Scripps and Cigna Work Together To Improve Health and Lower Costs through New Collaborative Care Program

SAN DIEGO, January 20, 2015 - Cigna (NYSE: CI) and Scripps are launching a collaborative care initiative to improve patient access to health care, enhance care coordination, and achieve the goal of improved health, affordability and patient experience.

Cigna Collaborative Care is the company's approach to accomplishing the same population health goals as accountable care organizations, or ACOs. The program, Cigna's first in the San Diego area, began on January 1 and will benefit over 10,000 individuals covered by a Cigna health plan who receive care from over 750 Scripps primary care doctors and specialists. Cigna now has seven collaborative care arrangements in California and 114 of them nationwide.

In places where it's been introduced, Cigna Collaborative Care is helping to improve the health of Cigna customers while effectively managing medical costs. The programs are helping to close gaps in care, such as missed health screenings or prescription refills, reinforcing the appropriate use of hospital emergency rooms, increasing the number of preventive health visits and improving follow-up care for people transitioning from the hospital to home.

"Scripps shares Cigna's values in providing affordable, high-quality health care to San Diego County through this new collaboration," said Chris Van Gorder, Scripps president and CEO. "We believe both patients and employers will benefit from the improved coordination of health care services this program offers."

"We are excited to launch our collaborative care program in San Diego and to work together with Scripps to bring about meaningful improvements in health care for our customers," said Gene Rapisardi, president and general manager for Cigna in Southern California. "Through an emphasis on prevention and care coordination, our goal is better health, lower costs and increased satisfaction for both our customers and their doctors."

Under the program, Scripps Clinic and Scripps Coastal Medical Center physicians will monitor and coordinate all aspects of an individual's medical care. Patients will continue to go to their current physician and automatically receive the benefits of the program. Individuals who are enrolled in a Cigna health plan and later choose to seek care from a Scripps doctor will also have access to the benefits of the program. There are no changes in any plan requirements regarding referrals to specialists. Patients most likely to see the immediate benefits of the program are those who need help managing chronic conditions, such as diabetes, heart disease and obesity.

Critical to the program's benefits are registered nurse clinical care coordinators, employed by Scripps, who will help patients navigate the health care delivery system. The care coordinators are aligned with a team of Cigna case managers to ensure a high degree of collaboration between Scripps physicians and Cigna, which will ultimately provide a better experience for the individual.

The care coordinators will enhance care by using patient-specific data from Cigna to help identify patients being discharged from the hospital who might be at risk for readmission, as well as patients who may be overdue for important health screenings or who may have skipped a prescription refill. The care coordinators are part of the physician-led care team that will help patients get the follow-up care or screenings they need.
Care coordinators can also help people schedule appointments, provide health education and refer patients to Cigna’s clinical support programs that may be available as part of their health plan, such as disease management programs for diabetes, heart disease and other conditions; and lifestyle management programs for quitting smoking or managing weight.

Cigna will compensate Scripps physicians for the medical and care coordination services they provide. Additionally, physicians may be rewarded through a "pay for value" structure for meeting targets for improving quality and lowering medical costs.

Cigna has been at the forefront of the accountable care organization movement since 2008 and now has 114 Cigna Collaborative Care arrangements with large physician groups that span 28 states, reach more than 1.2 million commercial customers and encompass more than 48,000 doctors, including more than 23,000 primary care physicians and more than 25,000 specialists.

Cigna Collaborative Care is one component of the company's approach to physician engagement for health improvement, which also includes the innovative Cigna-HealthSpring® care model for Medicare customers. Today, more than 1.5 million Cigna and Cigna-HealthSpring customers benefit from nearly 280 engaged physician relationships across 31 states, with more than 79,000 doctors participating, including more than 33,000 primary care physicians and more than 46,000 specialists.

About Scripps

Founded in 1924 by philanthropist Ellen Browning Scripps, Scripps Health is a nonprofit integrated health system based in San Diego, Calif. Scripps treats a half-million patients annually through the dedication of 2,600 affiliated physicians and 13,750 employees among its five acute-care hospital campuses, hospice and home health care services, and an ambulatory care network of physician offices and 25 outpatient centers and clinics.

Recognized as a leader in the prevention, diagnosis and treatment of disease, Scripps is also at the forefront of clinical research, genomic medicine and wireless health care. With three highly respected graduate medical education programs, Scripps is a longstanding member of the Association of American Medical Colleges. In 2014, Truven Health Analytics named Scripps one of the top five large health systems in the nation for the third year, and Scripps hospitals are consistently ranked by U.S. News & World Report among the nation's best. Scripps is regularly recognized by Fortune, Working Mother magazine and AARP as one of the best places in the nation to work. More information can be found at www.scripps.org.

About Cigna

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