Championing health equity

Improving health outcomes in the LGBTQ+ community



Health inequities can significantly impact your LGBTQ+ workforce

Healthy employees are healthy for business, and their wellness journey begins with where they live, work, learn and play. Environmental factors, socioeconomic status, education and neighborhood attributes, known as **social determinants of health (SDOH)**, have a greater impact on population health than biology or clinical care. Addressing SDOH that impact access and engagement, play a critical role in achieving optimal health, wellness and vitality.

LGBTQ+ self-identification has been steadily rising. As of 2022, **7.2% of Americans identify as lesbian, gay, bisexual,** transgender or something other than heterosexual. The LGBTQ+ community is diverse and spans every race, ethnicity, age and socioeconomic group. The LGBTQ+ community has made significant progress in awareness and acceptance, but health care inequities still exist – from access to care and services, to provider perceptions. These factors affect the overall well-being within the community, highlighting the continued need for effective health equity initiatives.

Striving for health equity

Removing barriers to health is at the forefront of what drives Cigna Healthcare to be a better partner to you and your workforce. We know that not everyone starts from the same social standing or environment. True health equity will come when no one is prevented from reaching their full health potential because of these factors.

Achieving optimal health and vitality for the LGBTQ+ community through:

- · Improved access to care
- · Better engagement
- · Innovative experiences
- Tailored products
- Stronger communities

Innovating to do more in the LGBTQ+ community

- My Personal Champion® program makes gender-affirming care as easy as possible, including services like hormone therapy, speech therapy and mental health.
- Expanded in-network access to transgender care
 and updated myCigna® directories to display providers experienced in caring for LGBTQ+ patients.
- Implemented case management support specific to transgender customer needs.
- **Provided specific training on LGBTQ+ health issues to over 600 Cigna clinicians** and resources for all in-network health providers on the Cigna website.

Health disparities impacting the LGBTQ+ community



Behavioral

1/5 of LGBTQ+ Americans say discrimination has a significant impact on their psychological well-being²



Physical

LGBTQ+ adults have a higher risk of heart disease and cardiac issues than heterosexuals³



Access

8% of LGBTQ+ and nearly **27%** transgender individuals report being **denied needed health care⁴**



Reducing health inequity in the LGBTQ+ community

Connecting into local communities

Making powerful connections that positively impact the health of LGBTQ+ people, their communities and their environment.

- Expanding and accelerating diversity and support with The Cigna Group's five-year <u>Building Equity and Equality</u> <u>Program</u> that supports diversity, equity and inclusion for underrepresented communities.⁵
- Investing in nonprofits to improve SDOH in local communities: \$50M in combined charitable giving to help eliminate health disparities.⁵
- Providing philanthropic support in LGBTQ+ communities
 with partners like <u>The Trevor Project</u>, focused on suicide
 and crisis prevention, and <u>OUT Maine</u>, which provides
 LGBTQ+ youth with rural, community-based preventionfocused programs and resources.
- Connecting customers with community resources like FindHelp.org, to help them access transportation, food assistance and more.⁶

Embedding health equity into the core of our benefits

- Recognizing and respecting our customers' unique needs by screening for SDOH in our care management programs, and providing referrals for support when needs are identified.
- Engaging and incentivizing a diverse provider network for positive health outcomes. We help eliminate disparities by giving them data and insights, rewarding them for SDOH screenings/referrals, identifying disparities and creating action plans to address gaps.
- Supporting our clients with resources and expert care like health engagement teams who identify and address SDOH-related needs, and provide access to experts on specific clinical issues and benefit design options.

Creating solutions that produce equitable outcomes

We're leveraging our Social Determinants Index (SDI) for more equitable outcomes by:

- Ensuring access to quality care with our IndependentRx Initiative in rural communities, and virtual care and digital tools like MDLIVE®, Cigna Virtual Dental Care and Confide Behavioral Health Navigator.^{SM7}
- Improving affordability through payment assistance, preventive care and prescription drug savings programs like the Cigna Copay Assurance Plan™, Express Scripts® Pharmacy home delivery, Patient Assurance Program and SaveOnSP.
- Promoting health literacy and accessibility with interpretation and written translation services.





<u>Read more</u> about how Cigna Healthcare is addressing health disparities in the LGBTQ+ community.

Talk with your Cigna Healthcare representative or broker today about how we can partner to make a meaningful impact together.

- 1. Gallup. "U.S. LGBT Identification Steady at 7.2%." February 22, 2023.
- 2. Center for American Progress and NORC at the University of Chicago online survey, June 2020.
- 3. American Heart Association Meeting Report, "Ideal heart health less likely among lesbian, gay and bisexual adults." March 20, 2018.
- 4. Mental Health America. "LGBTQ+ Communities and Mental Health." Accessed March 23, 2023.
- 5. Cigna, "2021 Cigna Diversity Scorecard Report How Cigna is advancing diversity, equity, and inclusion in everyone we serve."
- 6. Cigna does not endorse or guarantee the accuracy of any third party content and is not responsible for it. You agree to use third party content at your own risk.
- 7. 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. Video may not be available in all areas or with all providers.

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