

## **Cigna's plans are Top-Ranked in Illinois in PPO Category, According to NCQA's Private Health Insurance Plan Rankings**

BLOOMFIELD, Conn., - Sept. 21, 2012 - Cigna's (NYSE:CI) open access-type health plans, which include Cigna's Preferred Provider Organization (PPO) and Open Access Plus (OAP) health plans are the top-ranked among similar plans in Illinois\*, 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.

"Rankings such as NCQA's are important because they show the areas in which our plans are performing well, but also help identify areas for continued improvement," said Sue Podbielski, Cigna president and general manager for Midwest markets. "The majority of our customers in Illinois are enrolled in our open access plan that provides access to a comprehensive network of health care professionals, so we are pleased that our plans performed well in the rankings."

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](http://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 PPO and Open Access Plus plans from Cigna Health and Life Insurance Company and Connecticut General Life Insurance Company in Illinois.

*\*The national ranking for Cigna Health and Life Insurance Company and Connecticut General Life Insurance Company in Illinois is 106.*

### **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](http://www.cigna.com).