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APRIL 2017

For providers



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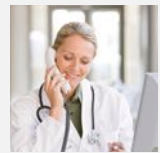
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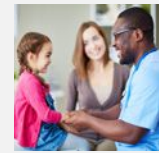
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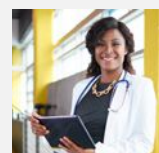
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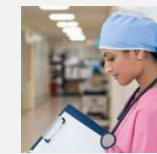
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CULTURAL COMPETENCY IN HEALTH CARE WHITE PAPER

Cigna has developed a new [white paper](#) titled, *Cultural competency in health care: Delivering quality care to an increasingly diverse population*. It explores cultural competency as a way to address health disparities in the United States, covering such topics as:

- › Percentage of racial and ethnic minorities in the United States
- › Types of health disparities
- › Impacts of health disparities on cost, quality, and access
- › Emerging care delivery models that incorporate cultural diversity
- › What health care providers, employers, and health plans can do

How to access the white paper

If you would like to read the white paper, and access additional resources, visit the [Cigna Cultural Competency Training and Resources web page](#). Go to [Cigna.com](#) > Health Care Professionals > Resources > Cultural Competency Training and Resources > [Cultural Competency in Health Care](#). This web page contains many resources, including a practitioner self-assessment, training materials, toolkits, information briefs, and patient communication materials.

Cigna is driving change

We believe it's critical for health care providers, employers, and health plans to recognize the need for – and deliver – culturally competent care and services. We want to optimize the relationships between our customers and their providers to drive improvements in customers' health, affordability of care, and satisfaction. The Cigna Health Equity Council has taken an industry leadership role in these efforts. It is working to develop initiatives and resources that will help build a more culturally competent Cigna workforce, as well as support health care providers as they strive to provide more culturally competent care.

What is cultural competency?

In health care, cultural competency is the ability to recognize and understand cultural distinctions, address unconscious and conscious biases, and adapt care delivery and services to meet individuals' unique social, cultural, and language needs.

Tips for health care providers

- › Identify training needs.
- › Create a welcoming office environment.
- › Establish language service policies and procedures.
- › Document the need for an interpreter or other resources in your patients' records.
- › Collaborate with the community.

To learn more about cultural competency resources specifically for providers and office staff, see the Cultural competency training and resources article in the [Helpful Reminders](#) section on page 19.



CLINICAL, REIMBURSEMENT, AND ADMINISTRATIVE POLICY UPDATES

To support access to quality, cost-effective care for your patients with a medical plan administered by Cigna, we routinely review clinical, reimbursement, and administrative policies for potential updates.

As a reminder, reimbursement and modifier policies apply to all claims, including those for your patients with GWH-Cigna or “G” ID cards. The table below outlines updates to our policies.

Planned policy updates*

POLICY NAME	DESCRIPTION OF SERVICE	UPDATE	EFFECTIVE DATE
Related Services, Supplies, Drugs and Equipment (R27)	New policy related services, supplies, drugs and equipment.	We will implement a new policy, Related Services, Supplies, Drugs and Equipment (R27).	July 9, 2017, for claims processed on or after this date, whether or not the supplies are billed with the device or separately.
Electrical Stimulation Therapy and Devices (O160)		We will deny reimbursement for supplies associated with Electrical Stimulation Therapy and Devices (O160) if the claim for the device was previously denied.	



* Please note that planned updates are subject to change. For the most up-to-date information, please visit CignaforHCP.com.

Additional information, including an outline of monthly coverage policy changes and a full listing of medical coverage policies, is available by logging in to the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Coverage Policies).

If you are not registered for this website, go to CignaforHCP.com and click Register Now. If you do not have Internet access, and would like additional information, please call Cigna Customer Service at **1.800.88Cigna (882.4462)**.



PREVENTIVE CARE SERVICES: FALL PREVENTION POLICY UPDATES

On April 1, 2017, updates became effective for Cigna's Preventive Care Services Administrative Policy A004. The updates relate to the designated wellness codes that are required for coverage of fall prevention services as a preventive service for community-dwelling adults, age 65 and older, who have risk factors. The policy is available on the Cigna for Health Care Professionals website (CignaforHCP.com) > Review Coverage Policies > Medical and Administrative A-Z Index > [Preventive Care Services - \(A004\)](#).

Summary: Preventive care code updates for fall prevention services effective April 1, 2017

UPDATE	ICD-10* CODE	DESCRIPTION
Continue to cover ICD-10 codes:	M62.81	Muscle weakness (generalized)
	R54	Age-related physical debility
	Z91.81	History of falling
Add ICD-10 code:	R26.81	Unsteadiness on feet
Remove ICD-10 codes:	Z51.89	Encounter for other specified aftercare
	W19.xxxS	Unspecified fall, sequel
	Z72.3	Lack of physical exercise
	Z72.9	Problem related to lifestyle, unspecified

* International Classification of Diseases, 10th Edition



PRECERTIFICATION UPDATES

We routinely review our precertification policies for potential updates. As a result of a recent review, we want to make you aware that we updated our precertification list.

Codes added to the precertification list on April 1, 2017.

On April 1, 2017, we added five new Healthcare Common Procedure Coding System (HCPCS) codes to our precertification list.

CODE	DESCRIPTION
C9484	Injection, eteplirsen, 10 mg
C9485	Injection, olaratumab, 10 mg
C9486	Injection, granisetron extended release, 0.1 mg
C9487	Ustekinumab, for intravenous injection, 1 mg

To view monthly precertification updates, as well as the complete list of services that require precertification of coverage, please log in to CignaforHCP.com and click on Precertification Policies under Useful Links. If you are not registered for the website, go to CignaforHCP.com and click Register Now.



COMING SOON: FASTER OPTION FOR SUBMITTING PENDED CLAIM DOCUMENTATION

Soon, there will be a faster way to submit supporting documentation for pended claims. Instead of mailing or faxing it, you will be able to upload and send it to us using a new feature on the Cigna for Health Care Professionals website (CignaforHCP.com). In addition, you'll receive pend reason codes that more clearly explain what documentation is needed. When you use this feature, we'll be able to process your pended claims more quickly.

We're also incorporating features that can help reduce administrative costs related to pended claims, and help you meet claim submission deadlines.

This enhancement will be available to registered users of CignaforHCP.com who have access to the Claims Inquiry function. If you are a registered user of the website, but do not have access to the Claims Inquiry function, ask your office's primary administrator of CignaforHCP.com to assign you access.

If you are not registered for the website, go to CignaforHCP.com and click Register Now. For more information about the website, access levels, and how to register, go to CignaforHCP.com > [Learn how to register](#).

A note about ANSI 275 Electronic Claim Attachments

There is a similar initiative under way to give providers the ability to submit supporting documentation electronically using the ANSI 275 Electronic Claim Attachments transaction. This functionality is anticipated for release in late 2017.



NATIONAL eSERVICES WEBINAR SCHEDULE

You're invited to join interactive, web-based demonstrations of the Cigna for Health Care Professionals website (CignaforHCP.com). Learn how to navigate the site and perform time-saving transactions such as precertification, claim status inquiries, electronic funds transfer (EFT) enrollment, and more. The tools and information you'll learn about will benefit you and your patients with Cigna coverage.

TOPIC	DATE	TIME (PST / MST / CST / EST)	LENGTH	MEETING NUMBER
CignaforHCP.com Overview	Thursday, May 4, 2017	11:30 AM / 12:30 PM / 1:30 PM / 2:30 PM	90 min	712 581 514
Eligibility & Benefits / Cigna Cost of Care Estimator	Wednesday, May 10, 2017	12:00 PM / 1:00 PM / 2:00 PM / 3:00 PM	45 min	712 675 492
EFT Enrollment, Online Remittance, and Claim Status Inquiry	Thursday, May 18, 2017	11:00 AM / 12:00 PM / 1:00 PM / 2:00 PM	45 min	712 013 068
Online Precertification	Tuesday, May 23, 2017	10:00 AM / 11:00 AM / 12:00 PM / 1:00 PM	45 min	710 264 965
CignaforHCP.com Overview	Thursday, June 8, 2017	10:00 AM / 11:00 AM / 12:00 PM / 1:00 PM	90 min	711 347 319
Eligibility & Benefits / Cigna Cost of Care Estimator	Wednesday, June 14, 2017	11:00 AM / 12:00 PM / 1:00 PM / 2:00 PM	45 min	718 476 436
EFT Enrollment, Online Remittance, and Claim Status Inquiry	Wednesday, June 21, 2017	12:00 PM / 1:00 PM / 2:00 PM / 3:00 PM	45 min	716 608 910

Preregistration is required for each webinar

1. Go to CignaVirtual.Webex.com.
2. Enter the meeting number; then click Join.
3. Enter the session password **123456**.
(This is the password for each webinar.) Click OK.
4. Click Registration.
5. Enter the requested information and click on Register.
6. You'll receive a confirmation email with meeting details.

To join the audio portion of the webinar

Call **1.888.Cigna.60 (244.6260)** and enter passcode 684113# when prompted.

Questions?

Contact: Cigna_Provider_eService@Cigna.com.



PARTICIPATE IN THE 2017 LEAPFROG HOSPITAL SURVEY

Cigna encourages hospitals to participate in the Leapfrog Hospital Survey. We use Leapfrog Hospital Safety Grades in the Cigna Centers of Excellence Hospital Value Profiles, which include hospital performance information collected from this survey.

Important survey dates

Similar to previous years, you can complete the 2017 Leapfrog Hospital Survey online at the Leapfrog Group website (LeapfrogGroup.org) > [Survey Login and Materials](#) from April 15, 2017 through December 31, 2017.

June 30, 2017 is the deadline to complete the survey if you want your responses to be included in the first release of the 2017 Leapfrog Hospital Survey results. After that, you can still submit new surveys, as well as update previously submitted 2017 surveys, until December 31, 2017. Each month, the results will be publicly reported, by hospital, at LeapfrogGroup.org/compare-hospitals.

IMPORTANT DATES: 2017 LEAPFROG HOSPITAL SURVEY

DATE	DESCRIPTION
April 1, 2017	Hard-copy survey available for download
April 15, 2017	Online survey available
April 15–June 30, 2017	Submission period for inclusion in the first release of survey results
July 1–December 31, 2017	Submission period to submit surveys and update previously submitted 2017 surveys for inclusion in monthly updates

Additional information

For more information about The Leapfrog Group and how to participate in the 2017 Leapfrog Hospital Survey, please visit LeapfrogGroup.org.

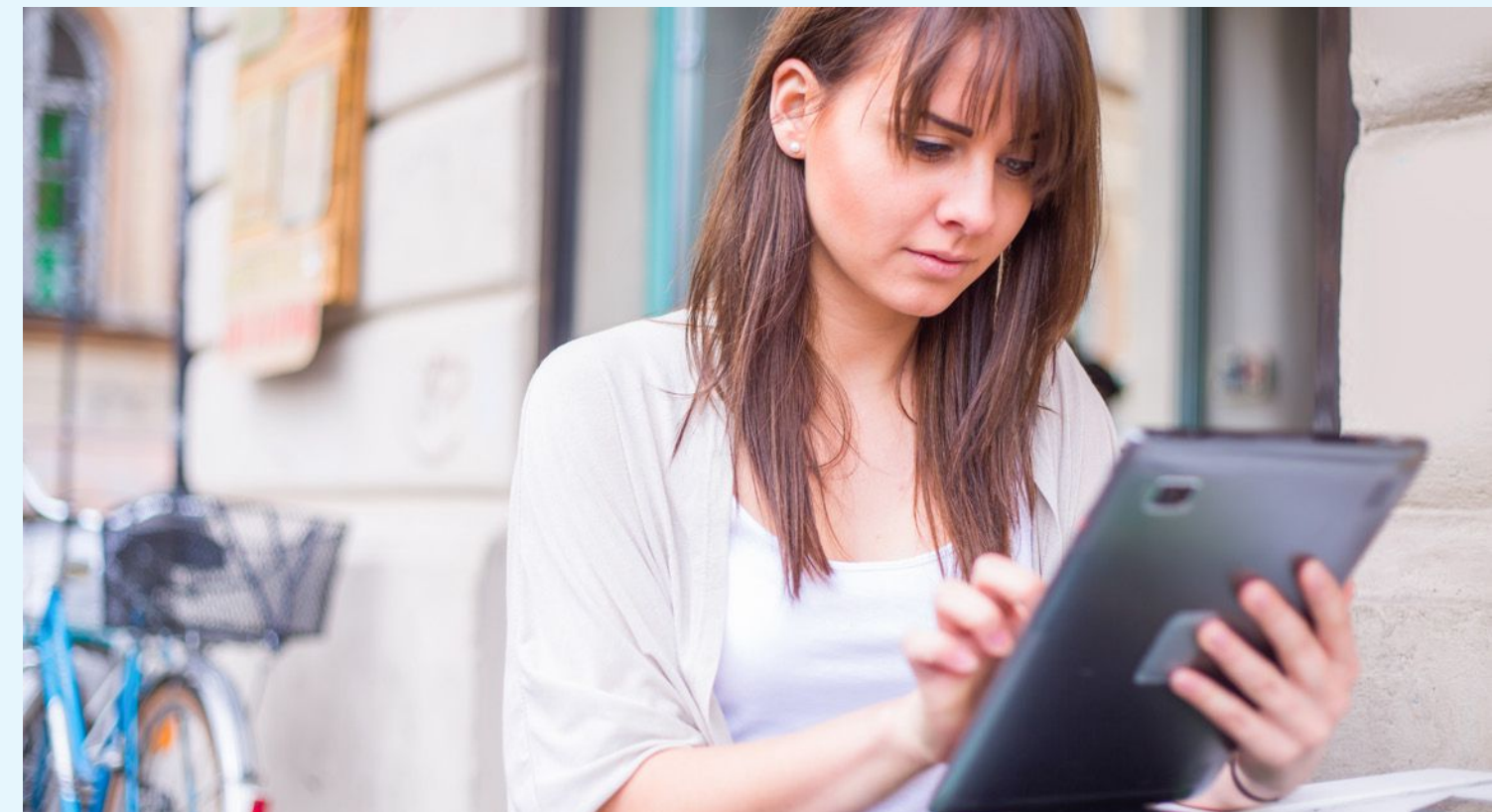
HEDIS DATA COLLECTION REMINDER

In February 2017, we mailed our initial requests for medical record reviews to providers' offices to collect data for the Healthcare Effectiveness Data and Information Set (HEDIS®), a core set of performance measures that provide an in-depth analysis of the quality of care that health care organizations provide to their customers.

The HEDIS medical record review is time sensitive, and you are required to cooperate with the HEDIS data collection under the terms of your provider agreement.

If you have a secure electronic medical record system, and will allow access to it through our secure network, you can complete HEDIS requests remotely. You can also securely fax the requested documentation to us.

For more information on HEDIS, log in to the Cigna for Health Care Professionals website (CignaforHCP.com) > Medical Resources > Commitment to Quality > Quality > Healthcare Effectiveness Data and Information Set Record Collection).



REQUIREMENT TO PRECERTIFY ONCOLOGY MEDICATIONS THROUGH EVICORE

On February 20, 2017, we implemented an integrated oncology management program for our commercial business. The program is administered through eviCore healthcare (eviCore), a national ancillary provider. You must precertify certain medical oncology medications through eviCore instead of Cigna, including primary chemotherapy and supportive drugs, such as medical injectables and infusions.

On June 26, 2017, we will expand the program to include precertification of oral chemotherapy medications. This will allow you to submit one integrated precertification request to eviCore for both the medical and pharmacy medications needed for a planned course of treatment. The goal is to ease the administrative burden on you so you can concentrate on providing your patients

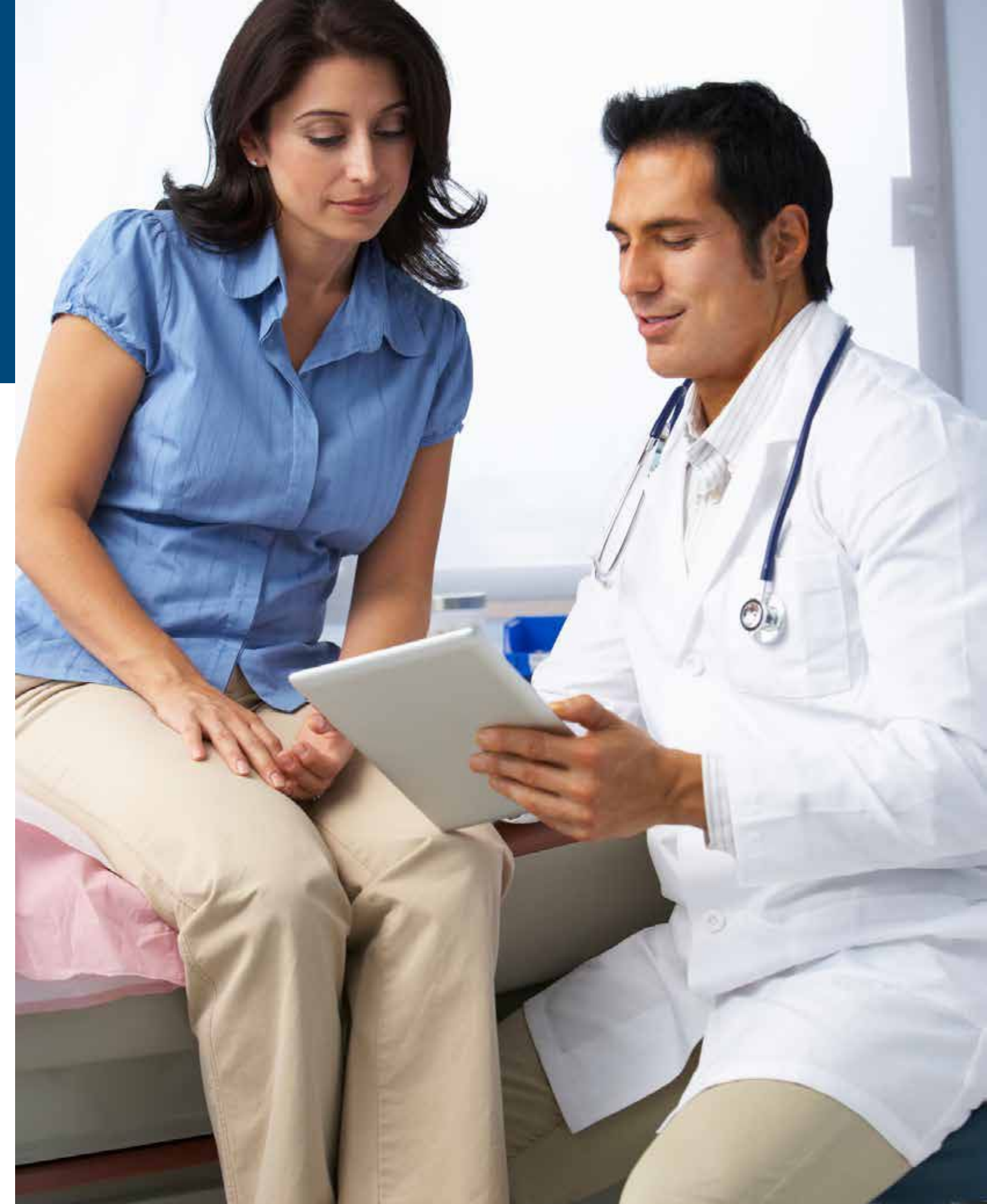
who have Cigna-administered coverage with a coordinated, medically appropriate course of cancer treatment.

eviCore will review your patient’s entire treatment plan for coverage rather than reviewing each medication individually. Coverage for the treatment plan will be evaluated based on National Comprehensive Cancer Network® (NCCN) Clinical Practice Guidelines in Oncology (NCCN Guidelines®), and our medical oncology coverage policies.

Please note that your patients who are undergoing active treatments on and after February 20, 2017, and on and after June 26, 2017, may continue to receive coverage for their existing approved medical and pharmacy medications.

Resources to support you

RESOURCE	DESCRIPTION	WEBSITE
Online precertifications: eviCore website	The preferred and most efficient way to submit precertification requests	eviCore.com > Login: Providers (user ID and password required)
Cigna medical oncology resources	List of medical oncology medications requiring precertification, program information, a Quick Reference Guide, and information about our coverage guidelines	eviCore.com/Cigna/Pages/MedicalOncology.aspx
NCCN guidelines for oncology	NCCN guidelines for oncology	NCCN.org > NCCN Guidelines



CIGNA CENTERS OF EXCELLENCE FOR HOSPITALS

The Cigna Centers of Excellence (COE) program is designed to meet the growing customer demand for information about patient outcomes (quality) and cost efficiency at hospitals.

We use publicly available, hospital self-reported All-Payer and Medicare Provider Analysis & Review (MedPAR) data to evaluate hospitals. Cigna claims data may also be used to supplement data for certain procedures. This increases the volume of data for evaluation. We then designate participating hospitals that meet our specific patient outcomes and cost-efficiency criteria as COEs by procedure and condition.

Profiles are available to patients with Cigna coverage for most hospitals participating in our network.

About the hospital profile

- › Hospitals can receive a score of up to three stars (*) each, for both patient outcomes and cost-efficiency measures, for each surgical procedure and medical condition evaluated.
- › Hospitals that attain at least five stars (three stars for patient outcomes and two stars for cost efficiency, or three stars for cost efficiency and two stars for patient outcomes), receive the Cigna COE designation for that procedure, condition, or condition category.

- › A hospital's score may not display in the online provider directory if:
 - There is insufficient All-Payer or MedPAR data available to meet the patient volume requirement for that procedure or condition.
 - A surgical procedure is not performed, or a condition is not treated, at the hospital.
 - A contract limitation prohibits display of quality and cost data.

Because the COE program reflects only a partial assessment of quality and cost efficiency for select hospitals, it should not be the sole factor used when you or your patients make decisions about where they should receive care. We encourage individuals to consider all relevant factors, and to speak with their treating physician when selecting a hospital.



Timeline for COE designations and displays

DATE	ACTION
October 31, 2016	Hospitals were notified of their 2017 results.
January 4, 2017	Hospital reconsideration requests were due for the updated information to appear on the initial display of the Cigna COE designations in the second quarter of 2017. We will still process reconsideration requests we receive after this date, and any amended results will be reflected in the next directory update.
Second quarter 2017	COE information will be available in the provider directory on Cigna.com and myCigna.com .

Additional information

Please contact your Cigna contractor to obtain your hospital COE results. After you review your information, you can request that we reconsider your results or correct inaccuracies, or you may submit additional information for review and reconsideration by:

- › Email: PhysicianEvaluationInformationRequest@Cigna.com
- › Fax: 1.866.448.5506

You must include the facility name, Taxpayer Identification Number, and contact information. A Network Clinical Manager or Specialist will contact you to discuss the request, initiate the Selection Review Committee review process, and provide a written response within 30 days of receipt of the reconsideration request.

To learn more about the methodology we use to determine COE designations, please review our white paper at the Cigna for Health Care Professionals website (CignaforHCP.com > Explore Medical Resources > Commitment to Quality > [Cigna Centers of Excellence Whitepaper 2017-2018](http://CignaCentersofExcellenceWhitepaper2017-2018)).



OPIOID EPIDEMIC: FINDING SOLUTIONS

Cigna is striving to change the conversation about the opioid epidemic – away from shame and blame, and toward compassion and community efforts to help solve the problem. As part of these efforts, we are collaborating with providers, offering support and resources for practice-based efforts, and sharing helpful information with customers.

Opioid Quality Improvement Pledge

Join the more than 135 provider groups, representing 60,547 providers, in signing this pledge. Our goal is to raise awareness of the Surgeon General's Turn the Tide prescriber pledge, and ask providers for their commitment to quality improvement activities that will:

- › Reduce potentially hazardous opioid prescribing
- › Improve the coordination and quality of care for patients who are taking opioids

Access the [Opioid Quality Improvement Pledge](#) on the Cigna for Health Care Professionals website ([CignaforHCP.com](#) > Resources > Pharmacy Resources > Pharmacy Clinical Programs > Enhanced Narcotic Therapy Management > [Opioid Quality Improvement Pledge](#)). Please email signed pledges to us at PledgeResponses@Cigna.com.

Resources for providers

- › [Opioid Quality Improvement Playbook](#). This is a compilation of quality-improvement activities that provider groups have implemented in their own practices to address opioid use and to educate their patients. They are sharing these initiatives with other groups that want to implement or enhance a quality-improvement program. Go to [CignaforHCP.com](#) > Resources > Pharmacy Resources > Pharmacy Clinical Programs > [Enhanced Narcotic Therapy Management](#). The Playbook will be under the Opioid Quality Improvement section at the bottom of the page. If you have a quality-improvement activity you would like to share, please email us at PledgeResponses@Cigna.com.
- › [Treating Pain flyer](#) – This flyer discusses the risks, benefits, and alternatives to opioids as a pain management strategy. It is available for you to share with your patients.
- › [Enhanced Narcotic Therapy Management web page](#). This is a web page that contains helpful information, such as links to the Centers for Disease Control and Prevention (CDC) clinical guidelines, clinical tips, and screening tools for providers. To access the web page, go to [CignaforHCP.com](#) > Resources > Pharmacy Resources > Pharmacy Clinical Programs > [Enhanced Narcotic Therapy Management](#).

Resources for your patients

If you have patients who are coping with substance use – their own or that of a loved one – refer them to these helpful resources. They are available to all of your patients, at no charge.

- › [Substance Abuse and Mental Health Problems web page](#). This website contains helpful information and resources for people about substance use and mental health. Go to [Cigna.com](#) > Personal > Health & Wellness > Wellness and Medical Topics > [Substance Abuse and Mental Health Problems](#).
- › [Online seminars](#). These free online seminars, led by a substance use expert, are open to anyone who wants to learn more about substance use. Go to [Cigna.com](#) > Personal > Health & Wellness > Behavioral Awareness Series > Coping With Substance Use > [Coping with Substance Use Disorders](#).

Other resources

Refer to our [Opioid Epidemic FAQ](#) for information about the major drivers of the epidemic, our response, and the actions being taken nationally to address this crisis. Go to [Cigna.com](#) > About Cigna > Company Profile > Health Care Leadership > Let's Find Solutions, Not Fault > Opioid Epidemic FAQs > [Our response to address the growing opioid epidemic](#).



SPECIALTY CARE OPTIONS PROGRAM FOR INJECTABLE MEDICATIONS

Our Specialty Care Options team offers personalized service to customers who receive specialty injectable medications. Our goal is to help ensure they receive their medication for the right indication, at the right dose and frequency, and in the right setting.

Prior authorization reviews at the time of renewal

For consistency with each customer's benefit plan, we will review the prior authorization for their specialty injectable medications at the time of renewal. If clinically appropriate, we may facilitate transition of the infusion from an outpatient hospital setting to a less intense site of care, such as a nonhospital-affiliated provider's office, freestanding infusion center, or the customer's home. Our team of Medical Directors, pharmacists, and case managers will support providers and customers throughout the process. Please note that authorization of coverage for infusion at a hospital outpatient setting may be denied by a Medical Director if it is not medically necessary for the patient to receive services at that level of care.

There are no changes to how prescribing or treating providers should submit prior-authorization requests for specialty injectable medications. However, at the time of renewal, a Cigna Medical Director or Pharmacist may call you to discuss whether a less intense setting may be clinically appropriate. For customers whose physicians request services in a provider's office, a freestanding infusion center, or a home setting, there will be no change in process.

Additional information

For more information about our [Medication Administration Site of Care \(Coverage Policy 1605\)](#), including medical necessity guidelines, log in to the Cigna for Health Care Professionals website ([CignaforHCP.com](#)) Resources > Coverage Policies > Pharmacy (Drugs, Vaccines & Biologics) A-Z Index > [Medication Administration Site of Care - \(1605\)](#).



FORMULARY CHANGES TO PROMOTE DRUG SAFETY AND AFFORDABILITY

We will be updating our drug formulary effective July 1, 2017, focusing on the following two categories:

- › **High-priced drugs.** Changes will affect certain drugs that have experienced significant price increases, or are inappropriately priced compared to identical or near-identical products with similar outcomes.
- › **Opioids.** Programs will be implemented that are structured around the Centers for Disease Control and Prevention (CDC) opioid guidelines to ensure customer safety and clinical appropriateness – primarily for first-time users.

As a result of these changes, some drugs may be:

- › Removed from the formulary (covered on an exception basis subject to medical necessity review)
- › Reviewed under our utilization management program (e.g., prior authorization, quantity limits, etc.)
- › Subject to prior authorization for a newly prescribed, long-term opioid
- › Subject to quantity limits for a newly prescribed, short-term opioid

What this means to you and your patients with Cigna coverage

In late March 2017, we sent letters explaining the drug list changes to affected providers and customers.

Your Cigna patients may contact you directly to discuss medication alternatives.

Beginning July 1, 2017, customers who continue filling prescriptions that are no longer covered may experience higher out-of-pocket costs. We encourage you to work with your patients who have Cigna pharmacy coverage to find covered, clinically appropriate alternative medications before this date.

Additional information

If you would like a list of the affected drugs, or a way to search for alternative medications for your patients, refer to the “Prescription drug list changes for July 2017” (below) and “Customer-specific drug coverage search tool” (next page).

Prescription drug list changes for July 2017

This list highlights the covered preferred brand-name and generic medications within the affected drug classes. *These changes only apply to Cigna’s non-Medicare customer and to the Standard Prescription Drug List. It does not reflect the entire list of covered and non-covered drugs for this or any other Cigna drug list.* You can find the list on the Cigna for Health Care Professionals website (CignaforHCP.com) > Resources > Pharmacy Resources > Cigna’s Prescription Drug Lists > [2017 Prescription Drug List Changes](#) *You do not need to be registered for the website to access this list.*

Customer-specific drug coverage search tool

This tool allows you to search specific drug lists for customers with Cigna-administered coverage, and view the customer’s out-of-pocket costs based on their plan benefits. You can find this resource by logging in to CignaforHCP.com > Resources > Pharmacy Resources > Cigna’s Prescription Drug Lists. *You must be a registered user of the website to use this tool.*

If you have questions about this change, please call Cigna Customer Service at **1.800.88Cigna (882.4462)**.

OPIOID FORMULARY CHANGES

On July 1, 2017, we will be implementing changes to our utilization management practices that focus primarily on new prescriptions for short- and long-acting opioids. These changes are based on the CDC opioid guidelines. The intent is to promote the use of alternative treatment options, when clinically appropriate, to minimize exposure to these potent and addictive drugs.

- › **Prior authorization requirements.** First-time prescriptions for long-acting opioids will require prior authorizations when there have been no prescriptions for long-acting opioids within the last 120 days.

› **Quantity limits.** These have been added to the following drug classes:

- Short-acting opioids (exceeding a 15-day supply when there have been no prescriptions for short-acting opioids within the last 90 days)
- High-dose, short-acting prescriptions (U.S. Food and Drug Administration [FDA] drug safety dosing recommendations)
- Cough agents with codeine (FDA drug safety dosing recommendations)

Exceptions

Customers in hospice, and those with cancer and sickle cell disease, will be excluded from these changes. We will automatically authorize their opioid prescriptions through the Cigna Pharmacy Claims Enhancement Program when we detect these conditions.

Together, we can make a difference

Opioid use disorder affects men, women, and children without discrimination. We are committed to collaborating with you to help you provide the best possible care to your patients.

The United States is facing an opioid use crisis

- › Approximately 2.5 million Americans have a substance use disorder related to prescription opioids or heroin.*
- › The U.S. consumes 80 percent of the world supply of prescription opioids.**
- › In 2014, there were approximately 29,000 drug overdose deaths linked to opioids and heroin in our country, or about 80 people every day.***

That is why, over the past year, Cigna has been leading a coordinated, comprehensive response to stem the epidemic, including a commitment to decrease customers’ opioid prescriptions by 25 percent by 2019.

* Rodolico, J. NPR, “Anatomy of Addiction: How Heroin and Opioids Hijack the Brain,” 12 January 2016.

** American Society of Addiction Medicine, “Opioid Addiction: 2016 Facts & Figures,” 2016.

*** Rudd, R.A., et al. Morbidity and Mortality Weekly Report (MMWR), “Increases in Drug and Opioid Overdose Deaths – United States, 2000 - 2014,” 1 January 2016.



TARGETING CHRONIC HEALTH NEEDS IN THE U.S. VIRGIN ISLANDS

Over the next three years, the Cigna Foundation will be helping support the needs of people in the U.S. Virgin Islands who are living with obesity, high blood pressure, diabetes, and other chronic conditions. This will be done through \$250,000 in grants that will be made to nonprofit organizations that use community health workers. These are trusted members of the community who understand the challenges of the local people, and help them access and use health care and social services.

“We’re pleased to offer support to the U.S. Virgin Islands to tackle some of their most pressing health problems,” said Scott Evelyn, General Manager for Cigna’s business in the U.S. Virgin Islands. Cigna provides medical and dental coverage to U.S. Virgin Island’s government employees in St. Thomas, St. John, and St. Croix. “This is vitally important work, as the region compares poorly to the health status of Americans living on the mainland.”*

“I strongly encourage eligible nonprofits to take advantage of this opportunity,” said U.S. Virgin Islands Governor Kenneth Ezra Mapp. “We have made wellness initiatives a priority, and it’s my hope that we can continue to do more locally in terms of prevention and improving our quality of life. We must

focus on addressing the chronic illnesses that plague our community – particularly high blood pressure and diabetes.”

Interested organizations were asked to send proposals outlining their programs to Foundationgrants@Cigna.com by April 15, 2017. Once all ideas are reviewed, the Cigna Foundation will contact organizations with whom it wants to explore relationships.

“It’s our hope that our support can, in part, address the health disparities caused by social and/or economic barriers to health in the U.S. Virgin Islands,” said David Figliuzzi, Executive Director of the Cigna Foundation. “We look forward to working with nonprofits to help meet the urgent health needs here, and help improve quality of life.”

About the Cigna Foundation

The Cigna Foundation, founded in 1962, is a private foundation funded by contributions from Cigna Corporation (NYSE: CI) and its subsidiaries. The Cigna Foundation supports organizations sharing its commitment to enhancing the health of individuals and families, and the well-being of their communities, with a special focus on those communities where Cigna employees live and work. Cigna.com/Foundation

* Central Intelligence Agency. [Accessed 12 April 2011]; World factbook: Virgin Islands. 2010 Available from: CIA.gov/library/publications/the-world-factbook/geos/vq.html.



SUPPORTING WOMEN'S AND CHILDREN'S HEALTH WORLDWIDE

To help improve the health, well-being and sense of security for women and children worldwide, the Cigna Foundation recently announced \$120,000 in grants to five non-governmental organizations. Four of the grants were for four [Leaders' Quest](#) organizations, and one was for [Guiding Light Orphans](#).

"Together, these five organizations are bringing health and hope to communities across the globe, and helping to guide and serve some of our world's most vulnerable. The Cigna Foundation is proud to stand with these organizations and help them carry out their vital work," said David Figliuzzi, Cigna Foundation Executive Director.

Leaders' Quest

This global social enterprise works with leaders worldwide who want to create a sustainable, more inclusive world. "We are honored to receive this extraordinary grant from the Cigna Foundation in support of our partner organizations who work tirelessly to improve the health and well-being of underserved individuals in their communities," said Lisa Smith, Director of Development at [Leaders' Quest](#).

The following [Leaders' Quest](#) organizations will receive support from the Cigna Foundation:

- › **The Campaign to Sustain Healthy Childbirths**, in Kenya, is led by [Jacaranda Health](#). It's creating East Africa's first sustainable and scalable maternal health service delivery organization for low-income women. The model provides comprehensive maternity care at a network of

high-quality, affordable maternity hospitals in peri-urban Nairobi, close to where women need them. [Jacaranda Health](#) provides respectful patient-centered obstetric care, safe delivery, family planning, and postnatal care.

- › **The Right to Pee campaign**, in India, is a grassroots advocacy initiative led by [CORO India](#) to address the lack of clean, safe, and free public toilets for women in India. Public toilets for women are often dirty, with broken doors and no running water or lights. Where there are no public toilets, the search for a suitable place comes with the constant threat of sexual harassment or rape. Women who lack access to clean, safe sanitation tend to drink less water and control their bladders for as many as 13 hours a day. This has significant, long-term effects on their reproductive, sexual, and overall health.



- › **Mumbai Mobile Creches**, in Mumbai, disseminates information, builds community relationships, and communicates with migrant workers living on construction sites. Its teachers aim to raise awareness about important social, personal, or community issues, and provide information and resources to help address these issues. Teachers and field staff determine which subjects are most helpful for the community, based on their interactions with the migrant workers. Topics include school admissions processes, common illnesses during the monsoon season, birth registration forms, personal hygiene, and hygienic food preparation. A companion program, The Care on Wheels Mobile Bus program, provides essential educational and health services to children at smaller sites.
- › **Carney's Community**, in the United Kingdom, provides a combination of sports and boxing fitness sessions, combined with long-term,

consistent, and unconditional support to their local community's most disadvantaged groups (with a focus on ex-offenders and people with disabilities). The charity recently set up a social enterprise to train participants, and then employ them to deliver personal training and fitness sessions to the public. It also provides emotional well-being counseling, family mediation, and mentoring through one-to-one and family therapy sessions.

Guiding Light Orphans

This Avon, Connecticut-based charity will be using the Cigna Foundation grant money to open the Nyantonzi Community Health Clinic in a rural village in Uganda. This clinic will serve people who have little access to health care, and provide a base for [Guiding Light Orphans](#) Village Health Teams. The teams are made up of specially-trained volunteers who reach out to villagers that are often ostracized by others because they have epilepsy, acquired immune deficiency syndrome (AIDS), and other afflictions.



CALIFORNIA LANGUAGE ASSISTANCE LAW

California law requires health plans to provide Language Assistance Program (LAP) services to eligible customers with limited-English proficiency (LEP).

To support this requirement, Cigna provides language assistance services for eligible Cigna participants, including those covered by our California health maintenance organization (HMO), Network Open Access, and Network Point of Service (POS) plans, as well as individuals covered under a California-sitused preferred provider organization (PPO) plan.

Cigna LAP-eligible customers are entitled to the following free services:

- › Spanish or Traditional Chinese translation of documents considered vital according to California law.
- › Interpreter services at each point of contact, such as at a provider's office or when calling customer service.
- › Notification of rights to LAP services.

California capitated provider groups are responsible for:

- › Inserting or including the LAP notification to English-vital documents sent to covered HMO individuals.
- › Educating providers that they must offer Cigna's free telephone interpreter services by calling **1.800.806.2059** to support their LEP patients with Cigna coverage. Even if a provider or office staff speaks in the patient's language, a telephone interpreter must always be offered. If the patient refuses to use a trained interpreter, it must be documented in their medical record.

You can obtain additional information in several ways:

- › Refer to the California edition of the Cigna Reference Guide for physicians, hospitals, ancillaries, and other providers by logging in to the Cigna for Health Care Professionals website (CignaforHCP.com > Resources > Reference Guides > Medical Reference Guide > Health Care Professional Reference Guides).
- › Download an overview presentation or informational flyer by visiting the Cigna website (Cigna.com > Health Care Professionals > Resources > Clinical Payment and Reimbursement Policies > Claim Policies, Procedures and Guidelines > California Language Assistance Program – [Overview Presentation](#) or [Cigna Medical Requirements](#)).
- › Contact your Experience Manager.

Racial and linguistic diversity at a glance

Cigna collects language preference, race, and ethnicity data for California-eligible customers.

Language

Cigna uses California demographic data as a proxy for our customer base until we have a statistically valid number of customer language preference records. The following data is currently available:

- › 44% of the California population (over five-years old) speak a language other than English.*
- › Spanish (29%), Cantonese, and Mandarin (3%) are the top three non-English languages spoken in California.*

Racial and ethnic composition

The data below is an indirect estimation of the racial composition of Cigna's California customers. The figures were derived from a methodology that uses a combination of census geocoding and surname recognition.

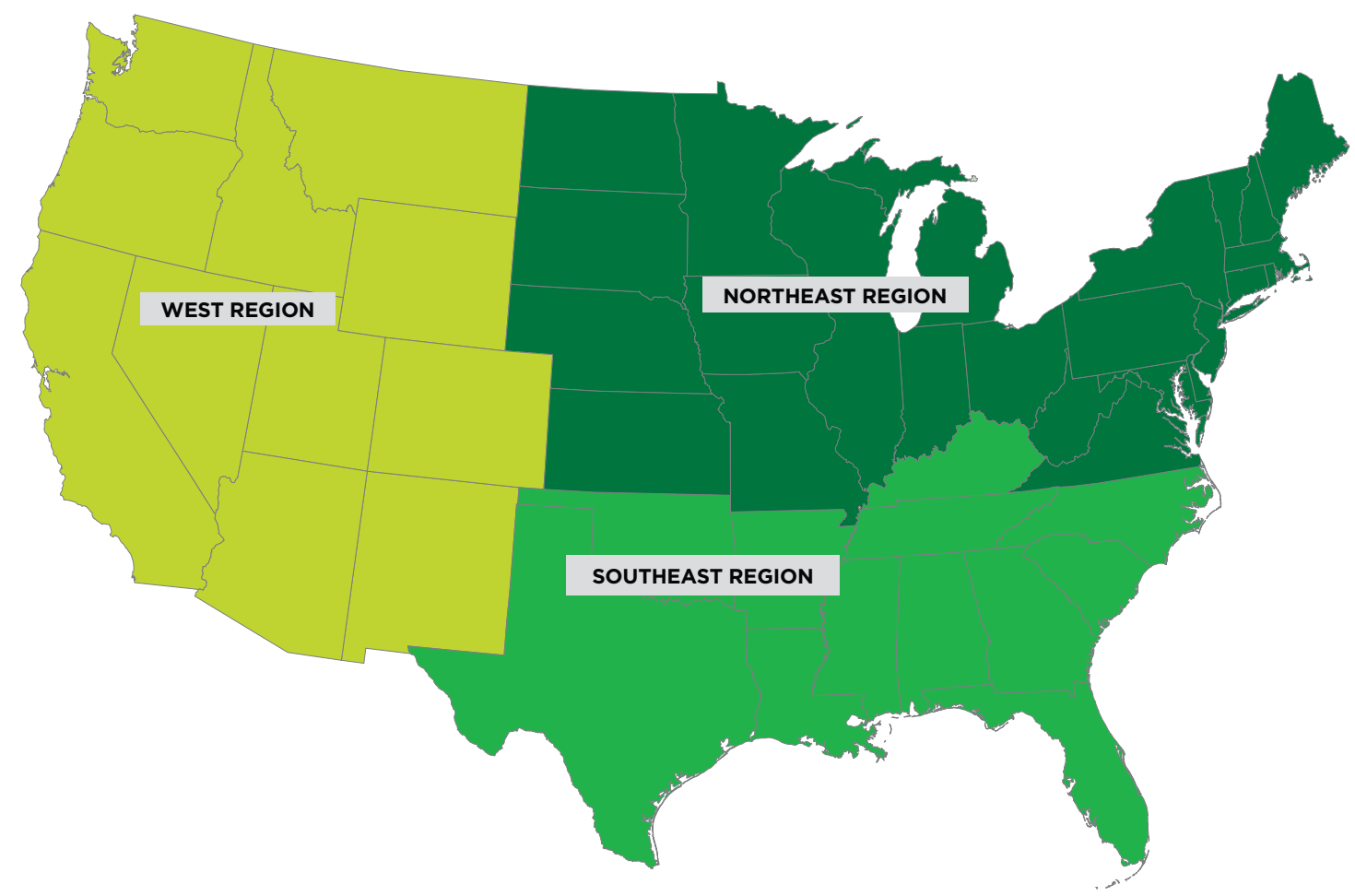
- › 49% Caucasian
- › 24% Hispanic
- › 21% Asian
- › 3% African American
- › 3% Other

*U.S. Census Bureau, 2011-2015, 5-Year American Community Survey.



MARKET MEDICAL EXECUTIVES CONTACT INFORMATION

CLICK ON YOUR REGION TO VIEW YOUR MME CONTACT INFORMATION



Cigna Market Medical Executives (MMEs) are an important part of our relationship with providers. They provide personalized service within their local regions and help answer your health care related questions. MMEs cover specific geographic areas so they are able to understand the local community nuances in health care delivery. This allows them to provide you with a unique level of support and service.

NATIONAL

Nicholas Gettas, MD

Chief Medical Officer,

1.804.240.9935

Cigna Regional Accounts

Reasons to call your MME

- ▶ Ask questions and obtain general information about our clinical policies and programs.
- ▶ Ask questions about your specific practice and utilization patterns.
- ▶ Report or request assistance with a quality concern involving your patients with Cigna coverage.
- ▶ Request or discuss recommendations for improvements or development of our health advocacy, affordability, or cost-transparency programs.
- ▶ Recommend specific physicians or facilities for inclusion in our networks, or identify clinical needs within the networks.
- ▶ Identify opportunities to enroll your patients in Cigna health advocacy programs.



QUICK GUIDE TO CIGNA ID CARDS: INTERACTIVE DIGITAL TOOL

The Quick Guide to Cigna ID Cards contains samples of the most common customer ID cards, along with detailed line-item information. You can view it using our online interactive ID tool or as a PDF.

To access the guide:

- › Go to Cigna.com > Health Care Professionals > [Sample ID Cards](#), or go to the Cigna for Health Care Professionals website, CignaforHCP.com > [View Sample ID Cards](#).
- › You'll see sample images of the most common ID cards.
- › To view only the cards for certain plan types, click "Filter Cards by Category" and select one or more plan types – such as Managed Care Plans, Individual & Family Plans, Strategic Alliance Plans, etc. – from the categories that appear.
- › Choose the image that matches your patient's ID card; the selected sample ID card will appear.
- › Hover over each number shown on the card for more details about that section, or read the key on the right-hand side of the screen.
- › Click "View the Back" to see the reverse side of the card.

- › Click "About This Plan" to read more about the plan associated with this ID card.
- › Click "View Another Card Type" to view a different sample ID card.
- › If you prefer to view a PDF of the guide, click "View the print version of the guide."

Other information you can access

On every screen of the ID card tool, you can click a green tab for more information about:

- › The myCigna App
- › More ways to access patient information when you need it
- › Important contact information

Click [here](#) to use the digital ID card tool.



USE THE NETWORK

Help your patients keep medical costs down by referring them to providers in our network. Not only is that helpful to them, but it's also good for your relationship with Cigna, as it's required in your contract. There are exceptions to using the network – some are required by law, while others are approved by Cigna before you refer or treat the patient. Of course, if there's an emergency, use your professional discretion.

For a complete list of Cigna participating physicians and facilities, go to Cigna.com > Find a Doctor > [Select a Directory](#).

2017 CIGNA REFERENCE GUIDES

The 2017 Cigna Reference Guides for participating physicians, hospitals, ancillaries, and other health care professionals have been updated. They contain many of our administrative guidelines and program requirements, and include information pertaining to participants with Cigna, GWH-Cigna, and "G" ID cards.

Access the guides

You can access the reference guides by logging in to the Cigna for Health Care Professionals website (CignaforHCP.com) > Resources > Reference Guides > Medical Reference Guides > Health Care Professional Reference Guides. You must be a registered user to access this site. If you are not registered for the website, click on Register Now. If you prefer to receive a paper copy or CD-ROM, call **1.877.581.8912** to request one.





GO GREEN – GO ELECTRONIC

Would you like to reduce paper to your office? Sign up now to receive certain announcements and important information from us right to your in-box.

When you register for the Cigna for Health Care Professionals website (CignaforHCP.com), you can:

- › Share, print, and save – electronic communications make it easy to circulate copies
- › Access information anytime, anywhere – view the latest updates and time-sensitive information online

When you register, you will receive some correspondence electronically, such as *Network News*, while certain other communications will still be sent by regular mail.

If you are a registered user, please check the My Profile page to make sure your information is current. If you are not a registered user but would like to begin using the website and receive electronic updates, go to CignaforHCP.com and click Register Now.

CULTURAL COMPETENCY TRAINING AND RESOURCES

As the population in the United States continues to diversify, it's important to obtain a better understanding of culturally driven health care preferences. That's why Cigna has identified and created relevant cultural competency resources specifically for providers and office staff.

Relevant tool kits, articles, and videos are just a few clicks away. Don't forget to check out one of the most popular resources, [CultureVision™](#). Gain insight into culturally relevant patient care for more than 60 cultural communities, or take a cultural competency self-assessment to learn more about yourself.

Visit the Cultural Competency Training and Resources page on Cigna.com to learn more. There are two ways to navigate to this page:

Cigna.com > Health Care Professionals > Resources > [Cultural Competency Training and Resources](#) **OR**
CignaforHCP.com > Explore Medical Resources > Doing Business with Cigna > [Cultural Competency Training and Resources](#)

URGENT CARE FOR NONEMERGENCIES

People often visit emergency rooms for non-life-threatening situations, even though they usually pay more and wait longer. Why? Because they often don't know where else to go.

You can give your patients other options. Consider providing them with same-day appointments when it's an urgent problem. And when your office is closed, consider directing them to a participating urgent care center rather than the emergency room, when appropriate.

For a list of Cigna's participating urgent care centers, view our Provider Directory at Cigna.com > Find a Doctor > [Select a Directory](#).



HAVE YOU MOVED RECENTLY? DID YOUR PHONE NUMBER CHANGE?

Check your listing in the Cigna directory

We want to be sure that Cigna customers have the right information they need to reach you when seeking medical care. We also want to accurately indicate whether you are accepting new patients. Please check your listing in our provider directory, including your office address, telephone number, and specialty. Log in to CignaforHCP.com > Working With Cigna.

If your information is not accurate or has changed, it's important to notify us – it's easy. Submit changes electronically using the online form available on the Cigna for Health Care Professionals website (CignaforHCP.com). After you log in, select Working With Cigna on your dashboard, and then choose the appropriate update link under "Profile Information for Cigna contracted providers, facilities, and other health care providers." You will be directed to the online form to complete and submit. You may also submit your changes by email, fax, or mail.

Email: Intake_PDM@Cigna.com

Fax: 1.877.358.4301

Mail: Two College Park Dr.
Hooksett, NH 03106

Update your email address to continue receiving *Network News* and alerts

Notify us if your email address changes so that you won't miss any important communications, such as *Network News*, alerts, and other emails. It only takes a moment. Just log in to CignaforHCP.com > Settings & Preferences to make the updates. You can also change your phone number and password at this site.



LETTERS TO THE EDITOR

Thank you for reading *Network News*. We hope you find the articles informative, useful, and timely, and that you've explored our digital features that make it quick and easy to share and save articles of interest.

Your comments or suggestions are always welcome. Please email NetworkNewsEditor@Cigna.com or write to Cigna, Attn: Provider Communications, 900 Cottage Grove Road, Routing B7NC, Hartford, CT 06152.

ACCESS THE ARCHIVES

To access articles from previous issues of *Network News*, visit Cigna.com > Health Care Professionals > [Newsletters](#). Article topics are listed for each issue.

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