

2023 CIGNA CARE DESIGNATION



For providers

Many of our customers want to know more about which providers deliver quality and cost-efficient care so they can make better informed health decisions. To help provide them with some relevant, consumer-oriented information, we evaluate and identify Cigna-participating providers who rank highest in quality and cost efficiency. Providers who meet Cigna's specific quality and cost-efficiency criteria can receive the Cigna Care Designation for a given specialty, which denotes a higher-performing provider, based on the criteria outlined in the 2023 Quality, Cost Efficiency and Cigna Care Designation Methodology whitepaper.

About the program

Cigna Care Designation is how we identify participating providers and provider groups in 85 markets across 21 specialties, including primary care. Providers and provider groups who are ranked highest for their aggregated quality measures and cost-efficiency results compared with peers in their market may receive the designation. Note that providers who do not receive the designation can still receive quality and cost-efficiency ratings that will display in the provider directories. We also use the results of our quality and cost-efficiency evaluations to help determine which providers will be a Tier 1 Provider aligned to our tiered benefit where it is available.

How providers earn the Cigna Care Designation

Individual providers and provider groups can earn the Cigna Care Designation if, when compared with all providers and provider groups of the same group specialty type in the same geographic market, their group performs:

- › In the top 34% for quality **OR** have 50% of providers in the practice achieve National Committee for Quality Assurance (NCQA) or QOPI® certification **AND** meet the cost-efficiency criteria of being in the top 34% **with** the group's Adjusted Performance Index (API) less than or equal to 1.03 **OR**
- › In the top 25% for quality **OR** have 50% of providers in the practice achieve NCQA or QOPI® certification **AND** have less than 30 Episode Treatment Group® treatment episodes (with no cost ranking) **OR**
- › In the top 25% for cost **with** the group's API less than or equal to 1.03 **AND** are either between 2.5% and 66% for quality or have less than 30 evidence-based medicine opportunities (with no quality ranking).

In addition, providers and provider groups that participate in a Cigna Collaborative Care® Accountable Care program (CAC),* and meet the CAC quality and cost thresholds, can receive the Cigna Care Designation.

* Cigna Collaborative Care programs are Cigna's approach to achieving the same population health goals as Medicare accountable care organizations (ACOs): Better health, affordability and experience.

Specialty types assessed

- › Allergy and immunology
- › Cardiology
- › Cardiothoracic surgery
- › Dermatology
- › Ear, nose, and throat
- › Endocrinology
- › Family practice
- › Gastroenterology
- › General surgery
- › Hematology and oncology
- › Internal medicine
- › Nephrology
- › Neurology
- › Neurosurgery
- › Obstetrics and gynecology
- › Ophthalmology
- › Orthopedic surgery
- › Pediatrics
- › Pulmonology
- › Rheumatology
- › Urology



How we display quality, cost efficiency and Cigna Care Designation recognitions

Providers who have received the Cigna Care Designation are identified by a unique symbol  in the online provider directory on **Cigna.com** and **myCigna.com**.

Quality recognition ratings are assigned to providers and provider groups indicating the quality criteria met, and stars are used to communicate cost-efficiency performance as compared with their peers of the same specialty type and geographic market.

The following quality recognition displays will appear in the online provider directory on **Cigna.com** and **myCigna.com**, if the information is applicable and available for the provider.

- › NCQA's Diabetes Recognition
- › NCQA's Heart/Stroke Recognition
- › NCQA's Patient-Centered Medical Home Recognition (two versions)
- › NCQA's Patient-Centered Specialty Practice Recognition
- › NCQA Patient-Centered Connected Care (PCCC)
- › Meets Group Board Certification Criteria
- › Evidence-Based Medicine Standards
- › Quality Oncology Practice Initiative (QOPI®) Certification Program

Additionally, star displays illustrate cost efficiency, and are available on **myCigna.com**.



Results in the top category for cost-efficiency assessment



Results in the middle category for cost-efficiency assessment



Results in the bottom category for cost-efficiency assessment

How this information helps your patients

Not only can Cigna plan participants see which Cigna-participating providers have achieved top results on Cigna's quality and cost-efficiency measures, those who participate in a tiered-benefit plan option (i.e., Tier 1 Provider) can realize additional cost savings when they choose a designated provider.

Evaluation of newly participating providers

- › For individual providers or those joining a group practice that is new to Cigna, we are not able to evaluate the provider or group until volume thresholds for assessment are met.
- › If joining an existing group of providers that have already been assessed, the individual provider may be eligible for the same designation and displays that are applicable to that group.
- › Provider and provider group assessments are conducted annually. At least 90 days before designations and displays appear on our website, we provide them with information about whether they have received the Cigna Care Designation, and any quality and cost-efficiency ratings that will display in the provider directories.

Additional information

Methodology

To learn more about the Cigna Care Designation methodology and provider quality and cost-efficiency ratings, please review our whitepaper at **Cigna.com/CignaCareDesignation**. If you do not have Internet access, please call Cigna customer service at **800.88Cigna (800.882.4462)**.

About your results

To obtain the results for you or your practice, review additional quality and cost-efficiency information, obtain a full description of the methodology and data that our decisions were based on, correct inaccuracies, request that we reconsider your results, or submit additional information, please email us at **PhysicianEvaluationInformationRequest@Cigna.com** or fax your request to **866.448.5506**. Please include your full name and telephone number, the practice name and address, your Taxpayer Identification Number (TIN) and the reason for your request.

