

# Collaborating for Better Health, Affordability and Experience

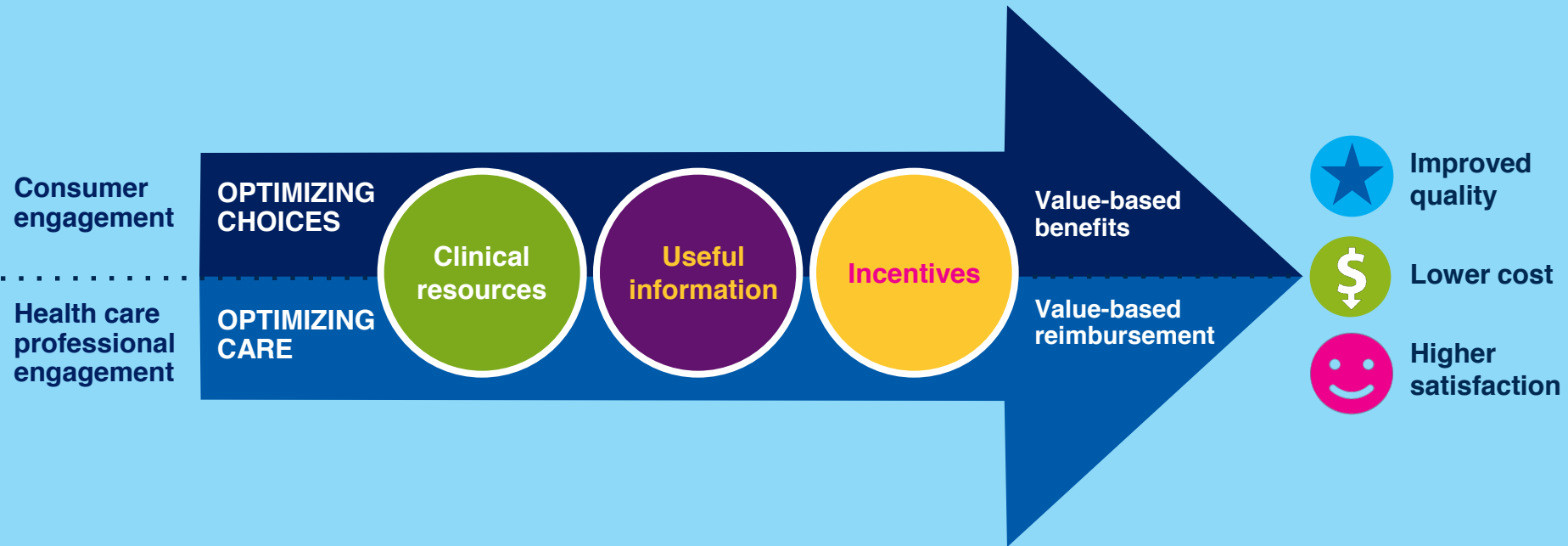
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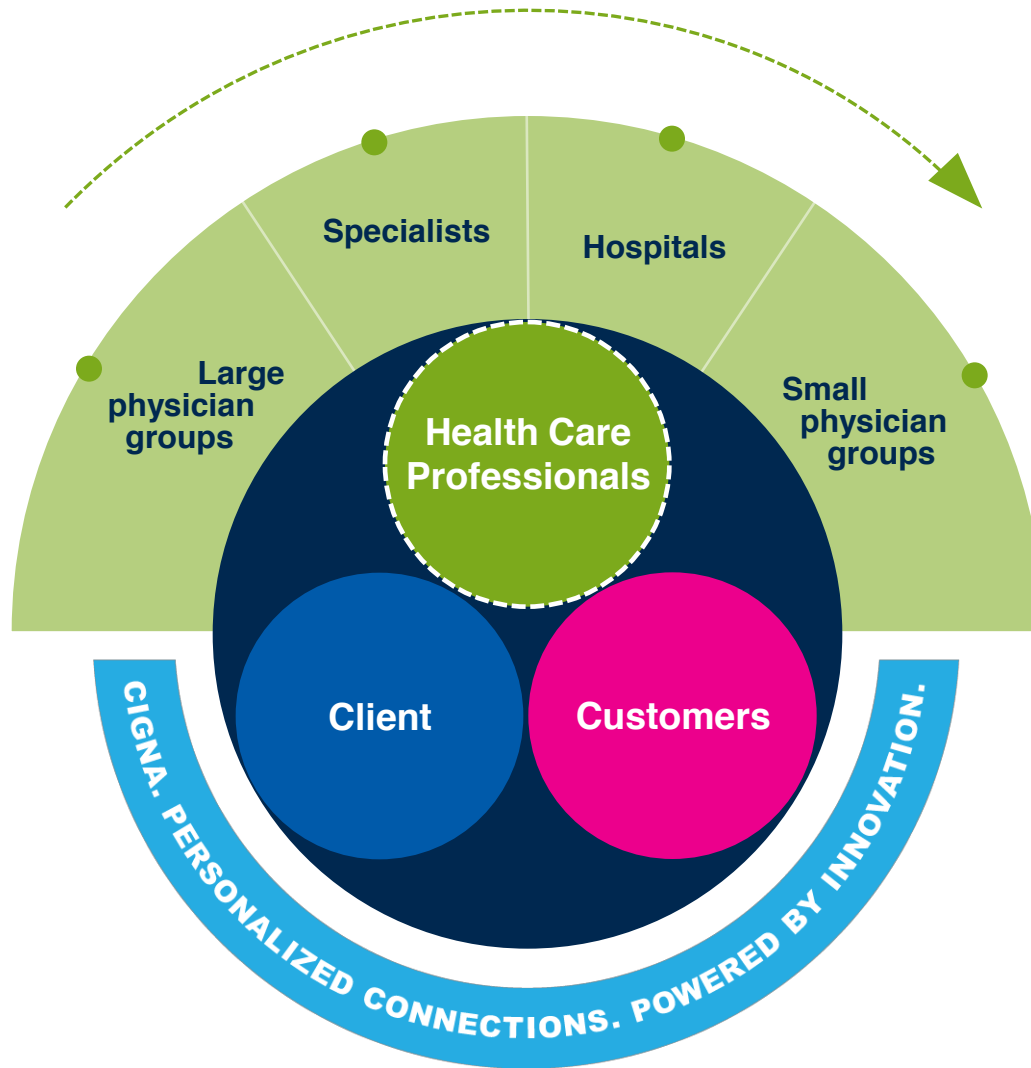
# CONNECTING CARE DRIVES BETTER OUTCOMES



Wherever customers seek care and wherever physicians practice, we will have a solution to achieve better quality, cost and satisfaction.



# MORE CONNECTIONS WHERE CARE IS DELIVERED



Innovative solutions that  
**span the delivery system**

Creating **personalized connections**  
to improve quality, cost and satisfaction

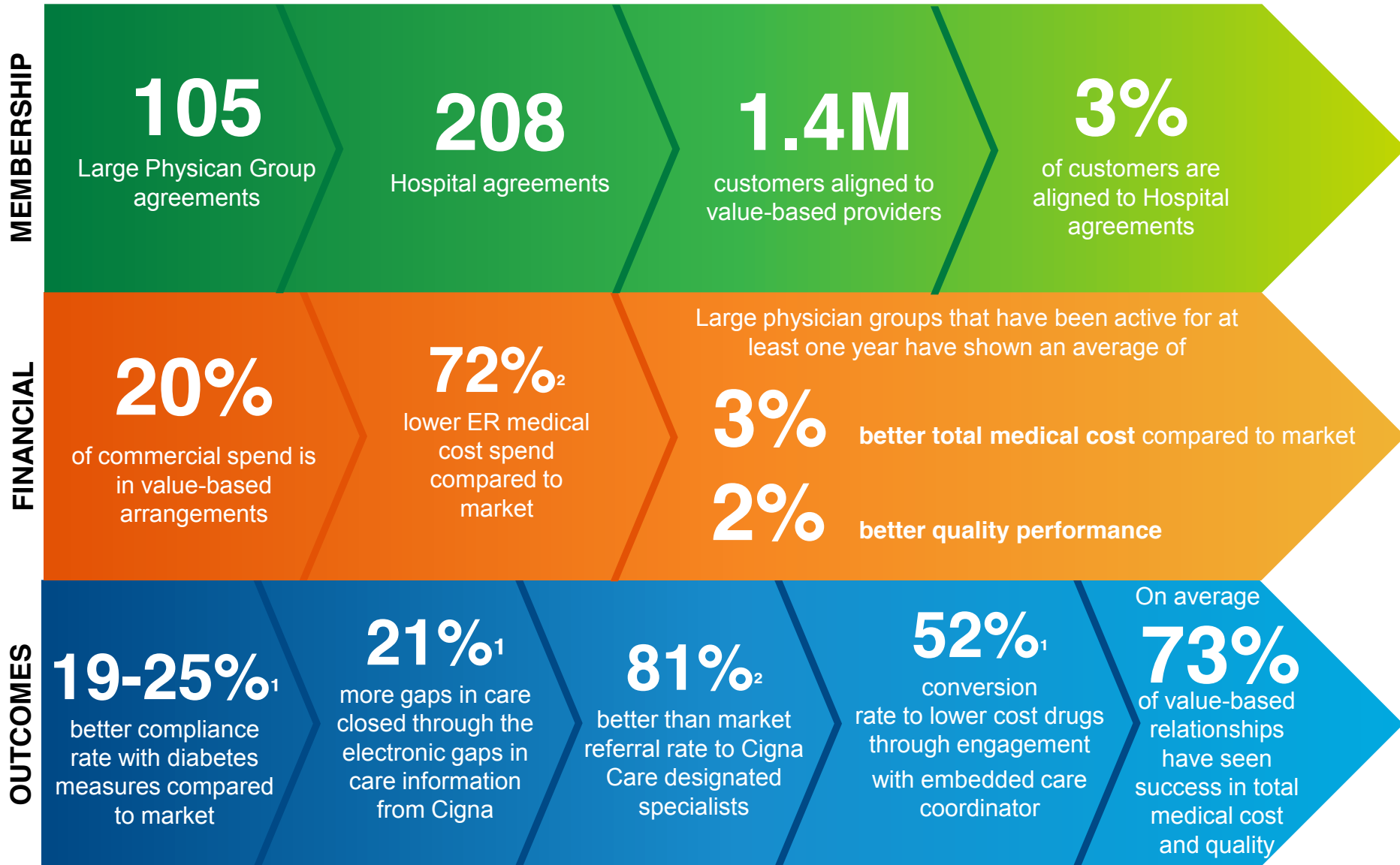
## GOAL:

Majority of customers with high-cost conditions or complex needs are cared for by health care professionals with an **incentive relationship with Cigna**

- Specialist treatment drives **57%** of spend.<sup>1</sup>
- For customers with high-cost conditions or complex needs, large groups treat **20%**, hospitals treat **25%** and small groups treat **40%**.<sup>1</sup>

1. Statistics based on Cigna internal analysis of book of business high-cost customers (>\$4,700/year) as of January 2014. Specialties include orthopedics, OBGYN, cardiology, gastroenterology and oncology.

# COLLABORATIVE CARE SHOWS POSITIVE RESULTS



1.Cigna Collaborative Care, Large Group annual results for 2012 vs. market average (2013).

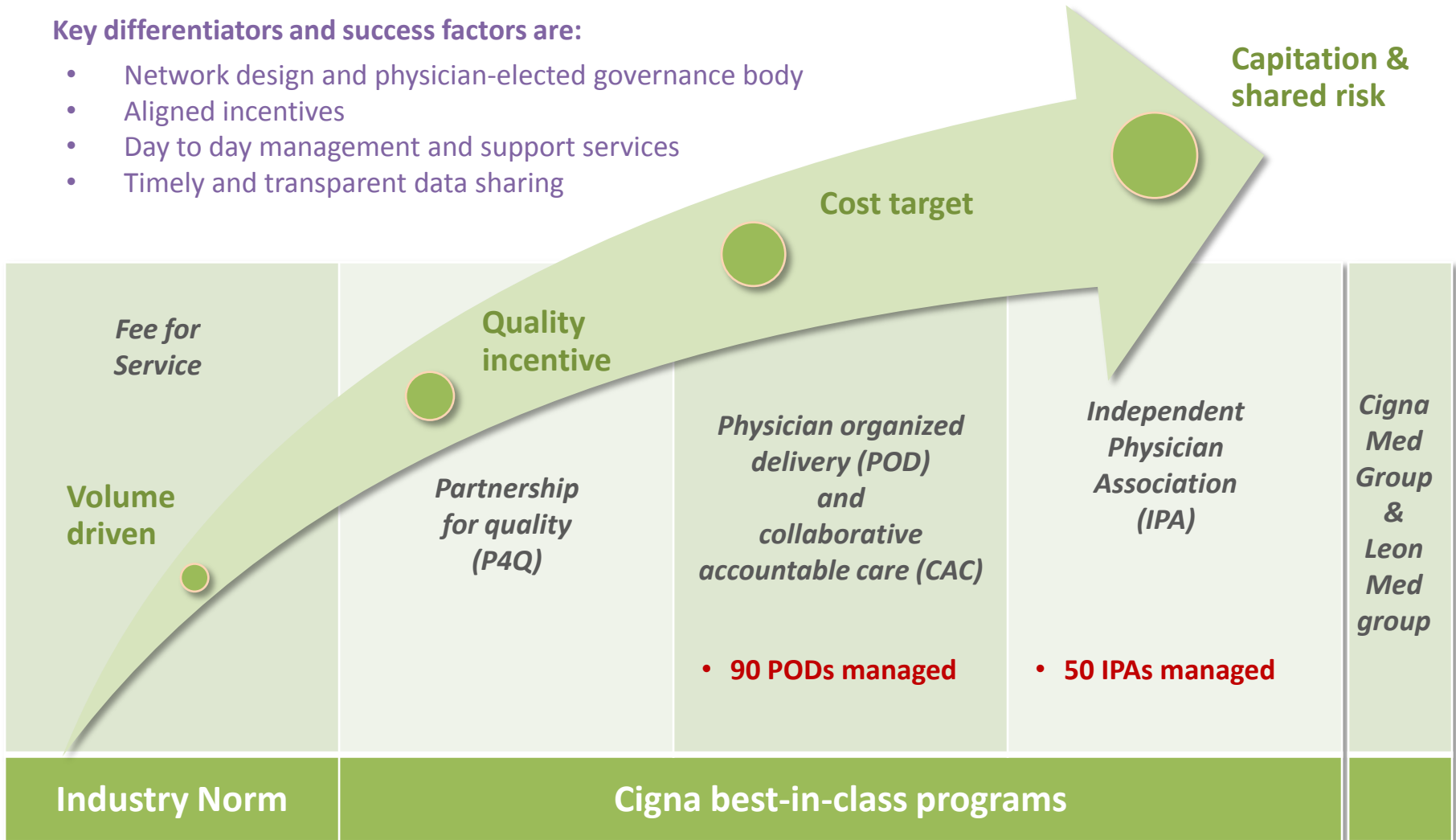
2.Cigna Collaborative Care, Large Group annual results for 2013 vs. market average (2014).

# MEDICARE ADVANTAGE & PHYSICIAN PARTNERSHIP

Transitioning from volume to value for better care, more rewards, reduced cost

Key differentiators and success factors are:

- Network design and physician-elected governance body
- Aligned incentives
- Day to day management and support services
- Timely and transparent data sharing



## Cigna-Healthspring LIVINGWELL IS DESIGNED TO...

- Enhance PCP care management
- Enhance intensive Case Management
- Deliver pharmacist- directed Medication Therapeutic Management visits
- Provide integrated approach to manage chronic conditions of most complex members

- Assist with 360's (prospective health care evaluations)
- Treat post discharge and/or chronic ER patients
- Provide chronic disease management education (Diabetes, Hypertension, Pulmonary conditions)
- Close gaps in care related to HEDIS/STAR measures

# Cigna-HealthSpring SHOWS POSITIVE RESULTS

## MEMBERSHIP

**78%**

of members are in a risk and/or quality payment model

**450+**

PCPs

**1500+**

Specialists

**86%**

of enrolled patients remain with the same PCP

## FINANCIAL

Engagement efforts have resulted in an average

**20%**

lower total medical cost compared to FFS Medicare

Trending

**6%**

lower readmission rate vs. FFS

**9.7%**

lower ER utilization in top performing arrangements

## OUTCOMES

**14.8%**

more members received Breast Cancer screening

**26.7%**

more women that experienced a fracture received a screening for Osteoporosis

**25%**

more customers received a Colorectal Cancer screening

**9.85%**

decrease in averaged HbA1C in P4Q members that had a HbA1c greater than 9

**7%**

greater compliance for comprehensive diabetes care than market



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