



WE'RE ON TEAM YOU

My Personal Champion Gender Affirmation Support Program

At Cigna, we believe everyone deserves to live their healthiest life.

Your gender affirmation journey is a personal one. And Cigna is here to support, respect and help you at every step as you become your best self. The My Personal Champion® Gender Affirmation Support Program is part of that.

Direct access to your personal champion

You'll be assigned a Personal Champion and given access to their direct phone line. So every time you call, you'll speak with the same person who knows you, your history and your health needs.

Your Personal Champion is here to:

- › Partner with you and your providers to help identify your best options so you can make the most informed decisions for yourself
- › Help you understand your benefits and what's covered by your plan
- › Connect you to the right care teams and resources based on your needs
- › Coordinate care for pre and/or post-surgery
- › Put you in contact with in-network and experienced LGBTQ+-friendly providers
- › Arrange transportation to and from appointments related to your procedure
- › Locate community support and resource groups
- › Provide social and medical transitioning support and more



Contact the Gender Affirmation Support Team to get connected with your Personal Champion today.

855.699.8990 Monday – Friday, 8:00 am – 6:00 pm ET.
If calling after hours, please leave a message and a team member will get back to you soon.

Together, all the way.®



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

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative.

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Compassionate care for everyone

Serving and supporting our transgender members

We're here to help keep you healthy – and make sure you always feel safe, supported, and respected when you come to us for care. This means creating a welcoming space for our transgender and gender-nonconforming members, using your chosen name and pronouns, and giving you personalized care and support.

Total health for all

We're proud of the diversity of our members – and work hard to promote inclusion, awareness, and acceptance both inside and outside our walls by:

- Taking into consideration industry standards of care by the World Professional Association for Transgender Health (WPATH) and other organizations
- Providing a safe and welcoming environment, including having single-stall, gender-neutral restrooms
- Continually finding new ways to support the medical and emotional needs of our transgender members

A shared focus on your needs

Decisions about your health are extremely personal – and there are many expressions of gender. Having a care team who knows your medical history, and knows and respects you as a person, is important. Every member deserves individualized care and support. So you'll be connected with the right specialists, services, and treatment. To get started,

Call: **303-972-5040** (TTY 711),
Monday through Friday, 8 a.m. to 5 p.m.

Email: transgender@kp.org

Go to:
[specialtycarecolorado.kaiserpermanente.org/
transgendercare](https://specialtycarecolorado.kaiserpermanente.org/transgendercare)

Working together to give you high-quality care

You'll have access to a range of services and departments, many under one roof.* And your whole Kaiser Permanente team is connected to help you navigate your care.



How do you identify?

When you come in for your first visit, let us know your chosen name and the pronouns you'd like us to use. It's very important to us that we get it right when you visit us for care.

Your care team is committed to you and your health—and honoring your feelings, needs, and decisions every step of the way.

To learn more about care and coverage for transgender members, call **303-972-5040** (TTY 711).

*When you receive care at a Kaiser Permanente facility. Services may not be available in all regions.

Gender Affirming Health Care and Coverage

Compassionate, high-quality care for transgender and gender diverse members



We are proud to partner with our gender diverse patients and families to address their health care needs.

Kaiser Permanente creates an accepting, sensitive, and caring environment for our gender diverse community.

Personal support throughout the care journey

Here's a look at the benefits and services that are covered for transgender and gender diverse members and an overview of how our care delivery teams support you through your care journey.

It starts with primary care

If you are considering hormone therapy or gender affirming surgery, the first thing you should do is visit your primary care provider – someone who not only understands your medical history but also knows you as a person.

When you're ready to pick a primary care provider, ask to make sure you are connected with a gender health champion. This way you'll be connected with the right specialists, services, and treatment.

Connecting with a care team

From there, the primary care provider may introduce you to specialists and other caregivers familiar with the unique challenges of transitioning. Care teams collaborate to provide medical, psychological, and emotional support throughout the process.

What's covered¹

Based on medical necessity for the treatment of gender dysphoria, coverage for fully insured plan members includes mental health therapy, hormone therapy, mastectomy with chest reconstruction, breast augmentation, gender affirming lower-body surgeries (male-to-female and female-to-male), tracheal shave, and facial hair removal.² You can find a detailed list of covered services on the next page.

Gender Affirming Health Care and Coverage

Learn more

To learn more about your health plan benefits, contact Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, or visit kp.org/eoc.

For medical financial counseling assistance for gender affirming care, call **303-743-5378 (TTY 711)**, 8 a.m. to 5 p.m., Monday through Friday.

Covered care and services^{1,2}

Medical and Mental Health office visits	Pharmacy services
Inpatient hospital care	Breast augmentation ²
Gender affirming lower-body surgeries	Outpatient care
Lab and imaging services	Mastectomy
Treatment for medical complications	Hormone therapy visits and administration
Pre- and post-operative exams	Travel and lodging (when referred by Kaiser Permanente to a facility outside the service area)

Coverage for specific surgical services^{1,2}

Gender affirming lower-body surgeries

Clitoroplasty	Orchiectomy
Erectile prosthesis	Phalloplasty
Gonadal surgery	Scrotoplasty
Hysterectomy	Urethral extension
Labioplasty	Vaginectomy
Metoidioplasty	Vaginoplasty

Other Covered Services

Facial hair removal ²	Tracheal shave
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1. Coverage may vary depending upon plan type. Members should refer to their Evidence of Coverage or Membership Agreement for details. Covered services are based on medical necessity and may be subject to change. All services for the treatment of gender dysphoria are subject to the benefit rules, limitations, and exclusions stated in the Evidence of Coverage or Membership Agreement. Applicable copay/coinsurance and/or deductible apply.

2. Federal Employee Health Plans do not cover facial hair removal or breast augmentation.