

## **Cigna HealthCare of Arizona Highest Rated Medicare Plan in Arizona**

**PHOENIX - Oct. 30, 2012** - The Centers for Medicare & Medicaid Services (CMS) recently released the results of its Five-Star rating system, which measures clinical quality and performance benchmarks for Medicare Advantage plans. Cigna HealthCare of Arizona achieved the highest overall rating in Arizona with 4.5 stars out of five stars. Scores are based on more than 50 performance measures that are collected through three surveys: HEDIS (Healthcare Effectiveness Data and Information Set), CAHPS (Consumer Assessment of Healthcare Providers and Systems) and HOS (Health Outcomes Survey)

"We're honored that our unwavering commitment to medical excellence and personal attention has been recognized and validated," said Kristi Thomason, VP of Health Plan Operations for Cigna Medicare Select. "We are proud of our 4.5 star rating and the quality medical care we continue to provide our members."

Cigna Medical Group (CMG) is the group medical practice for Cigna HealthCare of Arizona's Medicare Advantage plan. For the second year in a row, CMS has given the plan and the doctors this rating.

"The 4.5 out of 5 star rating by CMS gives our patients further confidence and peace of mind that they are getting the best medical care coupled with the best Medicare plan in Arizona", said Edward Kim, President & General Manager of Cigna Medical Group. "We are committed to helping individuals improve their health through patient-friendly, affordable care."

Cigna Medical Group is accessible to enrollees in Medicare Advantage plans exclusively through the Cigna Medicare Select plan. As a Patient-Centered Medical Home recognized by the National Committee on Quality Assurance, CMG physicians focus on the whole patient so that the care fits the patients' needs. Directed by the primary care physician, patient care is supported by a care team of pharmacists, nurses, and health educators, and other health care professionals.

"We continue to innovate better ways of caring for our patients, particularly as their needs become more complex over time," added Kim. Cigna Medical Group is introducing CustomCare, designed to help patients obtain intensive outpatient care for their chronic conditions, like heart disease, high blood pressure or severe diabetes, at the doctor's office or at home, when necessary. CustomCare also makes sure that patients get the care they need quickly after a hospital admission.

Plan performance Star Ratings are assessed each year and may change from one year to the next.

### **About Cigna**

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### **About Cigna Medical Group**

Cigna Medical Group is the group practice division of Cigna HealthCare of Arizona and one of the Valley's largest multi-specialty group practices with 23 health care centers and two convenience care clinics located throughout metropolitan Phoenix. Each health care center is equipped with several medical services under one roof, so additional diagnostic needs such as lab work, imaging-even prescriptions-can be quickly obtained.