

Cigna Phoenix Customers Consider Quality and Cost When Choosing a Primary Care Physician

CONTACT: Leigh Woodward

602.371.2019

leigh.woodward@cigna.com

- Cigna customers reduce out-of-pocket costs based on their choice of primary care physician
- First-of-its-kind benefit plan offered in Phoenix
- New benefit plan helps customers understand the links between quality and costs

BLOOMFIELD, Conn., Aug. 2, 2011 - Cigna (NYSE:CI) customers in Phoenix can reduce their out-of-pocket costs when they receive care from primary care physicians who meet or exceed quality and efficiency standards. This new plan option provides financial incentives for those who receive care from Cigna Medical Group primary care physicians.

"We know that our clients are focused on quality care because it results in both better health for their employees and lower costs overall," said Stephanie Gorman, president and general manager of Cigna HealthCare of Arizona. "This new primary care benefit plan is part of our mission to improve health by giving customers a financial incentive for choosing physicians who are known to deliver quality care." While Phoenix customers have access to all primary care physicians in the network, they can reduce their copayment by \$10 to \$30 or reduce their coinsurance by at least 10 percent by using a Cigna Medical Group primary care doctor. Customers who see a primary care physician who is not affiliated with Cigna Medical Group will pay the same in-network and out-of-network copayment or coinsurance amount based on their benefit plan. Fees paid by Cigna to its network primary care physicians will not change.

Cigna Medical Group has delivered average annual savings per patient of \$336 and achieves a seven percent cost advantage compared to the market, demonstrating success in delivering appropriate quality care. In addition to reducing costs, Cigna Medical Group was the first multi-specialty medical practice in Arizona to receive the highest level of recognition for Physician Practice Connections - Patient-Centered Medical Home (PCMH)TM from the National Committee for Quality Assurance (NCQA). Twenty-two of Cigna Medical Group's health centers have received this recognition, validating their high performance in the areas of care coordination, quality, safety and access to care reinforcing to customers its commitment to care excellence.

"We know that physicians who are shown to provide quality, effective and efficient care have patients with better clinical outcomes," said Jim Burrell, M.D., chief medical officer of Cigna Medical Group. "The designation of Cigna Medical Group as an NCQA Level III medical home lets patients know that they have access to services and resources that get them the right care at the right time."

The new plan option is modeled on a current Cigna benefit design called Cigna Care Network, which offers customers incentives for selecting specialists who meet established quality and efficiency standards. This new primary care benefit design is now available for employers that have Phoenix-based employees.

Cigna expects to expand the new benefit plan design to other markets.

About Cigna

Cigna (NYSE: CI) is a global health service and financial company dedicated to helping people improve their health, well-being and sense of security. Cigna Corporation's operating subsidiaries in the United States provide an integrated suite of health services, such as medical, dental, behavioral health, pharmacy and vision care benefits, as well as group life, accident and disability insurance. Cigna maintains sales capability in 30 countries and jurisdictions and has approximately 66 million customer relationships throughout the world. All products and services are provided exclusively by such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Life Insurance Company of North America, Cigna Life Insurance Company of New York, and Connecticut General Life Insurance Company. To learn more about Cigna, visit www.cigna.com. To sign up for email alerts or an RSS feed of company news, log on to <http://www.cigna.com/newsroom/rss>. Also, follow us on Twitter at @cigna, visit Cigna's YouTube channel at <http://www.youtube.com/cigna> and listen to Cigna's podcast series with healthy tips and information at <http://www.cigna.com/newsroom/podcasts> or by searching "Cigna" in iTunes.

About Cigna Medical Group

Cigna Medical Group, the multi-specialty group practice division of Cigna HealthCare of Arizona, Inc., is one of the Valley's largest group practices with 23 medical offices, three with onsite Urgent Care centers, and 11 CMG CareToday convenience care clinics located throughout Metropolitan Phoenix. To learn more about Cigna Medical Group and the services they provide, visit www.CignaMedicalGroup.com. Follow us on Twitter @cmg_az and @cmg_caretoday.