

Health Care Professionals

COLORADO PHYSICIAN QUALITY & COST-EFFICIENCY PROGRAM Fact Sheet



CIGNA is committed to continuously improve the accuracy and reliability of our quality and cost-efficiency measures. We are working collaboratively with the Colorado Medical Society to help physicians in the community understand our Physician Quality & Cost-Efficiency Program, and provide opportunity for review and reconsideration of physician specific quality and cost designations. CIGNA will collaborate with the Colorado Medical Society in advance of major program enhancements that may impact physicians and other health care professionals to ensure appropriate communication of changes.

On November 10, 2008, CIGNA suppressed the 2009 online CIGNA Care designations, giving physicians in Colorado the opportunity to request additional information or reconsideration of a CIGNA Care designation decision before the designations are made available to participants. The 2009 CIGNA Care designations will be posted to the CIGNA directory on the secure participant website, www.myCIGNA.com, beginning January 1, 2009.

CIGNA recently issued an additional communication to both designated and non-designated participating specialists in Colorado describing the process to obtain a description of the evaluation methodology and the data upon which CIGNA Care designations are based. This information can be used to verify our data against your own records. To view a general description of the methodology and data used to assign CIGNA Care designations, visit our website at www.cigna.com. Go to the 'HealthCare Professionals' home page and access the CIGNA Care Designations and Physician Cost and Quality Transparency link under 'Helpful Links'. For questions regarding your specific CIGNA Care designation, email us at PhysicianEvaluationInformat@cigna.com, or call our Customer Service Center at 1.800.88CIGNA (882.4462).

Once your request is received, CIGNA will provide you the detailed information used to evaluate your practice for CIGNA Care designation, but will exclude data that CIGNA cannot legally disclose. CIGNA will provide you the information, including the complete methodology used to make our determination, within 45 days after receiving your request. Should the information provided be insufficient, further detail can be requested by contacting the Network Clinical Manager identified on the CIGNA response you receive related to the designation decision. CIGNA will provide the additional information within 30 days of receipt of your request for further detail.

Should you choose to appeal your 2009 CIGNA Care designation, email us at PhysicianEvaluationInformat@cigna.com or call our Customer Service Center at 1.800.88CIGNA (882.4462). The appeal process provides an opportunity to submit, or have considered, corrected data. There will be an opportunity to meet CIGNA representatives in person or by teleconference. You may be assisted in the appeal process by a representative of your choosing. You will also receive an explanation of the findings on appeal, and a written decision about your appeal. During the reconsideration process, your 2008 CIGNA Care designation status will be retained and there will be no change in patient co-payment or coinsurance amounts. Requests for additional information and/or reconsiderations can be submitted to CIGNA throughout the remainder of this year and into 2009.

We welcome your feedback as we look to enhance our programs and will continue to seek ways to improve the functionality of our website to provide solutions that can minimize your administrative costs and reduce the complexity of doing business.

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CGLIC has acquired the business of Great-West Healthcare.