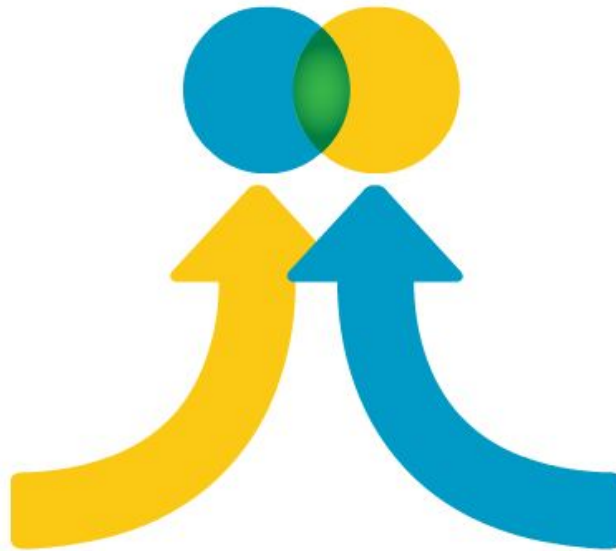


Launching an Episode Pilot in Tennessee: Challenges and Opportunities

An overview for The Fourth Annual National Bundled Payment Summit

Jeannie Hubbell/Jim Humphrey
June 17, 2014

ALIGNED WITH A SHARED VISION

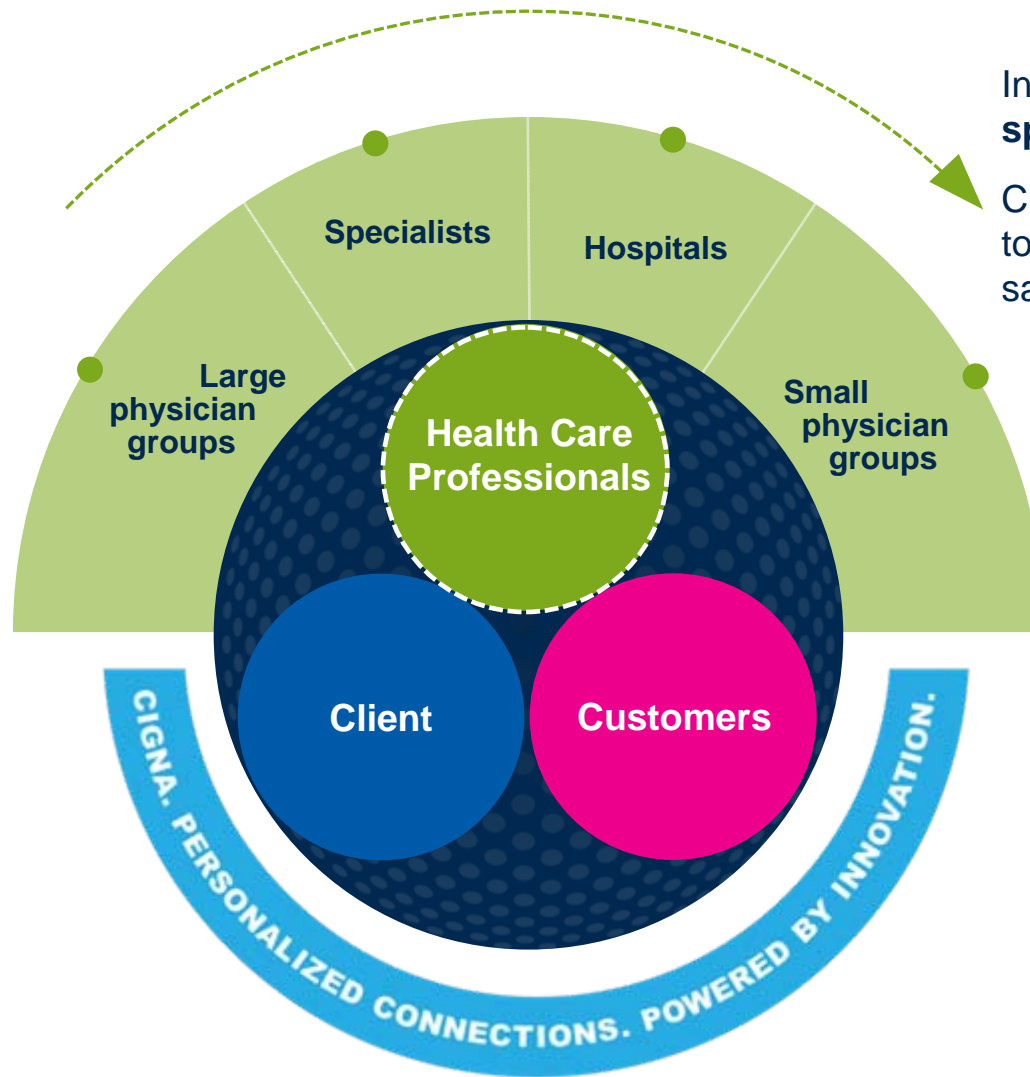


Cigna and health care professionals share a common goal:
better health for our customers.

AGENDA

1. Cigna Collaborative Care
2. Tennessee Episode Pilot – A Starting Point
3. Episodes – Cigna's Approach
4. Program Highlights – Tenets and Collaboration
5. Quality Metrics and Performance Review – Landscape
6. Episodes of Care – Cigna's Perspective

TO DO MORE, WE CREATED MORE CONNECTIONS WHERE CARE IS DELIVERED



Innovative solutions that **span the delivery system**

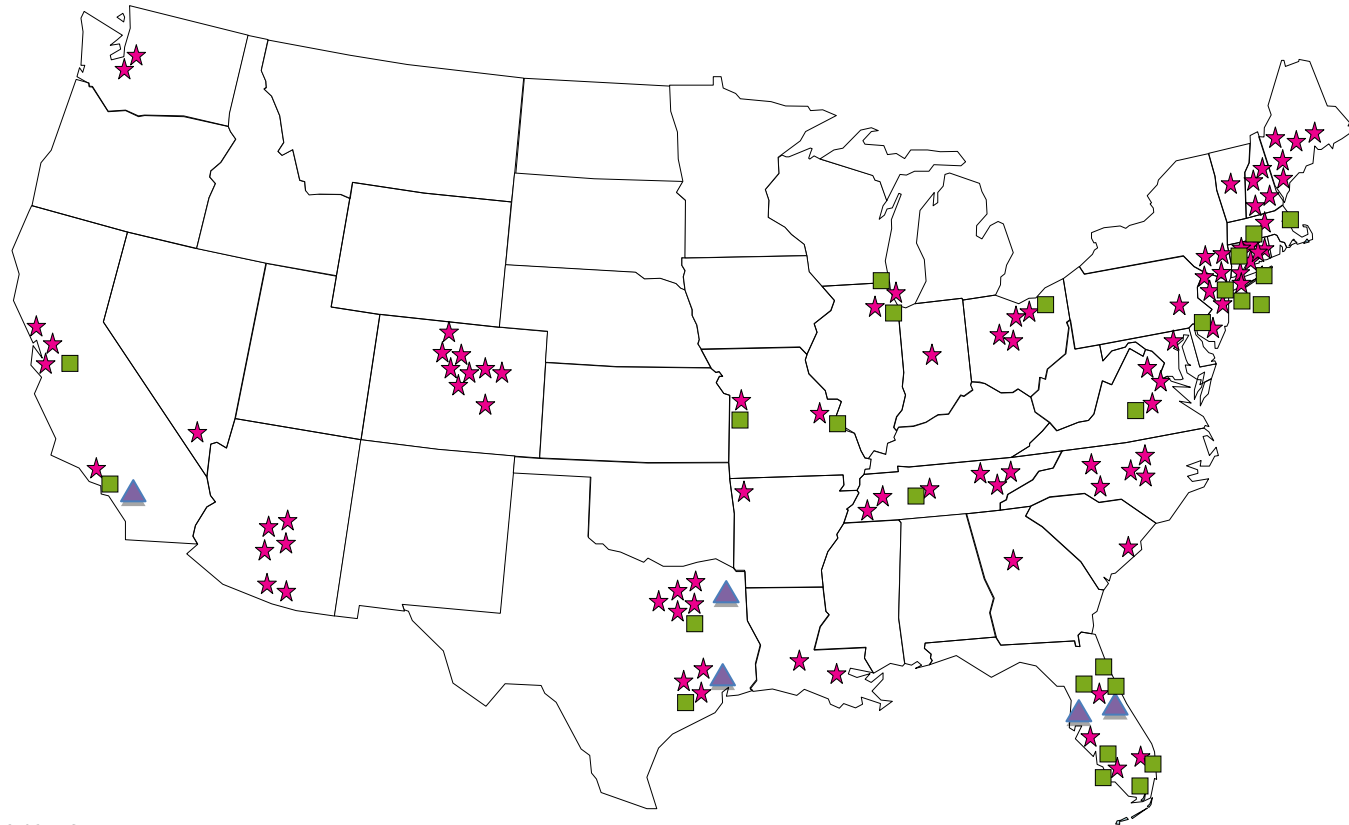
Creating **personalized connections** to improve quality, cost, and satisfaction

Goal:

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

Cigna.

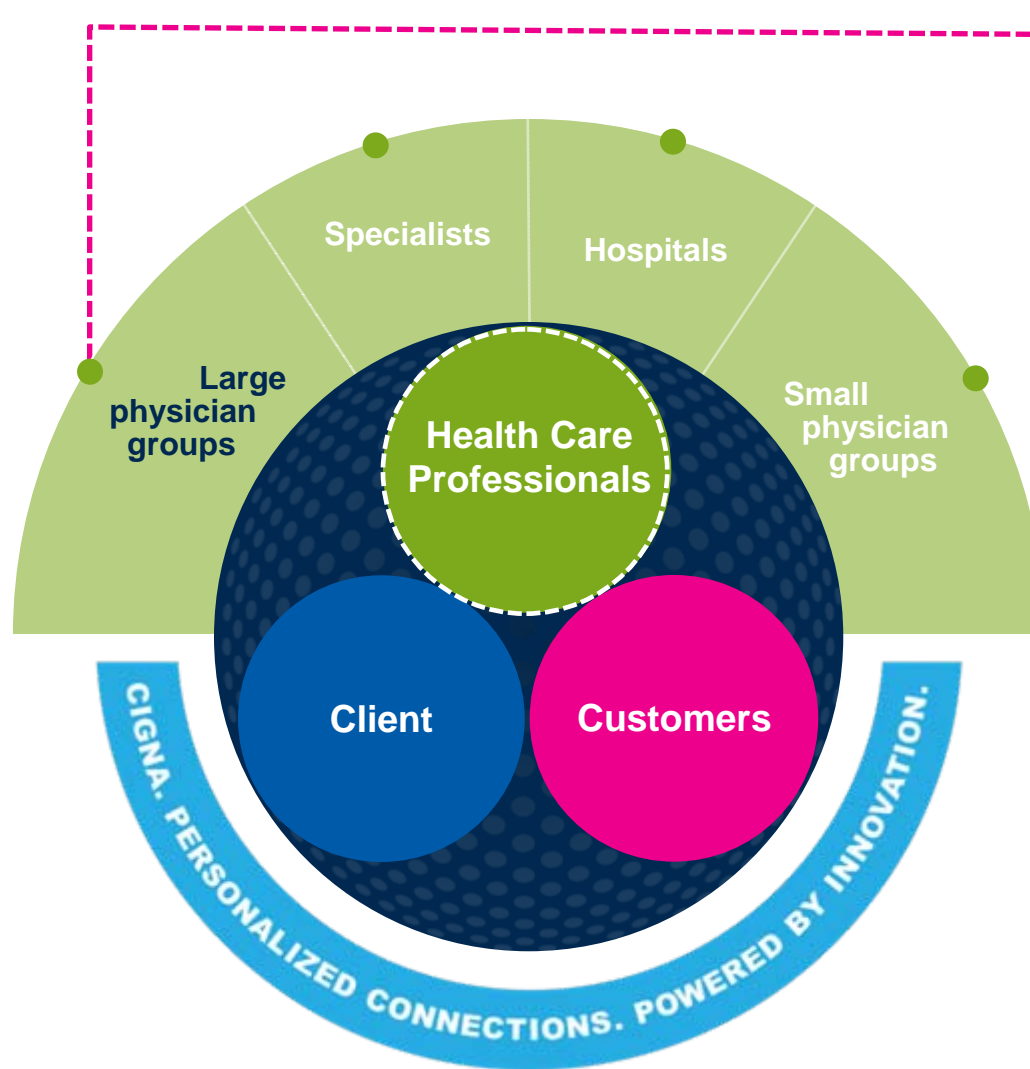
CIGNA COLLABORATIVE CARE – ALL INITIATIVES



- ★ Large physician group
- ▲ Specialty group
- Hospital

*Pilots with select small physician groups in Connecticut, Northern Texas, Orlando and New York markets

CIGNA COLLABORATIVE CARE – LARGE PHYSICIAN GROUPS



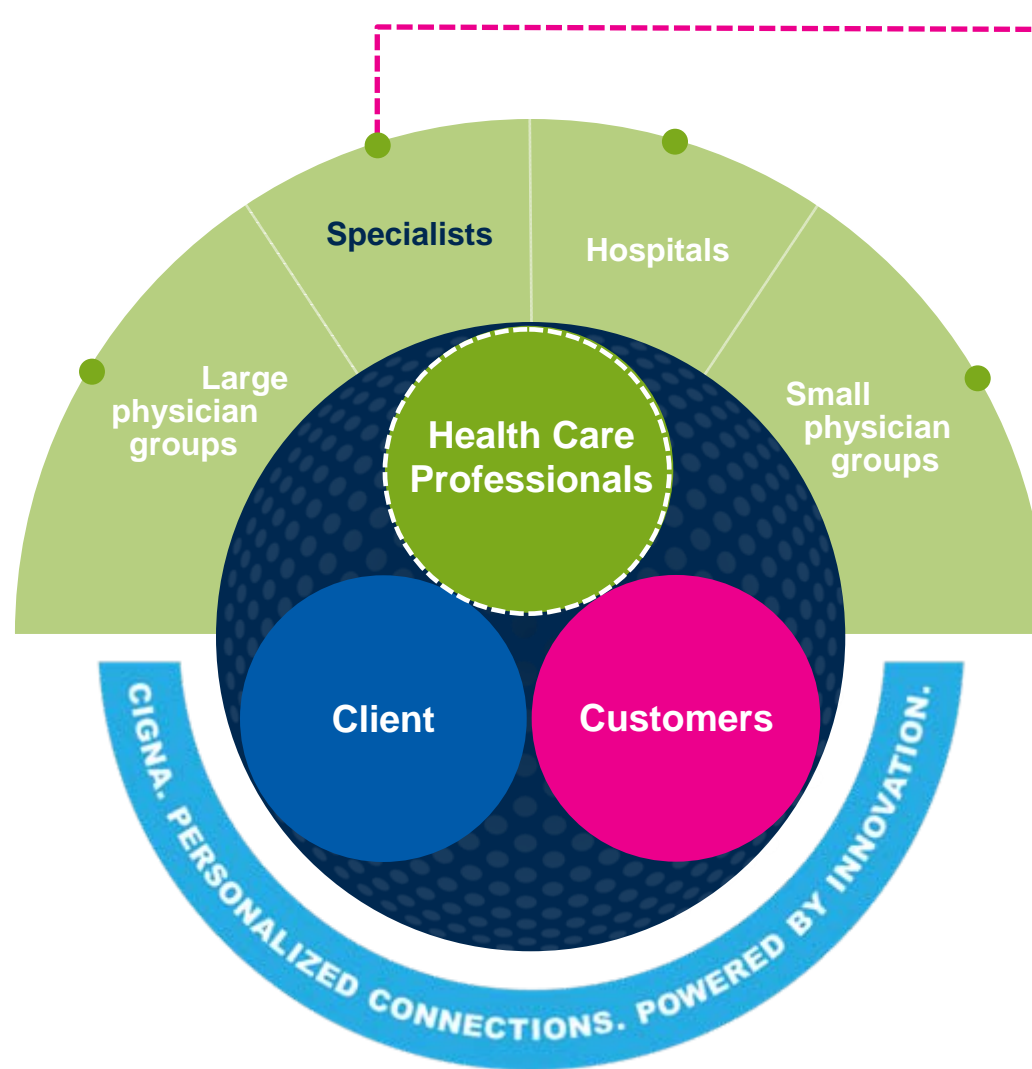
WHY: **20%** of customers with high cost conditions or complex needs are treated by large physician groups.

WHAT: Aligned incentives that promote total population management of health care quality and overall medical costs.

WHEN: Available nationally with 100 arrangements in 27 states. Reaching over 900,000 customers.

Cigna.

CIGNA COLLABORATIVE CARE – SPECIALISTS



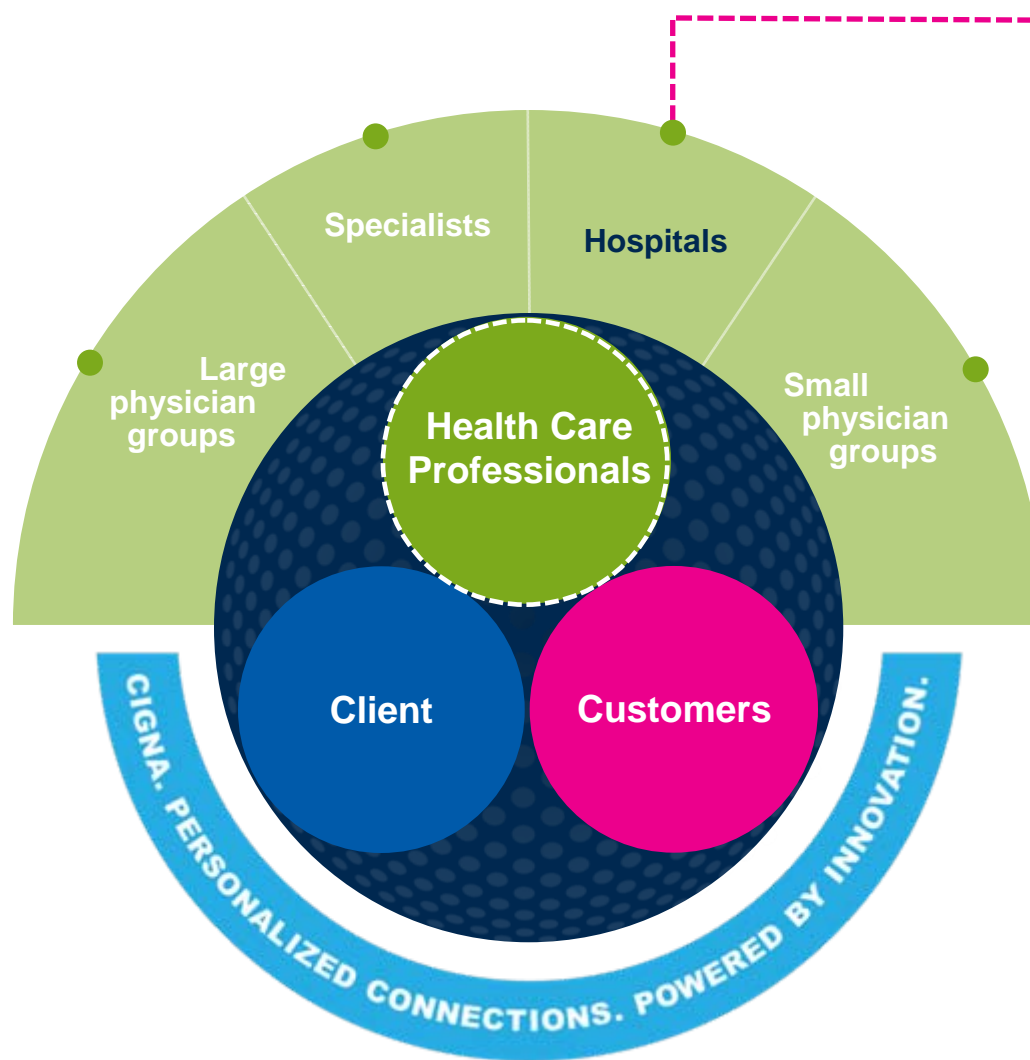
WHY: **57%** of medical costs are spent on the following five specialties: orthopedics, OB/GYN, cardiology, gastroenterology and oncology.

WHAT: Aligned incentives that promote quality, safety and efficiency performance for customers seeking care from a specialist group.

WHEN: Orthopedic and maternity initiatives launched in 2013. Expansion of programs including retrospective episode of care arrangements planned for 2014.

Cigna.

CIGNA COLLABORATIVE CARE - HOSPITALS

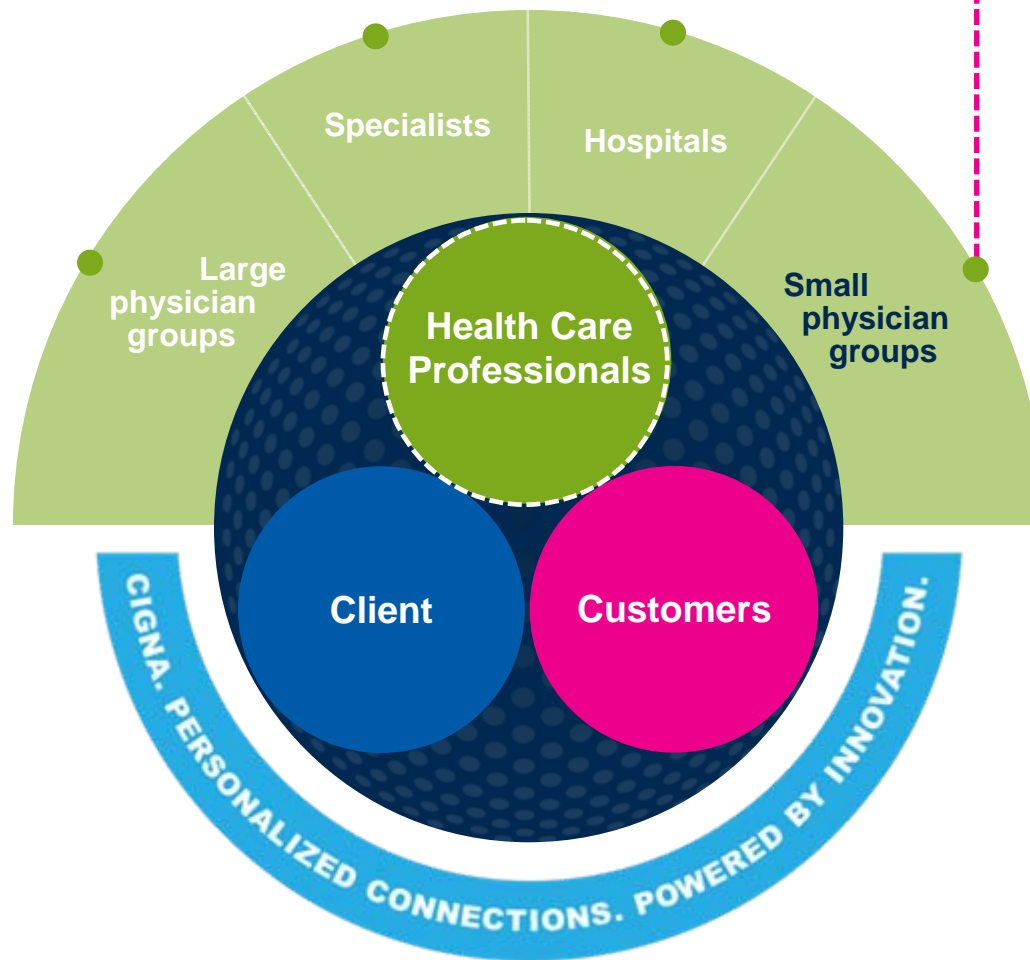


WHY: **25%** of customers with high cost conditions or complex needs are treated at a hospital.

WHAT: Aligned incentives that promote quality, safety and efficiency performance for customers seeking care from a hospital.

WHEN: First arrangements effective since 2009. Continued development planned for 2014.

CIGNA COLLABORATIVE CARE – SMALL PHYSICIAN GROUPS



WHY: **40%** of customers with high cost conditions or complex needs are treated by small physician groups.

WHAT: Aligned incentives that promote enhanced care coordination for customers seeking care from groups who are not yet ready for total population care coordination.

WHEN: First programs being tested and evaluated with physician groups in select markets.

Cigna.

What's Going On in Tennessee?



NASHVILLE
June 5-8

GO YOU.



TENNESSEE EPISODE PILOT – A STARTING POINT

- Tennessee Health Care Innovation Initiative
- Two pronged focus:
 - Patient Centered Medical Home (PCMH)
 - Episodes of Care
 - Asthma, deliveries, hip replacement, knee replacement
- Multi-payer participation: Cigna, Blue Cross, United, Wellpoint/Amerigroup
- Technical advisory workgroups
- Episode growth



EPISODES – CIGNA’S APPROACH

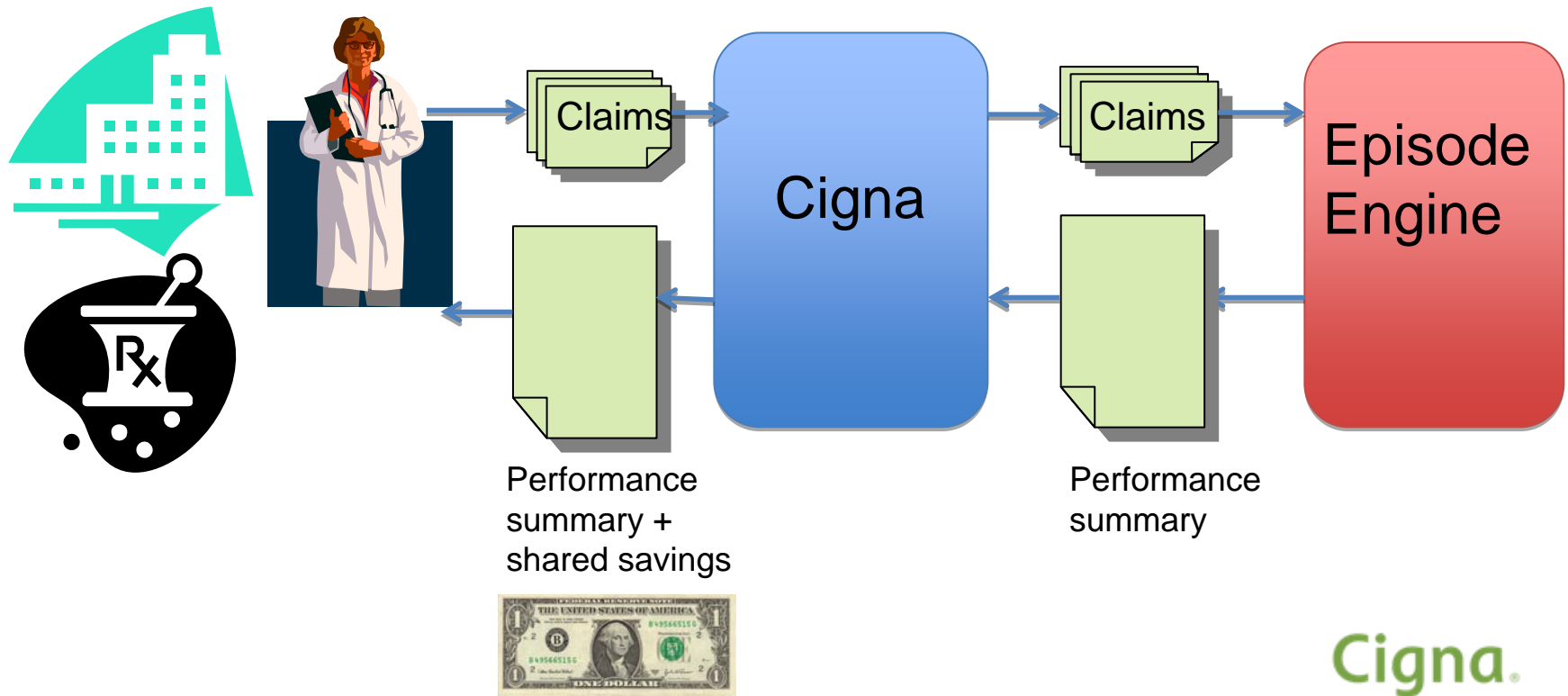


EPISODES – CIGNA’S APPROACH

- **Collaborate, Share, Measure, and Reward:**
 - Retrospective vs. Prospective
 - Maternity, total hip replacement, total knee replacement
 - Target effective date fall 2014
 - Meet the needs of commercial ASO client base
 - Achieve the triple aim
 - Focus on episodes with greatest opportunity
 - Align financial model with client expectations
 - Meet health care professionals where they are
 - Leverage learnings from collaborative accountable care
 - “Walk before you run”

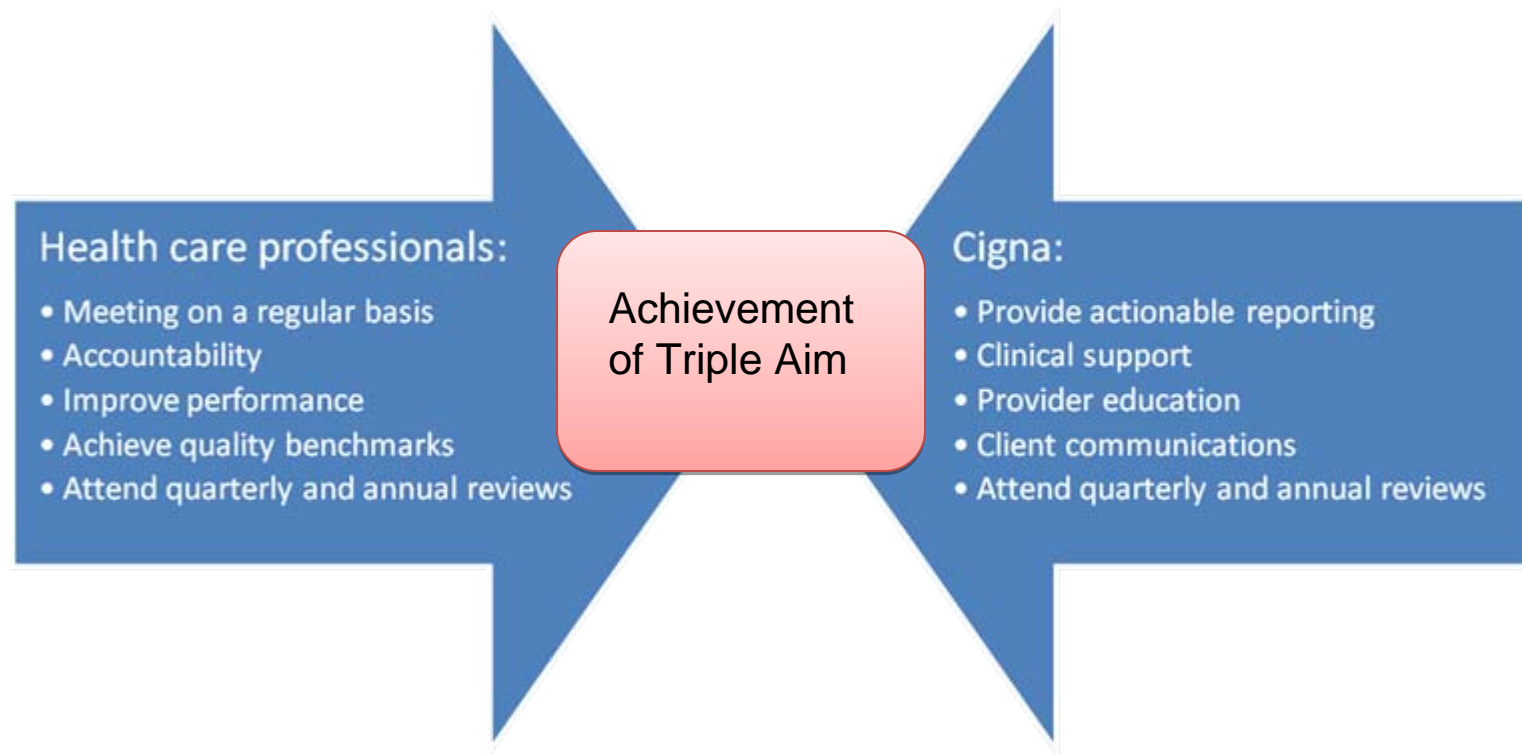
EPISODES- CIGNA'S APPROACH

- Prometheus
- SAS Analytics
- Reports
- Reconciliation
- Action




Cigna.

PROGRAM HIGHLIGHTS - COLLABORATION



QUALITY METRICS

- Today's quality metrics: 
 - Claim based and commonly accepted
 - Developed by a technical advisory group
- Future state quality metrics:
 - Potentially avoidable complication rates
 - Functional status
 - Information enabled through health information exchange (HIE) portals
 - Patient satisfaction surveys

Maternity	Total Hip and Knee Replacement
C-section rate	Readmissions
Group B strep screening	Frequency of post-operative deep vein thrombosis (DVT)
HIV screening	Pulmonary embolism (up to 30 days post-surgery)
Gestational DM screening	Frequency of post-operative wound infection (up to 90 days post-surgery)
Bacteriuria screening	Average length of stay
Hepatitis B screening	
T-dap vaccination rates	

PERFORMANCE REVIEW

- Performance scoring:
 - Group performance comparison
 - Amount of positive change equals greater gain sharing
 - Year over year review
 - Quarterly and year end reviews
- Changes comes from:
 - Reducing potentially avoidable complications (PACs)
 - Adherence to evidence based medical (EBM) guidelines
 - Reducing overtreatment
 - Steerage
 - Pricing
- Ongoing clinical support

SAMPLE PHYSICIAN REPORT

[1. Asthma] A. Episode Summary

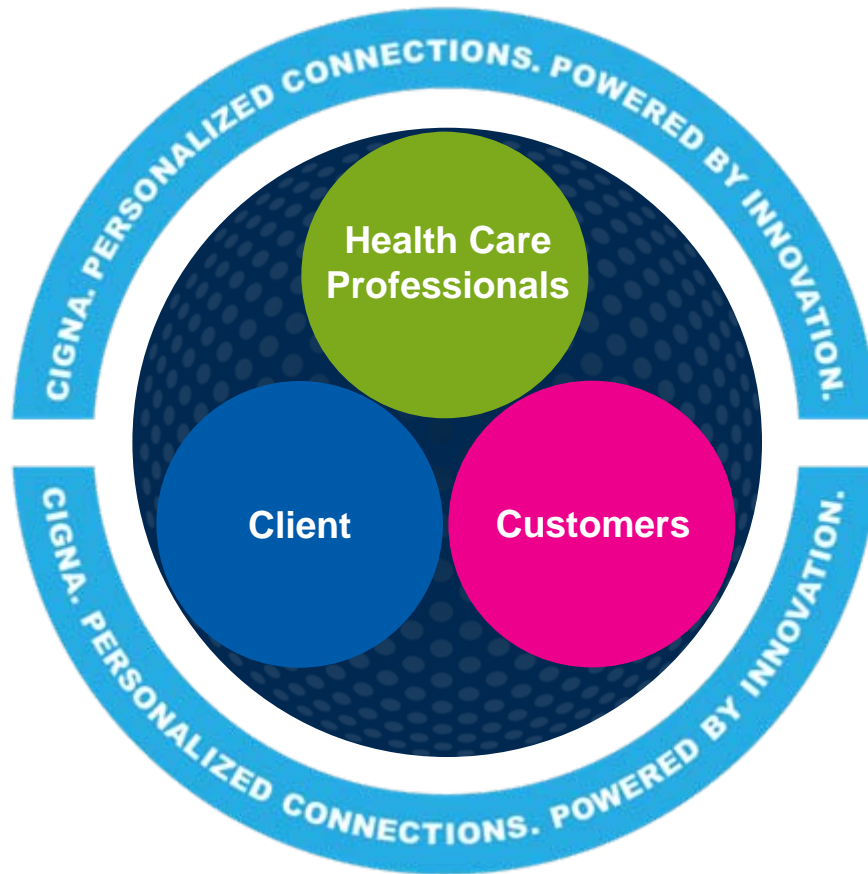


EPISODES OF CARE – Expansion In the Future

- One approach to collaboration- achieving the triple aim
- Continue to learn with retrospective episode development in 5 key specialties
 - Building economies of scale, claim runs, report build
 - Clinical resources, quality metric expansion beyond claims data
- Get beyond procedural episodes - expand episode experience in chronic conditions
- Build platforms for prospective bundles- benefit changes, claim processing changes, customer interface, network alignment
- Expand profiling and integration with center of excellence and physician quality programs
- Continue to learn and educate - Client Advisory Board, National Healthcare Advisory Council, national conferences



CIGNA COLLABORATIVE CARE



Improved quality



Lower cost



Higher satisfaction

It's what makes us different. It's what makes us better.

Cigna.

Questions?

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

"Cigna," the "Tree of Life" logo and "GO YOU" are registered service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. All models are used for illustrative purposes only.

THN-2014-275 © 2014 Cigna. Some content provided under license.

GO YOU.

