

MAKING CONNECTIONS TO IMPROVE HEALTH CARE DELIVERY



2016 Cigna Collaborative Care performance

A look at performance among Accountable Care Programs

Driving results through experience and innovation

OVERALL PROGRAM RESULTS

- Generated savings of **\$424 million** through total medical cost reduction since the inception of the program.¹
- Overall average **2:1 ROI** for physician groups since 2014.²

FULL-YEAR 2016 RESULTS

- **19% growth** in aligned Cigna customers from year-end 2015 to year-end 2016.³
- Top-performing physician groups active at least one year **saved 3.2%** in total medical cost,⁴ representing a \$127 annual savings per patient.⁵
- **24%** of physician groups are performing better than market on total medical costs by 3% or more.⁶

Delivering quality, cost-effective care

On average, top-performing physician groups achieve better-than-market results:

- **10% better quality performance**⁷
- **59% lower rate of avoidable ER visits** (examples of “avoidable ER visits” include nonemergency minor illnesses such as headaches and skin rashes) – includes 28,000 aligned Cigna customers.⁸
- **28% lower hospital inpatient admission rate** – includes 50,000 aligned Cigna customers.⁸
- **63% lower readmission rate** – includes 37,000 aligned Cigna customers.⁸
- **42% lower rate of reducing overuse of advanced imaging scans per thousand** – includes 50,000 aligned Cigna customers.⁸
- **3% average higher use of generic medication when clinically appropriate** – includes 54,000 aligned Cigna customers.⁸

1. Cigna September 2017 analysis of national CCC primary care physician groups with effective dates from 2008 through 2016. Savings are from 77 out of 132 mature groups that created positive savings. Reimbursements paid to all 132 groups are subtracted from the savings to reflect overall investment.
2. Cigna August 2017 analysis of national CCC primary care physician group annual results since 2014. ROI Methodology = (Total Savings - Total Care Coordination Reimbursement (CCR) Costs) / Total CCR Costs. Reflects performance since inception of CCC primary care groups with experience of one or more years. Individual client results will vary.
3. Based on Cigna internal analysis of number of aligned Cigna customers as of December 31, 2015 vs. December 31, 2016 (2017).
4. Cigna June 2017 analysis of 2016 data of CCC primary care physician groups nationally, active at least one year, that achieved savings. Average saved compared to market PMPM trend for 2015 and 2016.
5. Cigna June 2017 analysis of 2016 data of CCC primary care physician groups nationally, active at least one year, that achieved savings. Compared with market PMPM trend for 2015 and 2016. Individual customer/client results will vary.
6. Cigna June 2017 analysis of 2016 data of CCC primary care physician groups nationally, active at least one year. Comparisons with market are established using Cigna internal claims data.
7. Cigna July 2017 analysis (weighted average) of top seven national large physician groups per metric compared with local market in 2016. Comparisons with market are established using Cigna internal claims data. “Quality” is based on compliance with evidence-based medicine guidelines.
8. Cigna June 2017 analysis of 2016 data of CCC primary care physician groups nationally, active at least one year. Accounts for top five large physician groups. Comparisons with market are established using Cigna internal claims data.

Together, all the way.®



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