

Mercy Health in Cincinnati Collaborates with Cigna to Improve Quality and Healthcare Affordability

CINCINNATI, OHIO., FEBRUARY 26, 2018 - Cincinnati-based Mercy Health has joined forces with Cigna (NYSE: CI) in a population health initiative that aims to improve quality, affordability and the patient experience for approximately 5,000 individuals who are covered by a Cigna health plan and receive care from Mercy Health physicians in the Cincinnati area. The new Cigna Collaborative Care programs took effect January 1.

The new arrangement builds upon and expands a longstanding collaboration with Mercy Health. The initiative includes Mercy Health Select's Cincinnati-based clinically integrated network, which comprises more than 600 primary and specialty care physicians, five hospitals, post-acute care facilities and other healthcare locations, all with a shared focus of providing quality care and outcomes for each individual.

"Mercy Health looks forward to working with Cigna to advance population health initiatives that are already proving to change healthcare for the better," says Anton Decker, MBCh, Mercy Health Chief Clinical Officer. "Providing our patients with efficient, quality care that improves the health of the population we serve, while also lowering cost is our goal."

In places where it's been introduced, Cigna Collaborative Care has been shown to [improve the health of Cigna customers while effectively managing medical costs by helping to:](#)

- close gaps in care, such as missed health screenings or prescription refills;
- reinforce the appropriate use of hospital emergency rooms;
- increase the number of preventive health visits; and,
- improve follow-up care for people transitioning from the hospital to home.

As part of the arrangement, Mercy Health's nurse care coordinators will help patients-especially those with chronic conditions-manage their care and navigate the health system to ensure they receive necessary follow-up care or screenings, as well as access to educational resources specific to their care. The nurse care coordinators are aligned with a team of Cigna case managers to ensure a high degree of collaboration between the providers and Cigna, which will ultimately provide a better experience for patients.

The nurse care coordinators will enhance patient 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 nurse care coordinators are part of the physician-led care team that will help patients get the follow-up care or screenings they need, identify potential complications related to medications and help prevent chronic conditions from worsening.

"We've had a long and successful relationship with Mercy Health and we're looking forward to expanding that relationship by bringing Cigna Collaborative Care to Mercy Health patients who are Cigna customers," said Monica Schmude, president of Cigna's Liberty Valley market, which includes Ohio. "By working together with Mercy Health to focus on the value and quality of care, our customers will experience better health, and ultimately a better overall health outcome."

Cigna has been a leader in the value-based care movement since 2008 and now has more than 200 Cigna Collaborative Care arrangements with primary care physician groups. They reach more 2.4 million commercial customers and encompass more than 130,000 doctors, including approximately 74,000 primary care physicians and 60,000 specialists, and span 31 states.

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 more than 95 million customer relationships throughout the world. To learn more about Cigna®;, including links to follow us on Facebook or Twitter, visit www.cigna.com.

About Mercy Health

Mercy Health - Cincinnati makes advanced, compassionate, quality healthcare easy to help you be well in mind, body and spirit. Mercy Health - Cincinnati has been serving Greater Cincinnati for more than 160 years and provides an integrated network of leading physicians, compassionate caregivers, comprehensive services and exceptional care at more than 180 locations across the region. The Mercy Health - Cincinnati network of care includes five award-winning hospitals, senior living communities, primary care and specialty physician practices, outpatient centers, fitness centers and a variety of outreach programs. Mercy Health - Cincinnati hospitals have earned national Truven Health Analytics' 100 Top Hospitals honors more times than all other Cincinnati hospitals combined, placing them among the best hospitals in the nation. Truven has also named Mercy Health - Cincinnati as one of the nation's Top 15 health systems four times, more than any other health system in Cincinnati. Mercy Health - Cincinnati is part of Mercy Health, the largest health system in Ohio and fourth largest employer. To learn more visit, mercy.com and engage in the conversation via Mercy Health - Cincinnati's social media channels (@mercy_health on Twitter and Mercy Health - Cincinnati on Facebook).