

100% support for 100% of your people



Emergency responders

COVID-19

Loneliness

Building resiliency

Racial injustice

Ongoing unrest

1. Cigna Satisfaction Surveys, Employee Assistance Program Evaluation, Manager Satisfaction, Wellness Seminar Satisfaction 2019. Results are gathered throughout the year on a statistically significant sample of National and Regional clients who utilized relevant EAP services within that year. 2. Cigna unique provider data as of January 1, 2021 3. Cigna unique provider data as of October 1, 2020

Support for First Emergency Responders

Cigna takes a proactive approach to address our clients' concerns over unmanaged behavioral health conditions within first responder populations. The emotional and physical strain these individuals are subjected to as a result of their ongoing service experiences are seeing an alarming rate of unaddressed mental health and substance use among those who run toward a dangerous event versus run away. Our goal is to better address the unique challenges and concerns of first responders and their families by offering service enhancements and innovation specific to this unique population.



30%
of first responders develop behavioral health conditions¹

In partnership with The National Emergency Responder and Public Safety Center, Cigna is giving providers access to Emergency Responder and Public Safety Clinical Certification™ (ERPSCC™) training

Customized provider network and directory

442 Preferred providers in Florida who have experience treating first responders and can accommodate their unique needs and requests and are trained in first responder culture.

Outpatient and inpatient providers work together to help ensure confidentiality and privacy

Dedicated CCP and Cigna resource phone line

Community collaboration

1. SAMHSA, Disaster Technical Assistance Center Supplemental Research Bulletin; First Responders: Behavioral Health Concerns, Emergency Response, and Trauma, May 2018, <https://www.samhsa.gov/sites/default/files/dtac/supplementalresearchbulletin-firstresponders-may2018.pdf>.



Innovation is in our DNA and we're excited to share our Clinical roadmap with you. We are in the process of actively evolving our coaching programs to a comprehensive digital coaching platform. Enabled by the terrific engagement drivers such as virtual one-on-one coaching, messaging capabilities and wearable device connections our overall coaching solution will include support for your employees dealing with a wide variety of chronic conditions.

Partnership in Innovation

Today: Cigna Solutions for Pinellas County	Tomorrow
<ul style="list-style-type: none"> ✓ Diabetes Care for Cigna Pre-Diabetes Type 2 ✓ Hypertension Care for Cigna ✓ MS/Specialty powered Decisions Program ✓ Oncology Expert 2nd Opinion ✓ Behavioral Substance Use Centers of Excellence ✓ Behavioral Access Center/Designated Resource ✓ MDive Virtual Preventive Care ✓ Telemedicine ✓ Digital Clinical Model ✓ Digital Cost Predictive Modeling ✓ Customer Service/First Generation Concierge service Model 	<p>Cigna's evolution will include:</p> <ul style="list-style-type: none"> • Enabled digital capabilities • End-to-end condition management • Enhanced alternative network solutions • Evolving concierge customer service • Expanding virtual care • Accelerating our team services strategy with virtual or clinical financial coordination and point solutions

Our approach is different because of our deep engagement and collaboration with providers. We have been leading the way in value-based care innovation with over a decade of experience and collaboration. Accountable care organizations are embedded in our approach with over 100 collaborative care relationships and our total cost of care payables in value-based arrangements². In Pinellas County DayCare and AdvancedCare are Cigna's CO partners to operate the two largest clinically integrated team systems. We help providers like these deliver exceptional care through

- Clinical patient insights that are pushed to providers on a daily basis
- Aligned interests around your employees' health, working to address their specific needs
- Coordination by a nurse in the doctor's office to promote better outcomes

A range of new options are available to help your beneficiaries tailor designed to offer value choice and access to quality care. Through our offerings from our national wide network to digital performance and local network options include access and guidance to the most efficient team care providers.

We are addressing access, quality and supporting your employee's whole person team body and individual through our suite of programs and expanded capabilities. We are providing convenient access with virtual care options for minor medical conditions primary care and behavioral needs. Centers of Excellence programs – including Substance Use and Hospital Centers of Excellence provide your employees with resources and support to make smart choices on the right quality and cost efficient care.

1. Cigna internal analysis of existing arrangements as of February 2020. Includes Accountable Care, Specialist, and Hospital relationships. 250+ Accountable Care programs in 34 states. 285+ specialist programs in six disciplines. 160+ hospital programs with 525+ facilities 2. Cigna 3/2019 analysis of total claims spend in priority markets as of Q4 2018.

Cigna's Commitment to Health Equity

Healthy lives for everyone. We are committed to closing gaps in health outcomes by eliminating barriers and improving access to care and have launched a five-year initiative to expand and accelerate our efforts to support diversity, inclusion, equity and equity for communities of color.

HEALTH EQUITY is when each person has the chance to reach his or her full potential without facing obstacles from social position or other socially determined circumstances.

HEALTH DISPARITIES are preventable and unfair differences in health status between segments of the population. Disparities negatively affect groups who experience greater social and/or economic obstacles.

Social Determinants of Health

Race ethnicity may be perceived as being the primary factor for why health disparities exist and while it's important, other factors such as education and literacy levels, geographic location, and language and culture impact health disparities.



There are striking differences in health outcomes in communities with poor social determinants of health such as unsafe housing, food insecurity, or education. This is well documented as these disparities disproportionately impact communities of color and as a result their health outcomes are worse than those of their white counterparts.

As part of Cigna's Building Equity and Equality Program, we are committing to closing these gaps in health outcomes by:

- **Eliminating barriers to health and improving access to care**
- **Supporting clients and customers to accelerate vaccine adoption**
- **Delivering targeted resources and increasing access to reliable sources of information to aid customers in decision-making**
- **Improving vaccine access by aiding in administration of vaccines in at-risk, underserved communities**
- **Advocating at the appropriate public policy levels for equitable distribution and access to the vaccine**

Our vaccine response

- Supporting clients and customers to accelerate vaccine adoption.
- Delivering targeted resources and increasing access to reliable sources of information to aid customers in decision-making.
- Improving vaccine access by aiding in administration of vaccines in at-risk, underserved communities.
- Advocating at the appropriate public policy levels for equitable distribution and access to the vaccine.

Next Generation Digital Health – Simplifying the customer experience

Seamless integration keeping employees continuously engaged – and healthier. Cigna customers who engage with our digital tools are 30% more likely to choose recommended high-quality providers when looking to find care.

Built into every plan, our always-on digital support is fueled by:

Data & Analytics

Creates specific opportunities for customers

Connecting Employees to Providers

Differentiated digital Member Match algorithm connects customers with the right care

Custom Digital Experience

End-to-end experience powered by myCigna app and website

DOING MORE FOR YOUR EMPLOYEES EVERY STEP OF THE WAY

- Help them manage chronic conditions and find the right care
- Save money and maximize the benefits and incentives
- Continuing to improve and innovate our tools

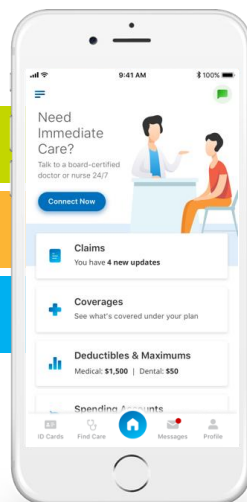


► myCigna app enhances a seamless managing benefits even easier

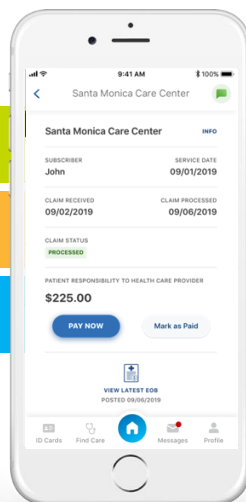
Simple and intuitive

Easy to find ID cards, providers, benefits information, incentives

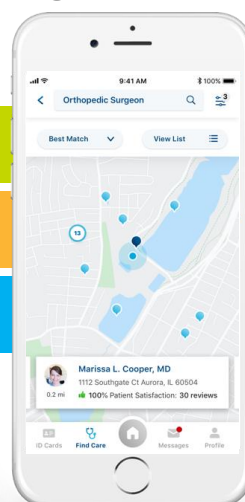
Centralized alerts



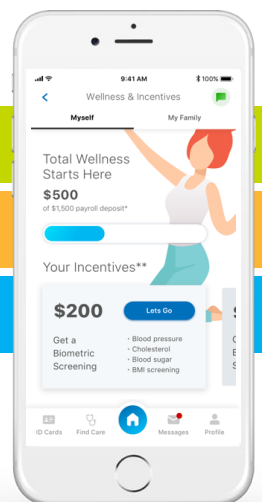
Dashboard



Claims Details



Search



Wellness

Building on a foundation

Our plan to drive utilization and engagement for Pine Bluffs County includes a comprehensive reengineering strategy that drives engagement in health programs to help improve reengineering and savings.



- **Innovation Fund** of \$100,000 year and \$100,000 for each following year to be used at the discretion of the County for business initiatives, communications, technology or anything else the County deems
- **Integrated MotivateMe® incentive platform** encouraging employees and their families to take action
- Employer fitness challenge
- Employee Assistance Program (EAP) to meet the personal needs of participants, the supervisory assistance needs of managers and the organizational and crisis needs of the County
- Cigna Healthy Rewards Program to provide **discounts on** products and services that promote healthy behaviors and lifestyles such as access to active living, Direct's 8,500+ fitness centers and 100 on-demand workout videos
- Podcasts, on-site seminars and webinars
- Dental care programs including on-site dental cleanings, in-office dental care, 24-hour non-urgent services, virtual dental care for urgent concerns, Oral Care Integration Program including dental incentives and a Silver Saver which eligible preventive services don't count toward deductible or annual maximum so members could pay less out-of-pocket for future dental care

fully-engaged and integrated team including an engagement consultant

- On-site Service Representative
- On-site reengineering Coordinator
- On-site Health Coach
- On-site nurse liaison

Integrated on-site and telephonic **health coaching** for condition management and health improvement support

Addressing key factors of an **Informed Consumer** to support better decisions

- Pre-enrollment support for benefit education
- Cigna One Guide, a 24-hour Support provides County employees and their families with access to a designated concierge customer service team that provides **24 hours a day, 7 days a week, 365 days a year** customer service.
- This team was exclusively designed to help local government and education employers balance a healthy lifestyle with health care costs
- Members can connect by phone or via live chat option on myCigna web or app
- Members receive personalized digital health messaging (push notifications) on the app, messages and email marketing that offer available programs to take the most of their health plan.

Recommended action plan for Pine Bluff County

Be a partner with you to develop a successful employee initiative that supports and long-term goals of the center team and savings.

Organizational Readiness		
Year 1	Year 2	Year 3
<p>Focus on awareness, education and engagement</p> <p>Opportunity to assess current employee engagement factors to understand leadership supportive dimensions of employee goals and objectives.</p> <p><u>Recommendations:</u></p> <ul style="list-style-type: none"> Establish ongoing touch points with Cigna team Create readily accessible resources Reinforce dental care program success as Ora Care and Integrator Program and Silver Saver Integrate Motivational incentive program with current programs to ensure ongoing evaluation and enhance current wellness rewards Initiate team assessment engagement campaign Further develop wellness program including onsite and virtual and build upon successes such as "Ask the Dermatologist". Evaluate Wellness Center participation Reassess budget Document organizational resources for employee communication 	<p>Validate previous year's success and assess opportunities to build upon.</p> <p><u>Additional recommendations:</u></p> <ul style="list-style-type: none"> Create and/or update any company-wide policies that may impact overall culture of team Evaluate methods of communication and consider creating targeted communications for employees and spouses Reinforce implementation of incentive program from year 1 Assess employee onboarding with a "culture of wellbeing" lens Empower managers with actionable information and tools such as Mental Health First Aid 	<p>Validate previous year's success and assess opportunities to build upon.</p> <p><u>Additional recommendations:</u></p> <ul style="list-style-type: none"> Further evaluate and/or update any company-wide policies that may impact overall culture of team Evaluate spouse engagement Reassess long-term goals and objectives and align with the County's overall vision Assess incentive structure for refinement and establish leadership priorities within incentives Evaluate opportunities to establish culture of team in organizational norms i.e. performance goals for actions promoting supporting core personal team-redefine wellbeing culture consider good options etc. Apply for Cigna employee engagement award

Incentives **to** Motivate Me.

As the County understands the right incentives can enhance the effectiveness of environmental and internal influencers to help increase motivation and drive sustainable changes. Cigna's MotivateMe® program makes it easy to take steps to improve health. Our integration provides support at every touch point.

By expanding the County's current goals and incentives, it will support your overall engagement and inspire employees to work on maintaining or improving their overall health.

Year 1

Incentives for the following activities:

- Health Assessment
- Diagnostic Screening
- Annual Preventive Visit
- Dental Cleanings
- Age appropriate Screenings
 - Mammography
 - Cervical
 - Colonoscopy
 - PSA
- Employee Fitness Challenge
- Health Coaching

Year 2

Include Year 1 activities and add:

- Outcome based Goals i.e. MI
- Diabetes Prevention Program

Year 3

Include Year 1 and Year 2 activities and add:

- Custom goals to reflect the County's priorities/utilization
 - Rx cost delivery
 - Financial planning participation

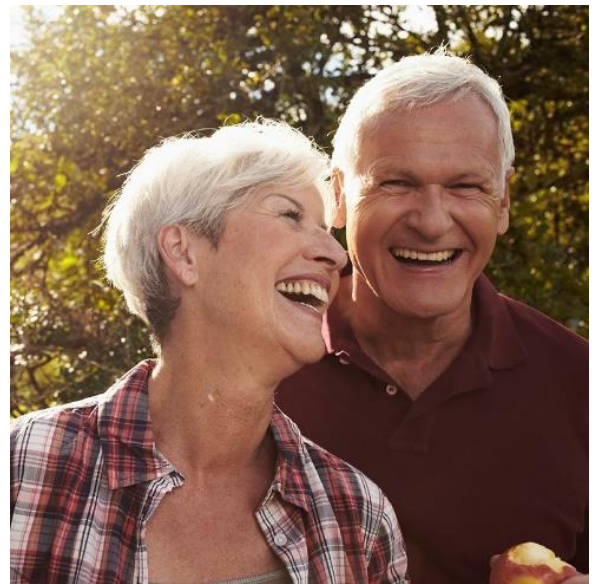


Incentives are funded by the employer. To comply with federal laws, if an eligible employee is unable to participate in any of incentive program events, activities or goals due to a disability or other reason, they may be entitled to a reasonable accommodation for participation, or an alternative standard for rewards. Contact a Cigna representative for details.

Our Medicare Advantage Retiree Proposal

Your retired employees have served you well over the years. Now it's your turn to serve them well. Cigna Group Medicare, Cigna's division that is focused exclusively on group retiree products and services, will help you enhance your long-term retiree health care strategy and deliver flexible health care options that meet the evolving needs of your retirees and your organization.

- Our Medicare Advantage plans' clinical quality and customer satisfaction results are reflected in our **2021 star rating of 4.5**. This translates to value and savings for you and your retirees.
- Key to our 4.5 star rating is our high performance customer service model that proves access to care and overall satisfaction. Our commitment allows us to drive strong performance on clinical quality, HEDIS, as well as member satisfaction. CCAIPS metric is reflected by our CCAIPS weighted star average of 4.0 and HEDIS weighted star average of 4.0 in 2021.
- Our Medicare Advantage Business **Net Promoter Score (NPS) is industry leading and has increased four years in a row** – a testament to our dedication to bringing the best possible care to our customers.
- We **simplify benefit administration** for you by providing a single trusted point of contact across populations and product lines for actives and retirees.



Additional benefits include:

- One Delivered Meals program
- 24-hour Health Intranet line
- Hearing aids and exam benefit
- Worldwide emergency coverage
- Health and fitness programs
- Clinical care coordination programs and a focus on preventive care
- Wellness incentives designed to engage and improve retirees' health
- Comprehensive or voluntary vision support/enrollment/ParD coverage
- More than 100,000 participating pharmacies
- One dedicated customer service team who receive specialized training to support Medicare beneficiaries, one ID card and one customer service phone number for medical and prescription drug coverage

Financial Highlights

Cigna Medicare Advantage

Our financial proposal includes the following insured options:

Cigna True Choice Medicare (PPO)

Co-pay: \$0 PMPM: \$2.00

The cost-effective choice group Medicare Advantage plan has been included for your consideration

Supplier Diversity

Supplier diversity expands and enhances our corporate relationships and experiences and contributes to our ability to better understand and serve our broad spectrum of customers.

Diversity isn't a program at Cigna. It's who we are.

Keeping with our commitment to supporting Small and Diverse suppliers, Cigna in Pinellas County is identifying a course of action to engage a Small Business Enterprise or Women or Minority Owned Business to assist in this contract.



\$466M
Spend with small & diverse suppliers in 2019*

3,011
Companies supported a diverse business

Cigna is a corporate member of the:

- National Minority Supplier Development Council (MSDC)
- Women's Business Enterprise National Council (WBENC)
- National Gay and Lesbian Chamber of Commerce (GLCC)
- Minority Corporate Counsel Association (MCCA)
- Small Business Leadership Network (SBLN)
- United States Hispanic Chamber of Commerce (SHCC)

Florida Community Programs

Cigna our Florida employees and the Cigna Foundation support any organizations that serve the community.

Supporting Youth

- Johns Hopkins All Children's Sea Star Program
- Girls on the Run
- Blessings in a Backpack
- ProFocus
- Crisis Response Education Foundation
- SeaStar Kids for Our Future



Habitat for Humanity & Warrick Dunn Charities

- Helping single-parent families achieve home ownership
- \$10,000 Contribution toward an Initiative Don't Pay a penny furnished home and social party



COVID-19 RELIEF

Supporting Tampa Bay's Metropolitan Ministries, an organization that offers hope to families in the form of food, help with rent and utilities

Tampa Bay Buccaneers Partnership to support local youth initiatives