

2017 SANCTION GUIDANCE FOR PROVIDERS

Due to pending regulatory proceedings, this information is for provider use only and is not to be used for marketing or selling purposes.



WHY WAS CIGNA-HEALTHSPRING SANCTIONED BY CMS AND WHAT HEALTH PLANS ARE AFFECTED?

- The Centers for Medicare & Medicaid Services (CMS) conducted an audit of Cigna-HealthSpring's operations, leading CMS to impose an intermediate sanction.
- The sanction requires Cigna-HealthSpring to suspend all enrollment and marketing activities while the identified operational concerns are corrected.
- Cigna-HealthSpring does not expect to emerge from CMS sanctions in time to participate in the fall annual election period (AEP) from Oct 1 – Dec 7, 2016. This applies to our 2017 Medicare Advantage and Part D plans.
- The sanction affects all of Cigna-HealthSpring Medicare Advantage (MA, MAPD) and Prescription Drug Plans (PDP).
- The sanction does not affect Cigna Medicare Supplement plans or Cigna-HealthSpring employer group/union-based plans (EGWP)

HOW DOES THE SANCTION IMPACT CURRENT CIGNA-HEALTHSPRING MEMBERS AND HOW SHOULD PROVIDERS ANSWER THEIR QUESTIONS?

- The sanction has no impact on benefit offerings for current members. Providers can reassure them that Cigna-HealthSpring is still operating.
- Current members may not switch between Cigna-HealthSpring plans during the sanction period.
- Providers may respond to patient questions regarding changes to Cigna-HealthSpring's plan offerings and may also refer the patient to Cigna-HealthSpring's Customer Service line, 1-800-Medicare, or Medicare.gov.
- Providers should remain *neutral* when responding to a patient's questions regarding enrollment decisions, providing an objective assessment of the patient's needs and potential options to meet those needs.
- Providers may make affiliation announcements to their patients stating their continued affiliation with Cigna-HealthSpring as long as the list includes all other contracted Medicare Advantage plans.

WILL CIGNA-HEALTHSPRING BE LISTED ON MEDICARE.GOV DURING THE ANNUAL ENROLLMENT PERIOD?

- Medicare beneficiaries who are not currently enrolled in Cigna-HealthSpring plans will be able to see the names of Cigna-HealthSpring plans offered in their area, but the pricing and cost-share information will not be shown (“Information not available” is displayed).
- Current Cigna-HealthSpring enrollees will also be able to see their plan **and** do the following on Medicare Plan Finder:
 - Select their Cigna-HealthSpring plan for comparison purposes
 - View pricing-related information (e.g., premiums, copayments)
 - View Cigna-HealthSpring’s overall Star Rating.
- The Cigna-HealthSpring plan listing will include a button titled “Sanctioned Plan”. When clicked, it will bring up a pop-up window containing a statement explaining that the plan is under sanction for violating Medicare rules and cannot accept enrollments.

WILL CIGNA-HEALTHSPRING BE LISTED ON MEDICARE.GOV DURING THE ANNUAL ENROLLMENT PERIOD?

Medicare Plan Finder – Plan Results page for Beneficiaries NOT Enrolled in CHS Plans

Medicare Health Plans with Drug Coverage Star Ratings

Test Plan 2 (AB) (Cost) (Hxxxx-xxx-x)
 Organization: Test Organization

Estimated Annual Drug Costs: [?]	Monthly Premium: [?]	Deductibles [?] and Drug Copay [?] / Coinsurance: [?]	Health Benefits: [?]	Drug Coverage [?], Drug Restrictions [?] and Other Programs:	Estimated Annual Health and Drug Costs: [?]	Overall Star Rating: [?]	
Retail Annual: Information Not Available Mail Order Annual: Information Not Available	Information Not Available Part B Premium [?]: No	Annual Drug Deductible: Information Not Available Health Plan Deductible: Information Not Available Drug Copay/Coinsurance: Information Not Available	Doctor Choice: Information Not Available Out of Pocket Spending Limit: Information Not Available 	All Your Drugs on Formulary: Information Not Available Drug Restrictions: Information Not Available MTM Program [?]: Yes	Information Not Available	Information Not Available	Sanctioned Plan Sanctioned Plan: Click for More Information

[Compare Plans](#)

- Names of Cigna-HealthSpring plans offered in their area can be seen
- Pricing and cost-share information will not be displayed (Information Not Available)
- Displays Plan Name and Pricing (e.g. premiums, copayments)
- Select their plan for comparisons

HOW DOES THE SANCTION AFFECT CIGNA-HEALTHSPRING'S CONTRACTED PROVIDERS?

- Contracted provider rates and/or current incentive programs are not impacted by the sanctions.
- Cigna-HealthSpring's ability to grow its MA and PDP plan enrollment is limited without the ability to market to and enroll beneficiaries during Annual Enrollment Period (AEP).
- AEP is not the only opportunity for membership growth. Once we emerge from sanctions, we will again be able to add Medicare age-in beneficiaries to all plans and dual-eligible beneficiaries to our dual plans.

OUR CARE MANAGEMENT RESOURCES CONTINUE TO BE AVAILABLE AND IMPORTANT TO SUPPORT PROVIDERS AND OUR MEMBERS

Care Transition Team

- Embedded Care Coordinator
- Community Case Manager
- Hospital OnSite Nurse
- Community Medical Directors

360 Physicals

- Provides thorough documentation of patient history
- Identifies chronic conditions
- Prompts completion of recognized standards of care
- Promotes early detection

Partnership for Quality (P4Q)

- Additional resource at point of care
- Focuses on preventive care and management of chronic conditions
- Offers incentives to PCPs for quality care and outcomes

Care Programs

- Chronic Care
- Palliative Care/ End-of-Life Care
- COPD



OUR THANKS AND PROMISE TO YOU

- Thank you for the ongoing relationship we have with you and your practice.
- Our priority is putting the customer first by offering benefits and services that support high quality care.
- Emerging from sanctions and enhancing our culture of customer-centricity and compliance are top priorities for our CMS audit response work.
- We are committed to keeping our promise to our customers and to you that we will emerge from sanctions as a stronger company ready to successfully serve and compete in the marketplace.
- As we make improvements to our operations, we will continue to work collaboratively with you to find the best solutions.



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