

LOOK FOR THE CIGNA CARE DESIGNATION



Find a top-performing* doctor who's right for you.

Choosing the right doctor is a big decision - one where you might want:

- › A doctor you can trust with your health - and you can afford
- › A doctor you can choose for reasons that matter to you, not just because the office is nearby
- › A doctor who comes with a thumbs-up from a trusted source

The Cigna Care Designation is one decision-making tool you can use to choose a doctor.

Quality care at a cost-effective price.

You can more confidently choose a doctor who's right for you when you know which doctors have demonstrated that they provide quality, cost-effective care. Compared to other doctors, these top-performers*:

- › Have treatment costs that average **11% less****
- › Are **14% less** likely to have patients readmitted to the hospital after the first hospitalization**
- › Are **more compliant** with meeting national clinical standards for diabetes care and managing high cholesterol**

What does the Cigna Care Designation mean?

Before we award a doctor the Cigna Care Designation, we do a lot of fact-finding. Doctors in 21 different medical specialties are assessed for quality and cost efficiency, since quality care doesn't have to mean higher costs. Whenever you use our myCigna online directory to find a doctor, you'll see top-performing* doctors are shown with the Cigna Care Designation symbol. This gives you an unbiased evaluation of quality and cost that you can trust.

How does a doctor earn the Cigna Care Designation?

Here are the steps we take every year.

Quality comes first.

- › We identify the primary and specialty care doctors in the Cigna network who have treated at least 30 Cigna customers in one of the 21 specialties.
- › We check their education and board certifications.
- › We also check to see if the quality of their care has earned recognition from within the medical industry. For example, we consider two well-respected organizations, The American College of Surgeons and the National Council for Quality Assurance and their approved "quality" recognitions.

Together, all the way.SM




Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Cost matters, too.

- › We review claims information to see what doctors are charging for various treatments and services.
- › We look at different levels of care from office visits and lab tests, to prescriptions and X-rays, to see if treatments are cost effective.
- › We examine the results of the doctor's services and the costs related to those services.
- › We want to see if each doctor consistently works to keep costs reasonable, while delivering care that focuses on improving your health.

We study all of this information. We test it. Then, doctors with top results in both categories earn the Cigna Care Designation. This gives you an unbiased evaluation of quality and cost that you can use to help you choose a doctor that is right for you.

Where do I find these doctors?

To find a top-performing* doctor, go to **myCigna.com** and select "Find a Doctor or Service." Once you're on our online directory, look for the Cigna Care Designation symbol. 

Get help choosing a hospital, too.

Just look for the Centers of Excellence Designation. 

Choose an in-network hospital that's right for you. We review how successful a hospital is in treating 27 common conditions. Our ratings are based on actual patient outcomes, average lengths of stay, and average costs we gather from outside sources. Hospitals that demonstrate better health outcomes at lower costs for one of the reviewed conditions earn our top rating – the Cigna Centers of Excellence designation. See our hospital ratings on **myCigna.com**.

We include these primary care doctors and specialists:

- › Allergy/Immunology
- › Cardiology
- › Cardiothoracic surgery
- › Dermatology
- › Ear, nose and throat
- › Endocrinology
- › Family practice
- › Gastroenterology
- › General surgery
- › Hematology/oncology
- › Internal medicine
- › Nephrology
- › Neurology
- › Neurosurgery
- › OB/GYN
- › Ophthalmology
- › Orthopedics and surgery
- › Pediatrics
- › Pulmonology
- › Rheumatology
- › Urology



*Top-performing doctors are those identified as having top results based upon Cigna's quality and cost-efficiency methodology.

**Cigna analysis of Cigna Managed Care and PPO claims processed between January 2012–December 2013 for the 21 specialties reviewed, July 2014.

The information provided here is intended to be general information on how you can get the most out of your health care benefits. Center of Excellence and Cigna Care Designation ratings reflect a partial assessment of quality and cost-efficiency and should not be the sole basis for decision-making (as such measures have a risk of error). Quality designations and cost-efficiency ratings 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 professional or facility. Participating health care professionals and facilities are independent practitioners and are solely responsible for the treatment provided to their patients. They are not agents of Cigna.

All group health insurance plans and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents.

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