

Cigna Plans are Top-Ranked in North Carolina, According to NCQA's Private Health Insurance Plan Rankings

BLOOMFIELD, Conn., – Sept. 21, 2012 – Cigna (NYSE:CI) health plans are the top-ranked Health Maintenance Organization/Point of Service (HMO/POS) and Preferred Provider Organization-type (PPO-type) plans in North Carolina**, according to National Committee for Quality Assurance's (NCQA's) Private Health Insurance Plan Rankings 2012-2013.

The rankings are based on NCQA's measurement of a health plan's performance in three categories: improving health care quality, providing responsive customer service and achieving high scores on NCQA accreditation surveys. Cigna HealthCare of North Carolina's HMO/POS plans achieved the top ranking among similar plans in North Carolina for the sixth consecutive year.

"We are pleased to be consistently recognized as a top plan by NCQA and are proud of the quality of care and 24/7 customer service we offer our customers," said Charles Pitts, president and general manager for Cigna in North Carolina. "Rankings such as NCQA's are important because they show the areas in which our plans are performing well, but also help point out areas for continued improvement."

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care.

The rankings are based on the voluntary submission of health care quality results as measured through HEDIS®, customer service scores based on customer surveys through Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and participation in NCQA's accreditation program for health plans. More information on the rankings is available at www.ncqa.org

In total, some 538 private health plans are included in the rankings; 474 of the 538 are given a numerical ranking by NCQA. The rankings included the HMO/POS plans offered by Cigna HealthCare of North Carolina, Inc., and PPO and Open Access Plus plans from Cigna Health and Life Insurance Company and Connecticut General Life Insurance Company.

** According to "U.S. News/NCQA America's Best Health Insurance Plans" 2006-2009 (annual) and NCQA's Health Insurance Plan Rankings 2010-2011 – Private. "America's Best Health Insurance Plans" is a trademark of U.S. News & World Report.*

***Cigna HealthCare of North Carolina's national ranking is 103; the national ranking for Cigna Health and Life Insurance Company and Connecticut General Life Insurance Company is 120.*

About Cigna

Cigna Corporation (NYSE: CI) is a global health service company dedicated to helping people improve their health, well-being and sense of security. All products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Life Insurance Company of North America and Cigna Life Insurance Company of New York. Such products and services include an integrated suite of

health services, such as medical, dental, behavioral health, pharmacy, vision, supplemental benefits, and other related products including group life, accident and disability insurance. Cigna maintains sales capability in 30 countries and jurisdictions, and has approximately 71 million customer relationships throughout the world. To learn more about Cigna®, including links to follow us on Facebook or Twitter, visit www.cigna.com.