A BETTER CARE DELIVERY MODEL
Cigna’s Collaborative Accountable Care model improves outcomes for customers and clients

Nearly half of Americans today are not receiving appropriate care, leading to declines in health. Add to that continually rising health care costs, and it’s clear that maintaining the status quo is no longer sustainable. Change is needed, and Cigna is leading that change – creating a different, more effective health care delivery model we call Collaborative Accountable Care.

Working in collaboration with doctors and hospitals in our network, we’re leveraging our collective strengths to create a model of care delivery that improves patient care and satisfaction and lowers costs. 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 a very important difference. We go beyond simple contracting arrangements to lower costs – aligning physician incentives to aim higher and do more to deliver even better outcomes.

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 care delivery – proven to deliver better outcomes:

Better savings
7% lower medical cost trend
$336 average annual savings per person

Better quality
13% fewer avoidable ER visits
10% higher gaps in care closure rates
6.3% better compliance with evidence-based care
3% improvement in preventive care

Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.
A truly collaborative approach

As a health service company, Cigna is in a position to work together with doctors and hospitals to focus on three key areas in need of dramatic improvement in the current health care delivery model:

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

**Information**
Share actionable health/cost improvement opportunities and target resources for optimal impact.

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

Cigna implementation consultants provide expert guidance and ongoing performance management to enable improvement in these areas and achievement of the triple aim.

Delivering the Missing Link

Key to the design of the Collaborative Accountable Care model is the embedded care coordinator who becomes the linchpin – connecting Cigna health improvement programs and services with physician/hospital resources to deliver a more streamlined and coordinated outreach to patients. This clinician – usually a registered nurse – uses Cigna’s real-time, patient-specific information to proactively reach out to patients in order to:

- Coordinate care after discharge from the hospital for those at high risk for readmission
- Intervene early for those identified as “at-risk” for future high-cost health issues
- Engage patients in health improvement programs available through their health plan
- Resolve potential patient “gaps in care” related to preventive care and medication compliance

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