

How Will ACO's Engage Patients?

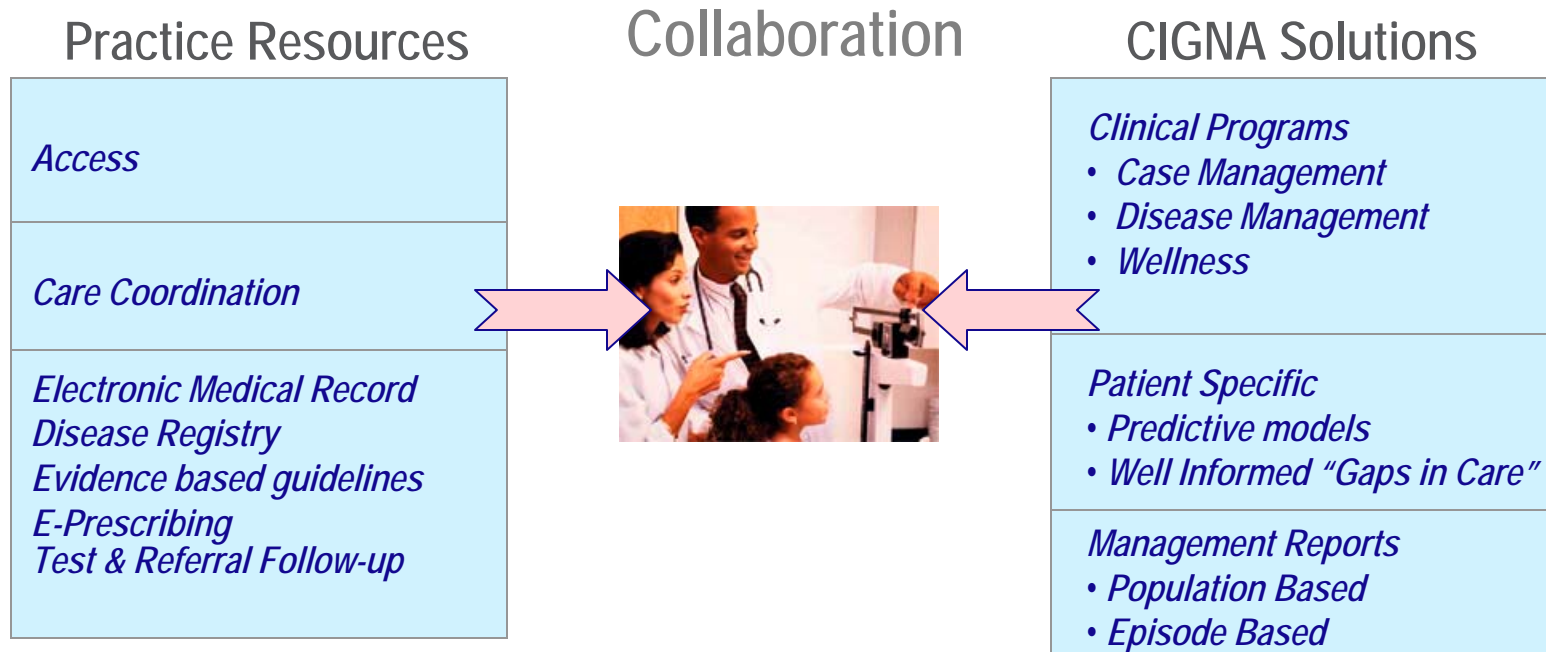
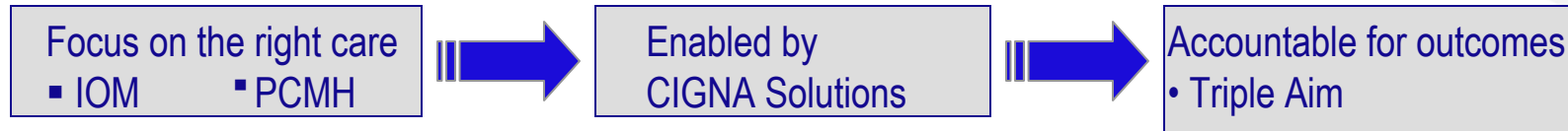
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CIGNA Healthcare

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CIGNA Collaborative Accountable Care

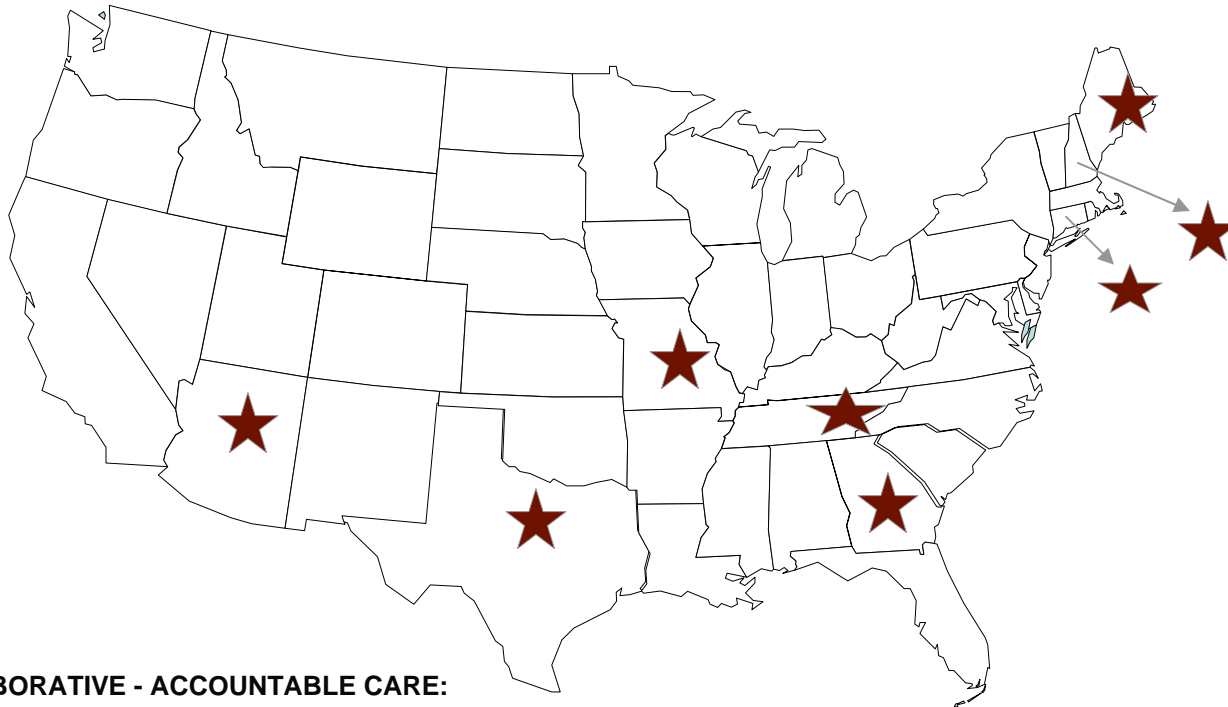


REWARD:

- *Gain Sharing: Improving total medical cost trend improvement compared with target AND Improving quality (AND improving satisfaction).*
- *Paid through PMPM care management fee*



CIGNA: Collaborative Accountable Care Today



CIGNA COLLABORATIVE - ACCOUNTABLE CARE: Pay for outcomes with gain-sharing

- ★ CIGNA Medical Group, AZ (7/08)
- ★ Dartmouth-Hitchcock Clinic, NH (6/08)
- ★ Medical Clinics of North Texas, TX (1/10)
- ★ ProHealth, CT (1/10)
- ★ Eastern Maine Healthcare Systems, ME (1/10)
- ★ Piedmont Physician's Group, GA (1/10)
- ★ Mercy Medical Group, MO (Q7, '10)
- ★ Holston Medical Group, TN (Q7, '10)



Population Total Health Engagement

<u>Critical Enabler</u>	<u>Delivery System</u>	<u>Plan</u>
Trust	☆☆☆	☆
Authority	☆☆☆	N/A
Coaching <ul style="list-style-type: none"> • Clinical training • Motivational skills • Informatics • Smart Systems • Multiple Modality • Whole Person 	☆	☆☆☆
Benefits/Incentives		☆☆☆
Outcomes Measurement	☆	☆☆
Engagement Measurement	☆	



Keys to Rapid Progress

- Collaboration for Synergy
- Plan Retention of Insurance Risk (trust factor)
- Measurement for continuous improvement
- Communication – clarify mutual expectations

