



BETTER HEALTH. WE'RE IN IT TOGETHER.

Working together to provide affordable,
accessible, quality health care

March 2019
Anna Erickson

Together, all the way.®



OUR COMMITMENT TO YOU:

We're here to **support**
and **collaborate** with you
to make it easier to
deliver personalized care,
strengthen patient relationships
and achieve **better** health outcomes.

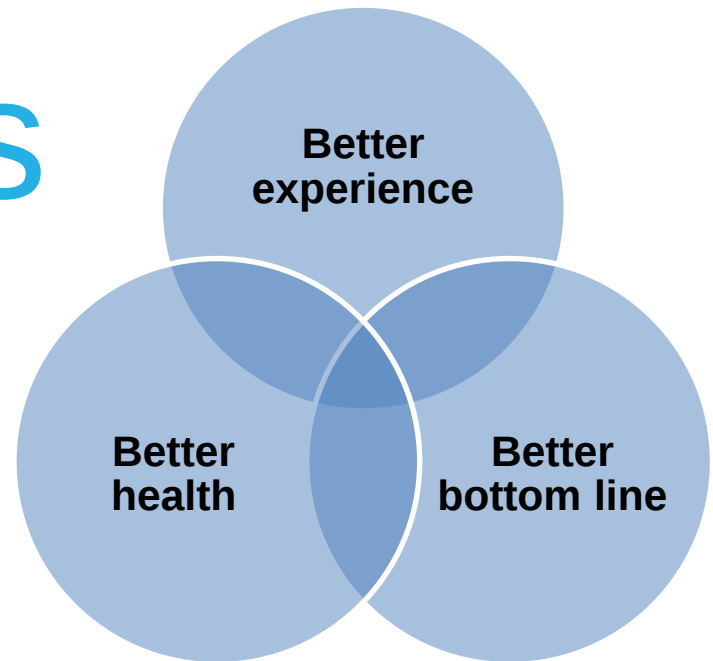




We want what

Troy wants

- Make it easy
- Keep me healthy
- Save me money



- \$0 preventive annual health exam
- Learns he has hypertension
- Checks app
- Gets MD to prescribe generic Rx



- Referred to health coach
- Gets diet and fitness tips
- Improves health status



- Saves \$70/mo. with generic Rx
- Savings result in remaining funds that roll over to the next year



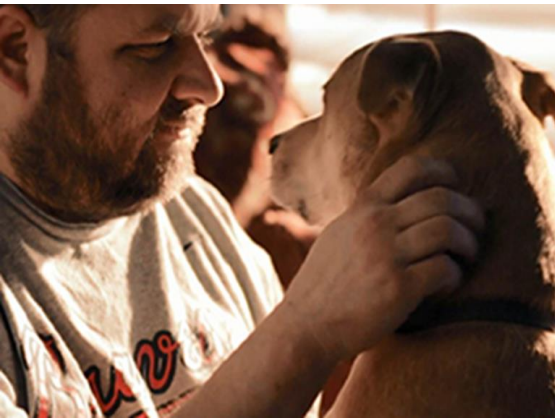
everyday value for your patients, our customers

We provide added support by helping your patients better understand their condition, medications, side effects, and the importance of adherence. This includes:

- Access to injection training in your office or your patient's home
- Reliable service and convenient delivery directly to your patient's home
- Refill reminders to help keep patients adherent



making a difference in patients' lives



Bryan

Health concerns:
Diabetes,
high blood pressure,
high cholesterol, and
sleep apnea

Traditional care model

An overwhelmed **Bryan** is responsible for managing his own care, and:

- Doesn't enroll in support programs
- Doesn't think he really needs to see a specialist
- Doesn't know how to use his insulin effectively
- Stops testing his blood sugar – it goes unregulated and rises to dangerous levels
- Doesn't take steps to manage his weight – and gains weight

Not surprisingly, he has **missed several opportunities** to improve care.

Cigna Collaborative Care

Personalized connections to improve quality, cost, and satisfaction

Embedded Care Coordinator establishes a rapport with a reluctant Bryan, and:

- Proactively manages Bryan's care with his primary care physician and specialist
- Shares test results and treatment plans with him
- Educates Bryan about regulating his blood sugar and how to use insulin
- Enrolls Bryan in a stress management program
- Counsels Bryan on weight loss and exercise

The **Embedded Care Coordinator** helps to ensure that Bryan is getting optimal care – with the goal of creating **optimal outcomes**.



Northern New Jersey

Updated 7/16/18

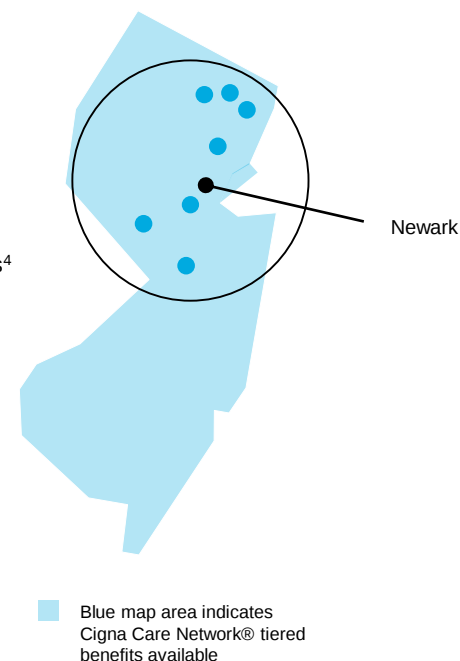
Accountable Care programs 2017

- Atlantic Health System
- ColigoCare
- Hunterdon Healthcare Partners
- Partners Health Alliance/Partners in Care
- Premier Health Associates
- Skylands Medical Group
- Summit Medical Group

When compared to market...

- 57% saw medical cost trends equal to or better than market²
- 100% met the criteria for Evidence-Based Medicine success²
- 57% performed better in quality metric measures²
- 86% had 10% fewer avoidable emergency department visits³
- 57% had 10% fewer ambulatory sensitive condition emergency department visits⁴
- 71% had 10% fewer emergency department high utilizer visits³
- 71% had fewer inpatient admissions³
- 57% had 10% fewer readmissions³

1 in 4 customers in North Jersey are receiving care from a provider in an Accountable Care program¹



¹ Cigna internal analysis of customers aligned to primary care physicians in Accountable Care arrangements as of January 2018. Subject to change. ² Cigna June 2018 analysis of 2017 data of Accountable Care program groups by market, active at least one year. ³ Cigna June 2018 analysis of 2017 data of Accountable Care program groups by market, active at least one year, per thousand. ⁴ Cigna June 2018 analysis of 2017 data of Accountable Care program groups by market, active at least one year, per thousand. Examples of avoidable visits include nonemergency minor illnesses such as headaches and skin rashes. Comparisons to market are established using Cigna internal claims data. Map is illustrative.

Cigna Care Designation

Providers are rated in both
quality and cost efficiency



Physicians who earn the 2019 Cigna Care Designation will be identified in our online directory by this unique symbol.

Online quality recognition and cost-efficiency displays

Quality recognition displays

- **National Committee for Quality Assurance (NCQA) recognition for:**
 - Diabetes
 - Heart/Stroke
 - Physician Practice Connections
 - Patient-Centered Medical Home
 - Patient-Centered Specialty Practice
- **American Board of Medical Specialties**
- **Evidence Based Medicine Standards**

Cost-efficiency symbols

- ★ ★ ★ **Results in top category for cost efficiency**
- ★ ★ **Results in middle category for cost efficiency**
- ★ **Results in low category for cost efficiency**

Hospital Centers of Excellence program

- Provides cost and quality measurement profiles of hospital conditions and procedures
- Promotes transparency that helps support customer and employer decision making about hospital choices
- Compiles customer friendly information that easily identifies Cigna Centers of Excellence (COE)
- Uses publicly-reported data combined with Cigna claims data to develop quality and cost-efficiency profiles
- Displays hospital measures in the provider directories on **Cigna.com** and **myCigna.com**

Hospitals that attain five, or six stars (three stars for patient outcomes + two stars for cost-efficiency OR three stars for cost-efficiency + two stars for patient outcomes) receive the COE designation for that condition or category

Assesses 18 surgical procedures and medical conditions, including one outpatient procedure – infertility



providing your patients with

quality and cost-effective care

Accessible

Quality focused

Cost efficient

Patient oriented

National Ancillary Programs*

Service	National ancillary providers*
Chiropractic	American Specialty Health®
Dialysis	• Davita • Fresenius
Durable medical equipment, home health care, infusion therapy	CareCentrix
Hearing	Amplifon Hearing Health Care
High-technology radiology and diagnostic cardiology	eviCore healthcare
Integrated Oncology Management Program	eviCore healthcare
Laboratory	• LabCorp® • Quest Diagnostics®
Musculoskeletal and pain management	eviCore healthcare
Orthotics and Prosthetics	Linkia
Physical and occupational therapy	American Specialty Health®
Radiation therapy	eviCore healthcare
Sleep management services	CareCentrix
Vision services	Vision Services Plan

* List is not all-inclusive of every national ancillary provider. Ancillary providers do not manage services in all states and markets.



national ancillary providers with a local presence

Some Cigna employer groups use separate ancillary providers for specialty services such as vision, chiropractic care, and mental health or substance abuse. Before referring your patient, verify their coverage and the ancillary provider network by using one of the methods listed below.

For patients with Cigna ID cards	For patients with GWH-Cigna or “G” ID cards
• Visit the Cigna for Health Care Professionals website (CignaforHCP.com) • Call 1.800.88Cigna (882.4462) • Access through your electronic clearinghouse or vendor	• Visit the Cigna for Health Care Professionals website (CignaforHCP.com) • Call 1.866.494.2111 • Access through your electronic clearinghouse or vendor

Check the back of the patient’s ID card or CignaforHCP.com for coverage and precertification requirements. The website will have the most up-to-date information.



resources

for you

- Quarterly *Network News*
- Go to the Cigna for Health Care Professionals website (CignaforHCP.com)



Email: NetworkNewsEditor@Cigna.com to be added to the distribution



A new, easy way to view sample Cigna ID cards

The Quick Guide to Cigna ID cards interactive digital tool

- View sample ID cards for certain plan types
- Choose the image that matches the patient's ID card
- See both the front and the back of the card
- Choose "About This Plan" to read more about the plan

To access the Quick Guide to Cigna ID Cards digital tool, go to Cigna.com > Health Care Professionals > ID Card Details or go to CignaforHCP.com > View Sample ID Cards



INTRODUCING AN EASIER WAY TO VIEW SAMPLE CIGNA ID CARDS

The Quick Guide to Cigna ID cards interactive digital tool

The tool is easy to use:

- To access the Quick Guide to Cigna ID Cards digital tool, go to Cigna.com > Health Care Professionals > ID Card Details or go to CignaforHCP.com > View Sample ID Cards.
- To view sample ID cards for only certain plan types, click "Filter Card By Category." Select one or more plan types – such as Managed Care Plans or Individual & Family Plans – from the categories that appear.
- Choose the image that most closely matches your patient's ID card.
- For more details about a section of the card, hover over each number shown on the card, or read the key on the right-hand side of the screen.
- To see the reverse side of the card, click "View the Back."
- To read more about the plan associated with the ID card, click "About This Plan."
- To view a different sample ID card, Click "View Another Card Type."

On every screen of the digital ID card tool, you can also click a green tab for "More information" about:

- The myCigna Mobile app
- More ways to access patient information when you need it
- Important contact information






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Demographic changes

Please notify us in writing **90 days before** changing your office or billing address, telephone number, Taxpayer Identification Number (TIN), National Provider Identifier (NPI), or specialty. You can submit your demographic changes by email, fax, mail, or online. Refer to the chart below to identify the contact information for your state.*

How you can submit changes

Email: Intake_PDM@Cigna.com

Fax: 1.877.358.4301

Mail: Cigna
Provider Data Management
Two College Park Drive
Hooksett, NH 03106

Online: Cigna for Health Care Professionals (CignaforHCP.com > Resources > Forms)

* Third-party vendor states are Idaho, Iowa, Montana, Nebraska, New Mexico, North Dakota and South Dakota. For these states, submit your changes directly to the third-party vendor.

resources

for your patients
with Cigna coverage

- 1.800.Cigna24
- Health advocacy
- Cigna.com/healthwellness
- Supportive programs
- Health and wellness apps



Healthy Pregnancies, Healthy Babies

Support to help reduce the risk of preterm and low-birth weight babies

While most women have healthy, uncomplicated pregnancies, others may need specialized care to deliver healthy babies.



Cigna Health Pregnancies, Healthy Babies® focuses on:

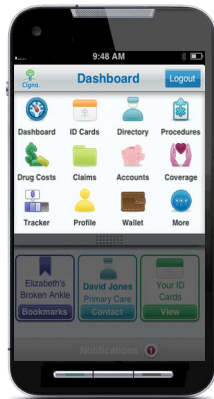
- Early risk identification
- Appropriate care and treatment coordination
- Preventive care and healthy lifestyle education
- Condition support coaching

Women call to enroll or are identified through referrals. Once enrolled:

- Each woman speaks with a maternity specialist, trained as a nurse, who assesses her possible risks
- The nurse then develops a personalized advocacy plan and follow-up outreach schedule to address those risks
- Participants will receive prenatal education and care support based on their level of risk.
- After the baby is born, the same nurse contacts the mother to screen for postpartum depression and offer support



Shaping healthier behavior through technology



Cigna mobile apps are free and available for iOS™ and Android™ devices.



Customers can access their personal health information from their device, anytime, anywhere.



Precertification

- Check the back of the patient's ID card or CignaforHCP.com > Resources > Clinical Reimbursement Policies and Payment Policies > Precertification Policies for coverage and precertification requirements. The website will have the most up-to-date information.
- Submit requests for elective procedures at least 72 hours before the scheduled service.

For patients with Cigna ID cards:

- Log in to CignaforHCP.com > Patients > View & Submit Precertifications, or
- Call 800.88Cigna (882.4462)

For patients with GWH-Cigna or “G” ID cards:

- Call 866.494.2111
- All changes and updates to precertification can be viewed by logging in to CignaforHCP.com > [Resources](#) > [Clinical Reimbursement Policies and Payment Policies](#) > [Precertification Policies](#)

To learn more about online precertification, visit the Resource Library on CignaforHCP.com > Resources Library > eCourses

The referring physician is responsible for obtaining approval for all services that require precertification *prior* to services being rendered.



Electronic transaction cost savings opportunities

the math is
simple

so is the
process

Paper payments: \$1.52 per payment
Electronic: \$0.96 per payment
Savings with EFT: Up to \$0.56 per payment **(37%)***

Paper claims: \$1.36
Electronic: \$0.35
Savings with EDI: Up to \$1.01 per claim **(74%)***

- Faster payments
- Same-day access to funds
- Easier payment reconciliation

Sources: CAQH, Index

* and facility (health care professional-facility) savings estimates are based upon a cost analysis prepared by CAQH. Full CAQH U.S. Health care professionalHealthcare Efficiency Index: <http://caqh.org/EfficiencyIndex.php>.



PATIENT AND CLAIM INFORMATION AT YOUR FINGERTIPS



Cigna for Health Care Professionals Website

The Cigna for Health Care Professionals website (CignaforHCP.com) is designed with YOU in mind – to fit your needs and the way you work. The website provides secure, 24/7 access to patient and claim information, and includes features like auto-save and flagging that save you time and keystrokes.

- See eligibility and coverage detail
- Estimate patient out-of-pocket costs
- Submit and view medical precertification requests

Easily access all your tools from your personalized "home page"

Flexible tabs work just like your favorite browser to let you easily manage all your work

Use flagging to quickly and easily save patient and claim information to your dashboard

Use "Detach" to open a new window to compare coverage and claim details pages to other web pages, without having to toggle between pages

- Access reports up to two years
- Save and share PDF reports

- Search and view claims
- Review claim details
- View medical claim coding edits

- Enroll and manage electronic funds transfer
- Update Provider Directory Information
- Review fee schedules
- Assign or update website access
- Check policy coverage
- Join our network

Access:

- Clinical reimbursement policies
- Reference Guides
- Medical and behavioral plans and products
- Clinical health and wellness programs
- eCourses

Patient ID	Plan	Date of Birth	Referral and Service	Patient Demographics	Coverage Group
123456789	123456789	12/31/2015	123456789	123456789	123456789
987654321	987654321	01/01/2016	987654321	987654321	987654321

Start using CignaforHCP.com today

If you're not yet registered for the Cigna for Health Care Professionals website, go to CignaforHCP.com and click "Register Now." If someone in your office is already registered to use the website, they may be able to grant you immediate access. Take a self-guided tour by visiting CignaforHCP.com and clicking "Site Tour" at the bottom of the page. To learn more about CignaforHCP.com, log in to CignaforHCP.com > Resources > eCourses, or call 1.800.88Cigna (882.4462).

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Cigna Cost of Care Estimator® Explanation of Estimate



Cost of Care Estimate as of 02/12/2014

Robyn Fuller

Cigna Identification Number U92973527 01

Health Care Professional or Facility JOHNSON WILLIAM Q MD
Benefit Category Professional Services-Specialist
Related to an illness
Include Anesthesiology? No
Service Date 02/12/2014
Service Description 99213,
OFFICE/OP/LOW/COMPLEX, Units
1
81002, URINALYSIS NONAUTO
W/O S, Units 1
In Network? Yes
Plan Name Network

Customer Service
Call the toll-free number on the back of your Cigna ID
card

Explanation of Estimate

This estimate* shows the patient and you or your facility how much the patient may need to pay for the specific health care service(s) indicated above. This is only an estimate - it is not a guarantee of coverage or payment to you or your facility. The final amount the patient will owe may change from this estimate for a variety of reasons including, but not limited to: (1) the patient's benefits change, (2) their coverage ends, (3) other claims are processed before these services are received, (4) fewer, more or different services are received, (5) the patient's out-of-pocket maximum (when the plan starts to pay 100% for covered services), has been met, (6) the patient has more than one medical plan and coverage is coordinated with that plan, (7) the patient's copayment or coinsurance may vary based upon their benefit plan, (8) the amount in the patient's health savings account (HSA), health reimbursement account (HRA) or flexible spending account (FSA) changes (if applicable**), or (9) the chosen health care professional is out of network (nonparticipating) for the Cigna plan.

*This estimate is not validating coverage nor approving a precertification request.

**This applies only if the patient is enrolled in a plan with a health account, such as a HRA, HSA or FSA.

Estimated total cost of service (before Cigna payment)	\$73.12	This is the total estimated amount as of February 12, 2014, for the service(s) noted above, based on Cigna's discount. This includes the amount Cigna will pay and the amount that will be your responsibility
Your deductible responsibility	\$73.12	This amount is calculated based your yearly maximum deductible of \$200.00 and your paid-to-date amount of \$0.00 (as of the date of this estimate).
Your coinsurance responsibility	\$0.00	This amount is determined by subtracting the amount remaining from the estimate after your deductible is met and applying your coinsurance rate.
Your copay responsibility	\$0.00	Your copay for this health care professional or facility, based on your plan design.
Estimate of your total responsibility (after Cigna payment)	\$73.12	The anticipated amount you will owe after your plan benefits are applied to the estimated cost. This includes any deductible, coinsurance or copay. This amount might be lower if you've reached your out of pocket maximum.
Anticipated payment from your health account (for account-based plans only)*	\$73.12	Based on the money available in your health account(s) as of February 12, 2014, this is the amount that is anticipated to be paid directly to your health care professional or facility.
Estimate of what you owe**	\$0.00	This is the estimate of what you'll owe after any health account payment.

You can generate *personalized pre-care estimates* of a patient's anticipated costs and share it with your patient.

Estimates are:

- Specific to the service and provider generating the estimate
- Easy for covered individuals to understand—clearly illustrates “the math” and helps educate them about how their benefits influence what they can expect to owe
- Personalized with the Cigna logo and benefits information which lends credibility
- Printable so you can use it to discuss payment options with your patient and keep a copy for your records



HELP PATIENTS AVOID SURPRISES AT THE PHARMACY

Introducing Cigna real time benefit check

On October 1, 2018, Cigna launched an important new feature to the electronic prescribing process called Cigna real time benefit check. Now, while you're face-to-face with a patient, you can discuss the cost of the medication you're prescribing and compare alternatives.

Get real-time, actionable insights

Cigna real time benefit check is available through the electronic medical record (EMR) or electronic health record (EHR) system you already use. For patients with coverage administered through Cigna, you can view medication benefit details, including:

-  **Out-of-pocket costs** for the prescribed medication in the requested supply (e.g., 10, 15, 30 or 90 days). For a 90-day supply, your patient's out-of-pocket cost will also be displayed for Cigna Home Delivery Pharmacy™, where available.
-  **Medication alternatives.** Drug classes such as diabetes, cholesterol and asthma are included. More medications will be added to this list on an ongoing basis.
-  **Prior authorization (PA)** requirements and option to initiate an electronic PA at the time of prescribing.
-  **Step therapy notifications**
-  **Quantity limits**

Having this information at your fingertips can aid in discussions with your patients and help promote medication adherence and healthy outcomes.

10% of people
who abandon
medication do so
because of cost.*

EMR or EHR system requirements

To access real time benefit check, you must have the most current version of your vendor's EMR or EHR system that supports this feature. For additional information, contact your EMR or EHR vendor.

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*2017 AMA Prior Authorization Physician Survey.

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Opioid Quality Improvement Pledge

An initiative to help:

- Reduce potentially hazardous opioid prescribing, and
- Improve the coordination and quality of care for patients who are taking opioids

OPIOID QUALITY IMPROVEMENT PLEDGE
For Health Care Professional Organizations and Practices
September 2016

The United States is facing an opioid use crisis

- Approximately 2.5 million Americans have a substance use disorder related to opioids and heroin¹.
- The U.S. consumes 80 percent of the world supply of prescription opioids².
- In 2014, there were approximately 28,000 drug overdose deaths linked to opioids and heroin in our country, or about 80 people every day³.

Take the pledge

We invite you to help drive change, and address this epidemic within your own patient community, by taking the pledge below. Cigna is committed to collaborating with you to help you provide the best possible care to your patients.

We, _____, representing _____ health care professionals, commit to:

Name of health care professional organization or practice #

- Encouraging prescribers to individually sign the Surgeon General's "Turn the Tide" pledge (TurntheTide.org):
 - Educate ourselves to treat pain safely and effectively
 - Screen our patients for opioid use disorder and provide or connect them with evidence based treatment
 - Talk about and treat addiction as a chronic illness, not a moral failing
- Taking steps to improve the quality and coordination of care for patients receiving opioids.
- Reducing potentially avoidable opioid prescriptions when alternative therapies are available.

Practice representative signature _____ Print name _____
Date _____

Thank you for taking the opioid pledge
Please send your completed pledge to PledgeResponses@Cigna.com.

¹ Rodolito, J. MPH, *Headlines of Addiction: How Heroin and Opioids Rigged the Odds*, 12 January 2016.
² American Journal of Addiction Medicine, "Global Addiction, 2014 Facts & Figures," 2016.
³ Fenton, K.A., et al. *Substance Use and Mortality Weekly Report (JAMA)*, "Increased In Drug and Opioid Overdose Deaths - United States, 2000-2014," 1 January 2016.

Together, all the way. 

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Updated Cigna Reference Guides

The updated guides effective March 1, 2018 can be accessed by registered users of the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Reference Guides).



OPIOID ADDICTION AND OVERDOSE



Confronting the epidemic together

Together, all the way.®

“

Behind every number, there are real people struggling along with families, employers and communities. Our commitment to reduce drug overdoses by 25% is a commitment to each and every one of them, and we look forward to working closely with our partners to meet it.

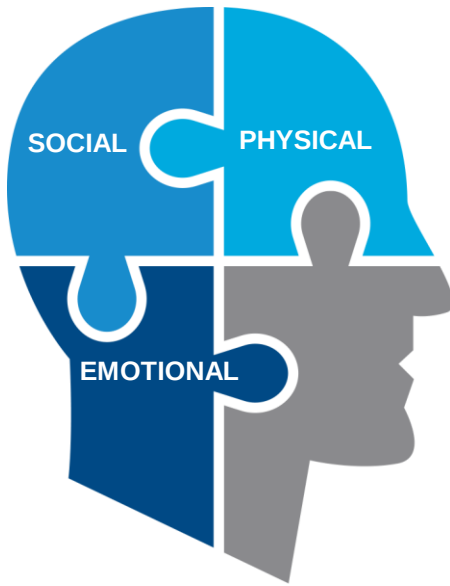
”



– David Cordani,
President and CEO
Cigna Corporation



It starts with pain.



15% of working adults in the United States reported having pain every or most days¹

1 in 5 people are at increased risk of addiction after taking opioids for just 10 days²

\$335 million was paid out of pocket for opioid addiction and overdose in 2016. **More than half of that went toward covering the employees' children.**³

1. Centers for Disease Control and Prevention, July 28, 2017. [cdc.gov/mmwr/volumes/66/wr/mm6629a8.htm?s_cid=mm6629a8_w](https://www.cdc.gov/mmwr/volumes/66/wr/mm6629a8.htm?s_cid=mm6629a8_w).

2. Centers for Disease Control and Prevention, Characteristics of Initial Prescription Episodes and Likelihood of Long-Term Opioid Use – U.S., 2006–2015. March 17, 2017. <https://www.cdc.gov/mmwr/volumes/66/wr/mm6610a1.htm>.

3. Kaiser Family Foundation, A look at how the opioid crisis has affected people with employer coverage, C Cox, M Rae and B Sawyer, April 5, 2018. Of the \$2.6 billion in treatment for opioid addiction and overdoses, \$2.3 billion was paid by insurance, while another \$335 million was paid out of pocket.

No one is immune.



Oliver, 26

Goes to multiple doctors and emergency rooms to get prescriptions



Tanesha, 55

Had a dental procedure and remained on opioids longer than necessary



Tim, 40

Hurt his back building a tree fort for his children



Lissette, 17

To manage her anxiety, got pills from her parents' medicine cabinet

They need our help to find a better way.

These are examples used for illustrative purposes only. Not actual customer experiences.



Opioid addiction can be deadly.

But, it's also preventable and treatable if we work together.

“We know **we can't do it alone** and are collaborating with partners to curb this preventable disease by improving care for people with chronic pain and substance use disorders.”

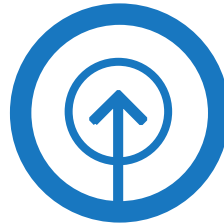
— Doug Nemecek, MD
Chief Medical Officer
Cigna Behavioral Health



**Helping customers and their families
when and where they need us most.**



**WHOLE HEALTH
SUPPORT**
for **all** customers



**SPECIALIZED
SUPPORT**
for those **struggling**
with **chronic pain**



**ENHANCED
SUPPORT**
for those **diagnosed with**
substance use disorder



Whole health support for all customers.

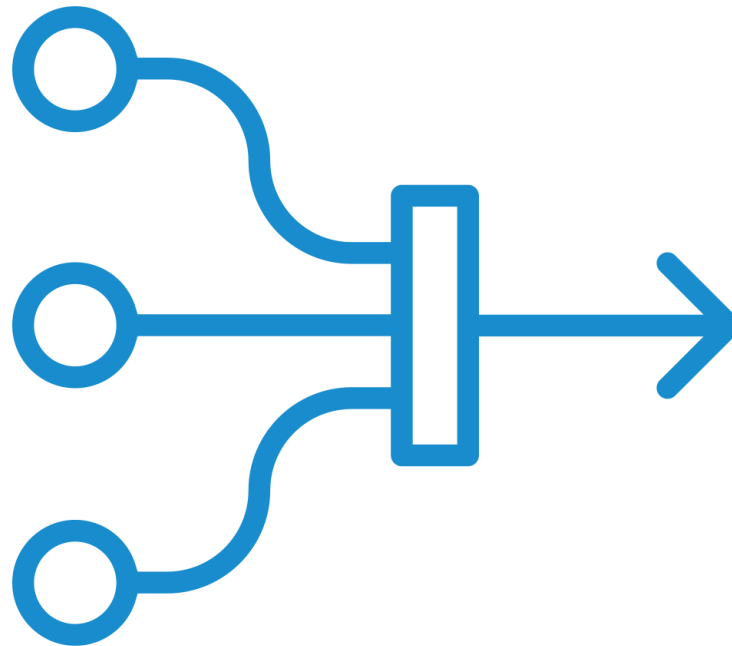
Identifying those who may be at risk.



Predictive analytics
to monitor, manage and
identify overuse/misuse

Behavioral assessment
during coaching sessions

**Personalized daily
dose calculations**
to spot high-potency risks



Specialized support for those struggling with chronic pain.



Integrated Pain Case Management

Designed in conjunction with Cigna's pharmacy benefit opioid changes and oversight. Specially trained case managers with nursing and behavioral experience work with providers and customers to reduce opioid use and ensure strong coordination of care.

Comprehensive Pain Management Program

Works directly with primary care providers to manage customers with back pain.

PILOT PROGRAM

Empowered Decisions

Tests the impact of cognitive behavioral coaching over the phone, complemented by video and print resources for customers with back pain.

PILOT PROGRAM

Preferred Pain Providers

Methodology to identify preferred pain providers based on a series of cost and quality indicators.

PILOT PROGRAM



Enhanced support for those diagnosed with substance use disorder.



Pharmacy benefit oversight

- Supported with **behavioral experts** and **care coordination**
Triple aim
 - Find, manage and promote tapering
 - Avoid first use
 - Offer tight oversight for highly potent, dangerous opioids

Substance Use Coaching Program

- Connects customers with a team of case managers who specialize in substance use disorders
- Provides early intervention and follows customer through his/her recovery journey

Medication Assisted Treatment (MAT)

- Under a medical or behavioral provider
- Can include a combination of therapy and medications

Cigna Rx Claims Connect

- Combines medical and pharmacy data to:
- Auto remove prior authorizations for people who need them the most (cancer, sickle cell disease, hospice)



Teaming with those who can
help us drive positive change.



Empowering safer prescribing.

High-risk alerts to 85,000+ prescribers annually*

whose patients have a hazardous pattern of opioid prescription use.

Cigna Collaborative Care® models

- Quality improvement playbook
- Prescribing pattern reports
- Patient-specific alerts

Patient-specific information of Cigna's opioid formulary and utilization management changes.

Email newsletter series specifically to educate network of dental providers.

9,000+ provider groups (representing 130,000+ prescribing clinicians, including nearly 20,000 dentists) signed the Cigna opioid pledge.*

* Cigna national provider network review of health care providers who signed opioid prescribing pledge, June 2018.



Growing number of designated substance use treatment providers.

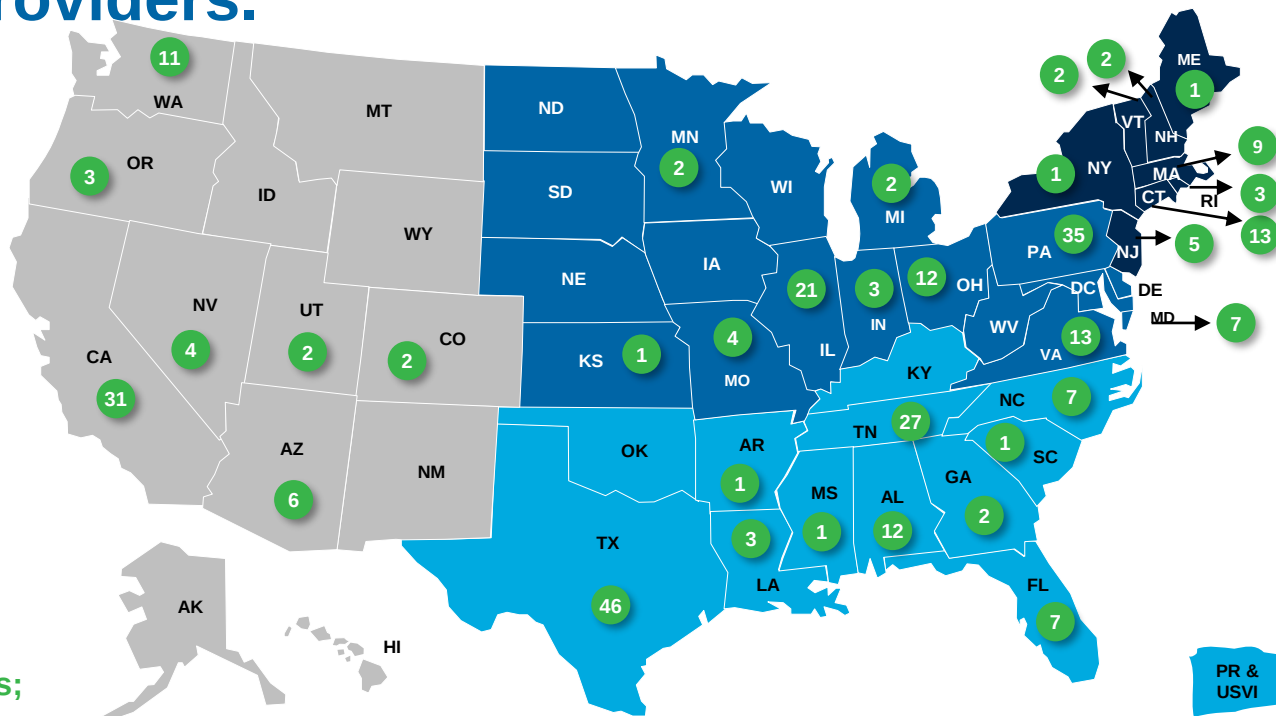
A Cigna behavioral network facility that earned top ranking based on our measures for patient outcomes and cost efficiency.

Facility must be accredited by The Joint Commission or Commission on Accreditation of Rehabilitation Facilities.

Selected based on five health outcome and cost metrics.

302 ACCESS POINTS*

133 inpatient/residential facilities;
169 Partial Hospitalization and
Intensive Outpatient Program locations



* Access Points = Behavioral Health provider service locations. Information based on Cigna data as of April 2018. Subject to change.

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Commitment to our community.

Beyond our own customers.



Free national Veteran Support Line, available 24/7/365 to all veterans, their families and caregivers – whether or not the veteran is a Cigna customer.



\$200,000 World of Difference grant donated by the Cigna Foundation to Shatterproof™, a nonprofit organization committed to giving those living with addiction, and their families, resources and information to overcome addiction.



\$50,000 donation from the Cigna Foundation to Pennsylvania District Attorneys Institute to make naloxone available for use by first responders in Pennsylvania.



Pain Resource Hub for individuals (customers and non-customers), providers and employers with educational material and resources about pain, how it manifests, how it's treated and how to manage it safely. Cigna.com/helpwithpain.

Committing to the pledge.

To improve the quality of care for those in pain, receiving opioids or suffering from an opioid disorder.

We, <u>CSMS - IPA</u> , representing <u>1,000</u> health care	
Name of health care professional organization or practice #	
professionals, commit to:	
• Encouraging prescribers to individually sign the Surgeon General's "Turn the Tide" pledge (Turnthetiderx.org): – Educate ourselves to treat pain safely and effectively – Screen our patients for opioid use disorder and provide or connect them with evidence based treatment – Talk about and treat addiction as a chronic illness, not a moral failing • Taking steps to improve the quality and coordination of care for patients receiving opioids. • Reducing potentially avoidable opioid prescriptions when alternative therapies are available.	
<u>David Thompson, MD</u>	<u>David Thompson, MD</u>
Practice representative signature	Print name
	<u>March 27, 2017</u>
	Date

Opioid Quality Improvement Playbook.



Helping providers:

- [Understand](#) Centers for Disease Control guidelines
- [Educate](#) patients on risks, benefits and alternatives to opioid treatment
- [Screen](#) for behavioral concerns prior to an initial prescription
- [Check](#) the PDMP prior to an initial prescription
- [Establish](#) a pain management contract for the primary care setting
- Know local resources
 - Pain management
 - OUD treatment
 - Cognitive behavioral therapy
 - Medication assisted therapy (MAT)
 - [Review](#) Narcan availability



Q&A

Thank you!



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