



Here's a Simpler, Affordable Choice for Spine Care.

With 'episodes of care,' we coordinate your care to help maintain spine health, beginning with conservative treatment and then, if needed, moving through pre-surgery, surgery and recovery.

Team members and dependents covered by our Cigna medical plans are eligible* to select the episode of care option — an innovative and affordable approach to management of their lower back pain or laminectomy procedures with significantly reduced or eliminated copay.

By choosing this benefit, team members covered by our Cigna medical plans will enjoy high-quality care plus exclusive concierge services, including:

- Clearly defined care paths, including physician visits, physical therapy, imaging and hospital stays as needed — all with a single point of contact
- Personally guided assistance navigating the process via the episode's portal and your dedicated member engagement specialist
- A simplified billing experience, including upfront cost information and a single bill

How does it work?

By connecting with the episodes member engagement specialist, team members will learn how to opt in to the episode benefit. Members will be guided through registration on the "episode portal," where they can launch important activities and access education designed to ensure quick recovery, so they can return to a normal life.

Contact a member engagement specialist at 888-408-0558 or Novant.HolistaHealth.com/portal.

*Enrollment exclusions may apply.

