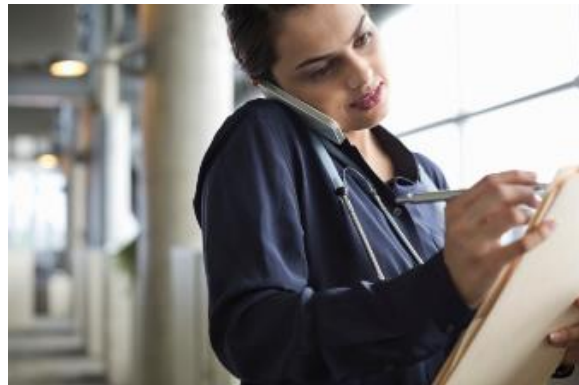# Cigna
## Promoting High Quality and Affordable Health Care

**Phil Roland, M.D.**
Connecticut Market Medical Executive

# COLLABORATIVE ACCOUNTABLE CARE VS. COVID-19 AND BEYOND

## PRE-COVID

- Comprehensive ACO model
- Total medical cost + quality
- Fee-for-service + shared savings design



## COVID

- Pivoted to "CovidCare"
- Quality + focus on vulnerable populations
- Maintained existing Care Coordination Reimbursement



## 2023 AND BEYOND

Return to Total Medical Cost-based ACO

# Exceptional partnerships lead to exceptional care

- Designed around whole-person health support

- Managing individual care plans with "Embedded care coordinator" a designated nurse in the doctor's office

## 650+
Cigna Collaborative Care partnerships[1]

## 73%
Performed better than market for inpatient admissions[1]

## 76%
Performed better than market for avoidable ER visits[1]

## 62%
Improved use of high-tech imaging[1]

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# Using data to produce equitable health outcomes for all

Cigna's proprietary Social Determinants Index (SDI) understands whole-person risk – not just health conditions or ER admissions

- Uses integrated data to assess social determinants of health (SDOH) across six domains

- Identifies under-resourced communities where overall health is impacted by SDOH

- Improves predictions that identify and prioritize customers at increased risk for poor health status and utilization and then deploys additional support and resources to them

- Provides personalized clinical insights about potential SDOH needs

**Low social determinants area**

**High social determinants area**

**Economy. Education. Language. Health coverage. Infrastructure. Food access.**

Cigna's proprietary Social Determinants Index (SDI)

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# Our behavioral health excellence means vitality for our customers

Enhancing behavioral health for consumers and their families

**With appropriate behavioral health planning and treatment intervention, total medical cost savings of up to**

## $2,565

**per person in the 15 months post diagnosis[1]**



**1**

**Early identification**
Predictive analytics

**2**

**Personalized customer engagement**
Customer-preferred modality

**3**

**Enhanced clinical interventions**
Closing gaps in care

**4**

**Improved health outcomes**
Deliver lower costs and better outcomes

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5

# The future U.S. economic outlook is uncertain

**Inflation, unemployment, and Gross Domestic Product (GDP) ebbs and flows** are indicative of the on-going uncertainty for businesses and consumers

Yet, the link between workforce health and business performance continues to be undeniable

## Healthy individuals are healthier for the economy

**45%**
Greater productivity[1]

**37%**
Greater retention and loyalty[1]

1. "The Employer Imperative: Driving US Economic Vitality Through a Healthy, Productive Workforce" is an Economist Intelligence Unit report, commissioned by Cigna, that explores the role of employers in driving links between employee well-being and productivity, business success, and overall economic vitality in the US, particularly when considering the impacts of COVID-19, 2022

# Thank you.

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