Choosing where to receive care is an important and personal decision for health care consumers. As high deductible and coinsurance plans become more prevalent, consumers are demanding tools and information on patient outcomes and cost efficiency to help them make informed decisions about where to seek care. CIGNA HealthCare Hospital Value Profile Tool and Centers of Excellence are designed to meet this ever-growing consumer demand.

Helping patients make informed health care decisions.

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Here’s how it works:

- CIGNA HealthCare participating hospitals receive a score of one, two or three stars for both patient outcomes and cost efficiency for each of the 19 procedures/conditions listed below, as well as an overall score. CIGNA HealthCare identifies hospitals as Centers of Excellence when they achieve the highest (three star) scores for both patient outcomes and cost efficiency.

- Members can check a hospital's score on CIGNA's Hospital Value Profile Tool for each procedure/condition though the CIGNA HealthCare online provider directory at www.cigna.com.

### Patient Outcomes

- A measure of a hospital’s relative effectiveness in treating the selected procedure/condition, based on publicly available patient data.
- Score is based on hospital self-reported public information provided by HealthShare Technology, Inc., a company that delivers web-based software tools to help hospitals, health plans and employers reduce cost and improve the quality of health care.

### Cost Efficiency

- A measure of a hospital’s cost (not including physician’s fees and outpatient services) compared to the national average cost for a particular procedure/condition.
- Score is based on a combination of public information and CIGNA HealthCare contracted rates. Public information is a combination of all-patient data, where available, and Medicare length-of-stay data reported by facilities. Specific contracted rates are not shown in the directory.

### Overall Score

- Results are displayed in order of the overall score for each facility, by procedure.
- Score is based on the patient outcomes and cost-efficiency scores, heavily weighted toward the patient outcomes score.

### Facts about Centers of Excellence

Members are not required to use a Center of Excellence facility, and the selection of one of these facilities does not affect the member's level of benefits.

If there is insufficient data available to compile a score for a particular procedure/condition for a particular facility, the directory will indicate **Not Rated**.

If a facility has three stars for both patient outcomes and cost efficiency, the designation **Center of Excellence** will appear under the facility’s name.

Each hospital receives a score for each of the 19 procedures/conditions, so a hospital may be a Center of Excellence for one or more procedures or for none. All CIGNA HealthCare participating facilities are regularly reviewed against our quality standards, and the lack of a Center of Excellence designation does not indicate that a hospital is not a quality provider of health care services.

### Sample Inquiry Results

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Address</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mayo Medical Center and Hospital</td>
<td>1000 1st St S 55915</td>
<td><a href="http://www.mayo.edu">Website</a></td>
</tr>
<tr>
<td>2. University Medical Center and Hospital</td>
<td>1234 Elm St 55910</td>
<td><a href="http://www.uchc.edu">Website</a></td>
</tr>
<tr>
<td>3. St. Joseph’s Hospital Medical Center</td>
<td>5678 Main St 55912</td>
<td><a href="http://www.stjosephs.com">Website</a></td>
</tr>
</tbody>
</table>

**Provider information was last updated on 6/25/2014.**