How Will ACO’s Engage Patients?

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CIGNA Healthcare
October 14, 2010
CIGNA Collaborative Accountable Care

Focus on the right care
- IOM
- PCMH

Enabled by CIGNA Solutions

Accountable for outcomes
- Triple Aim

Practice Resources
- Access
- Care Coordination
- Electronic Medical Record
- Disease Registry
- Evidence based guidelines
- E-Prescribing
- Test & Referral Follow-up

Collaboration

Clinical Programs
- Case Management
- Disease Management
- Wellness

Patient Specific
- Predictive models
- Well Informed “Gaps in Care”

Management Reports
- Population Based
- Episode Based

CIGNA Solutions

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)
<table>
<thead>
<tr>
<th>Critical Enabler</th>
<th>Delivery System</th>
<th>Plan</th>
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<td>Trust</td>
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<tr>
<td>Authority</td>
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<td>Coaching</td>
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<td>• Clinical training</td>
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<td>• Motivational skills</td>
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<td>• Informatics</td>
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<td>• Multiple Modality</td>
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<td>• Whole Person</td>
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<td>Benefits/Incentives</td>
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<td>Outcomes Measurement</td>
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<td>Engagement Measurement</td>
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Keys to Rapid Progress

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