Every one of your employees is a unique individual with unique health needs. No matter what stage of life they’re in, they deserve quality, personalized care. At Cigna, we get that. That’s why we created a patient-centered, whole-person approach called Collaborative Accountable Care.

A different model for a new era

Collaborative Accountable Care is built on the foundation of Patient-Centered Medical Homes and Accountable Care Organizations, but with one very important difference. We go beyond simple contracting arrangements to lower costs. Cigna aligns doctor incentives to encourage value-based care, which delivers better outcomes for everyone.

Our triple aim:
• Lower costs
• Improve quality of care
• Improve patient satisfaction

Our focus:
• Reward value, not volume
• Share actionable information
• Enhance outreach and support
• Provide implementation expertise and program support

The result is a more efficient and effective model of patient-centered, whole-health care delivery – proven to deliver better outcomes.1 And we have the statistics to prove it:

Better quality
• 5% better compliance with evidence-based care
• 12% fewer avoidable emergency room visits
• 14% more preventive care visits
• 9% more mammogram screenings
• 11% higher use of Cigna Care Designation specialists

Better savings
• 4% lower per patient annual medical cost trend
• 7% lower total emergency room costs

A truly collaborative approach
As a health service company, Cigna is in a unique position. We’re able to work directly with doctors and hospitals, focusing on three key areas within the current health care delivery model that need dramatic improvement:

Incentives
Tie rewards and compensation to our collective ability to drive better quality, cost savings and customer/patient satisfaction.

Information
Share actionable health and cost improvement opportunities and target resources for greater impact.

Clinical Integration
Coordinate staff resources and outreach efforts to more effectively engage customers/patients in available programs and services.

Cigna implementation consultants offer expert guidance and ongoing performance management, helping to improve each key area and achieve the triple aim.

A more coordinated care experience starts with the care coordinator
The care coordinator is usually a nurse who works for the medical practice. He or she partners with a team of health care professionals led by a primary doctor. Using real-time information, the care coordinator connects Cigna health improvement programs and services with doctor and hospital resources to deliver a more streamlined, coordinated care experience to every patient. This includes:

- Help managing chronic conditions, like diabetes, high blood pressure or obesity
- Longer office hours, including weekends,
- More appointment times for urgent care needs
- Referrals to top-performing doctors in the Cigna network
- Electronic medical records and ePrescribing for easier communication, better accuracy and added convenience

By working to ensure patients benefit from both the clinical expertise and capabilities of their doctor and hospital – as well as the often-underused health improvement programs available through their employer-sponsored health plans – we help more individuals get healthy, stay healthy and save while they do it.

THE FUTURE OF CARE DELIVERY – TODAY

Collaborative Accountable Care is just one more way Cigna is working to help our customers and clients improve their health, lower costs and reach their full potential. To learn more about Collaborative Accountable Care, visit http://newsroom.cigna.com/KnowledgeCenter/ACO, or contact your Cigna representative.

* Not all services may be available at all offices or locations.

1 Each result is based on comparison of Cigna customer/patients in a single Collaborative Accountable Care – versus comparable groups in the market. All results are based on Cigna informatics reporting, 2011.

"Cigna" is a registered service mark, and the “Tree of Life” logo and “GO YOU” are 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 (CGLIC), Cigna Health and Life Insurance Company (CHLIC), and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. In Arizona, HMO plans are offered by Cigna HealthCare of Arizona, Inc. In California, HMO and Network plans are offered by Cigna HealthCare of California, Inc. In Connecticut, HMO plans are offered by Cigna HealthCare of Connecticut, Inc. In North Carolina, HMO plans are offered by Cigna HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by CGLIC or CHLIC. All models are used for illustrative purposes only.