



GOOD PHONE NUMBERS

Good business

The health and well-being of your employees is our number one priority. When we identify potential program participants, we outreach by phone to inform these individuals of the programs and services available to them as part of their benefits.

Why it's important to provide accurate employee phone numbers

- › Good phone numbers are critical to the success of our coaching programs.
- › We cannot engage your employees if we cannot call to tell them about available coaching services and online resources.
- › Cigna uses a direct connect vendor to make outreach calls. We use direct connect technology because it allows us to reach more of your employees in a timely and efficient manner.
- › Reaching your employees by phone allows us the opportunity to engage sooner which is better for your bottom line.
- › Cigna's direct connect vendor will attempt to find alternative phone numbers; however, the phone number search is not always successful.

When we'll be calling

For new accounts, initial outreach calls typically begin 30–45 days after implementation. For a better idea of what calls are like, call **877.804.8697** to listen to a demo.

How you can help

- › Encourage your employees to pick up the phone when we call so they can learn about programs and services available to them as part of their benefits.
- › Include accurate home phone numbers for your employees in the eligibility file.

Together, all the way.®



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