

MAKING CONNECTIONS TO IMPROVE HEALTH CARE DELIVERY

Cigna Collaborative Care among large physician groups

The following proof points reflect full-year 2014 performance

Positive overall results

Our program has grown by 30% in terms of aligned Cigna customers from year-end 2013 to year-end 2014.¹ In addition:

- 82% of our most mature groups (those with at least two years of experience) beat the market in total medical cost performance.²
- 75% of our most mature groups (those with at least two years of experience) beat the market in quality performance.²

Physician group successes are key to our overall results

- Our top performing group, accounting for more than 10,000 aligned Cigna customers, demonstrated a trend relative to market of -12.8%.²
- Our top five performing groups, accounting for a total of 39,000 aligned Cigna customers, demonstrated a trend relative to market of -8.0% or better.²
- Our top performing group has demonstrated a quality performance of 9% better than market.²
- A top performing group, accounting for 38,000 aligned Cigna customers, demonstrated an ER visits per thousand rate of 34% better than market.²
- A top performing group, accounting for over 9,000 aligned Cigna customers, demonstrated an ER avoidable visits per thousand rate of 44% better than market.² (Examples of avoidable visits include nonemergency minor illnesses such as headaches and skin rashes.)
- A top performing group, accounting for over 32,000 aligned Cigna customers, demonstrated an ER ambulatory care sensitive conditions (ACSC) visits per thousand rate of 44% better than market.² (conditions that, if well managed, can avoid ER admissions.)
- A top performing group, accounting for over 11,000 aligned Cigna customers, demonstrated an ER high utilizer visits per thousand rate of 58% better than market.²
- A top performing group, accounting for over 17,000 aligned Cigna customers, demonstrated an inpatient admission per thousand rate of 25% better than market.²
- A top performing group, accounting for over 13,000 aligned Cigna customers, demonstrated an all cause readmission rate of 52% better than market.²

AGGREGATE GROUP RESULTS SHOW STRONG PERFORMANCE

In aggregate, groups with at least one year of experience:

- Generated savings of greater than \$50 million through total medical cost trend reduction compared with market.³
- Demonstrated an ROI of greater than 2:1.⁴
- More than one-third beat the market by a trend of 3% or better.²

1. Based on Cigna internal analysis of number of aligned Cigna customers as of December 31 2013 vs. December 31, 2014 (2015).
2. Cigna Collaborative Care, individual Large Physician Group annual results for full-year 2014 versus market average (2015). Comparisons to "market" are established using Cigna internal claims data. "Quality" is based on compliance with evidence-based medicine guidelines.
3. Cigna internal analysis of Cigna Collaborative Care, individual Large Physician Group arrangements aggregate annual results for 2014 (2015).
4. Cigna internal analysis of Cigna Collaborative Care, Large Physician Group individual arrangement annual results for 2014 (2015). ROI Methodology = (Total Savings-Total CCF Costs)/Total CCF Costs. Reflects performance since inception of groups, with experience of one or more years. Please note, this ROI is based on 2014 performance of Cigna Collaborative Care groups. Aggregate cost and quality performance varies year to year as the size of the group grows and as groups experience variances in their performance. Therefore, we are not able to guarantee an ROI for our program overall.

Together, all the way.®



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