

2017 CIGNA CARE DESIGNATION

For Health Care Professionals

June 2016

Many of our customers want to know which physicians can provide quality and cost-efficient care. To help provide individuals with Cigna-administered coverage relevant information to make their own decisions, we review quality and cost data on physicians who participate in our network. Physicians who meet our specific quality and cost-efficiency criteria can receive a Cigna Care designation for a given specialty.

Cigna Care designation is how we identify quality, cost-efficient Cigna-participating physicians across 21 specialties, including primary care. Based on quality and claims information available to us, we have ranked physicians in your market. Those physicians who are in the highest group for their results on quality measures and have the most cost-efficient group results as compared to their peers in their market receive a Cigna Care designation. While not all Cigna-participating physicians receive a Cigna Care designation, they do remain contracted with us, and their reimbursement is not affected.

We are pleased to inform you that effective January 1, 2017, you will be a Cigna Care designated physician.

Quality and cost-efficiency displays

We evaluate physician quality and cost-efficiency information by using a methodology that is consistent with national standards and by incorporating health care professional feedback. Using this information, we are able to provide individuals with Cigna-administered coverage, including those with GWH-Cigna or "G" ID cards with relevant information through quality and cost-efficiency displays on our customer website, myCigna.com.

Please note that we inform our customers that the designation **should not** be the sole basis for their decision-making, as it reflects only a partial assessment of quality and cost efficiency and there could be a risk of error in the data utilized. We encourage individuals to consider all relevant factors when choosing a primary care physician or specialist for their care, and to speak with their treating physician when selecting a specialist.

How this information helps your patients

In addition to individuals being able to see which Cigna-participating physicians have achieved the top results on our quality and cost-efficiency measures, we also provide Cigna Care NetworkSM as a benefit plan design option for individuals with Cigna-administered coverage, including those with GWH-Cigna or "G" ID cards.

While your overall reimbursement is unchanged as a result of your designation, the Cigna Care Network benefit plan is intended to encourage individuals with this plan to consider using a Cigna Care designated physician. As a benefit of selecting a Cigna Care designated physician, these individuals may have a lower coinsurance or copay than they would if they were to select a participating, non-Cigna Care designated physician.

What this means for you

- Beginning October 24, 2016, physicians who earn the 2017 Cigna Care designation will be identified in our online directory on Cigna.com and myCigna.com by a unique symbol (☑).
- Beginning January 1, 2017, your Cigna Care designation status will be effective.
- Beginning January 1, 2017, your 2017 quality and cost-efficiency displays, if applicable, will be identified in our online directory on Cigna.com and myCigna.com.

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Additional information available to you

A full description of the method we use to determine Cigna Care designation and physician quality and cost-efficiency displays is available on the Cigna website at Cigna.com/CignaCareDesignation. If you do not have Internet access, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

To obtain your or your practice's personalized results, review additional quality and cost-efficiency information, obtain a full description of the methodology and data that our decisions were based on, correct inaccuracies, request that we reconsider your results, or submit additional information, please email us at PhysicianEvaluationInformationRequest@Cigna.com or fax your request to 1.866.448.5506. Please include your name, the name of your practice entity, your Tax Identification Number, and your complete address.

By emailing or faxing us, you can request additional information about:

- Your or your practice's quality and cost-efficiency display and Cigna Care designation summary report
- Your or your practice's episode treatment group detail report
- Your or your practice's evidence-based medicine summary and detail reports
- The *Cigna Care Designation and Physician Quality and Cost-Efficiency Displays Methodology*

After we receive your request for more information or reconsideration, a Network Clinical Manager or Specialist will contact you to provide additional details about the program and your results.

Timing of reconsideration requests

All updates resulting from reconsideration requests that we receive by September 9, 2016 will be displayed on our website on October 24, 2016. If we receive your request after September 9, 2016, and your results are amended, the updated results will be displayed in the next online health care professional directory update.

We are committed to working with health care professionals to continuously improve the reliability of our quality and cost-efficiency measures. We value our relationship with you, and welcome your feedback as we continue to enhance and refine our program.

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