

# MAKING BETTER CHOICES



**Cigna's innovative cost and quality transparency tools available on myCigna.com**

When people make better choices about their health care, everyone benefits. Receiving quality care from the right health care professionals can improve the health of our customers and increase productivity in the workplace.

That's why we created cost and quality transparency tools to make it easy to choose the right health care professional and estimate how much procedures will cost. By making health care costs and quality more transparent to our customers, we can help them make more confident choices for themselves and their families.

### Our transparency is broad and deep

A variety of online and mobile tools help people make the decisions that will work best for them.

- **Quality designations** are assigned to select doctors and hospitals in the Cigna network. **Cigna Care Designation** recognizes doctors who meet specific volume, quality care and cost-efficiency standards. *It includes 18 specialties and 3 primary care categories in 80 markets, which represents 85% of related medical spend.* **Centers of Excellence** recognizes hospitals that have achieved the highest scores for patient outcomes and cost efficiency for 31 procedures.<sup>1</sup>
- **Cost estimates are available for 200 of the most common procedures, which represent up to 80% of procedural claims** – from office visits and lab tests to more complex services like MRIs, colonoscopies and outpatient surgeries.<sup>2</sup> Some of our network doctors and facilities are excluded from this cost transparency due to their contractual language.

- **Hospital stays** for 27 common inpatient procedures are compared for both the quality rating and the hospital where the doctor performs that procedure.
- **Patient experience ratings** for hospitals, from a leading source of independent information for consumers, provides an overall hospital patient experience rating plus individual ratings for things like doctor-patient communication, pain control, help from hospital staff, room cleanliness and communication about hospital discharge.

### Our high-tech has high-touch

Cigna's technology is driven by our focus on customers, so we've designed our cost and quality transparency tools to give customers what they want – when they need it, where they need it and how they need it. Cost and quality information is available online, via mobile web and through the myCigna Mobile App\*.

\* The downloading and use of the myCigna Mobile App is subject to the terms and conditions of App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.



## We make it easy

- 1 Find doctors and services, and get cost and quality information on myCigna.com or via the myCigna Mobile App.
- 2 We include cost and quality information in the results for every doctor and hospital search.
- 3 We even integrate quality distinctions into our maps – using different colored pins to locate doctors with quality distinctions.

## We make it helpful

Cost estimates include all aspects of a procedure based on Cigna historical data (for example, tonsil removal would include costs for anesthesia, facility and physician charges).

**Ask your Third Party Administrator for more details on how our cost and quality information is helping our customers improve their health and become more savvy healthcare consumers.**

**Together, all the way.®**



1. Cigna analysis: Cigna Care Designation and Physician Quality and Cost-efficiency Displays, 2014 Methodologies White Paper.
2. Cigna analysis of claims processed in 2012.

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Patient experience, quality designations, cost-efficiency and other ratings found in Cigna's electronic provider directories reflect a partial assessment of quality and should not be the sole basis for decision-making (as such measures have a risk of error). They are not a guarantee of the quality of care that will be provided to individual patients. Individuals are encouraged to consider all relevant factors and consult with their physician when selecting a health care facility. Health care professionals and facilities that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna.

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