

How CIGNA Care Management helps control costs.

As medical costs continue to rise, care management can help control them. CIGNA's **Personal Health Solutions** programs, PHS+ and PHS, focus our clinical resources where they'll have the most impact on improving quality outcomes and reducing costs.

PHS is CIGNA's basic care management model.

PHS+ is CIGNA's most comprehensive care management model which includes all the components of PHS *plus* an additional focus on high impact activities that yield the greatest return, including inpatient and outpatient reviews.

What you get

SERVICE	PHS+	PHS
Inpatient Precertification <ul style="list-style-type: none"> Required for all non-emergency, non-obstetric inpatient admissions Includes review for appropriate level of care Targeted list of procedures reviewed for clinical medical necessity Urgent/emergent admissions are reviewed post-admission In-network doctor responsible/at-risk for notification 	✓	✓
Outpatient Precertification <ul style="list-style-type: none"> Required for specific outpatient services, including: <ul style="list-style-type: none"> Outpatient surgery High-tech radiology (MRI, CAT Scans, PET Scans) Injectable drugs (other than self-injectibles) Home health care/home infusion therapy Dialysis (to direct to participating facilities) Durable Medical Equipment External prosthetic appliances Biofeedback Speech therapy Cosmetic or reconstructive procedures Infertility treatment Requests for services provided by a non-participating doctor to be covered at in-network level In-network doctor responsible/at-risk for notification 	✓	
Inpatient Case Management (including Continued Stay Review) <ul style="list-style-type: none"> Review is based on industry length-of-stay standards Begins soon after admission and continues throughout patient's stay Frequency of follow-up varies by patient condition Nurse and doctor teams aligned by hospital Discharge planning begins at first evaluation Pre*Vue predictive modeling tool provides a real-time nurse assessment during the inpatient stay, including discharge planning and specialty case management referral Integrated data (medical, pharmacy, behavioral health and disease management), including predictive modeling, help identify individuals for the right case management team at the right time 	✓ review begins earlier than PHS	✓

CIGNA's Care Management programs provide even more.

Our care management programs include a variety of programs that foster communications and support the individual in making informed health decisions.

Complex and Specialty Case Management	<ul style="list-style-type: none">Includes these high-impact conditions: catastrophic, high risk maternity, NICU, oncology, rehab/ECF, transplants
Predictive Modeling	<ul style="list-style-type: none">Provides a broad, claims-based analytical approach to identify individuals who might benefit from case management activities while in an outpatient setting
24-Hour Health Information Line	<ul style="list-style-type: none">Provides reliable answers to health questionsAssists with locating and selecting health care resources
Health Assessment/Online Coaching	<ul style="list-style-type: none">Offers online programs based on risks identified in health assessment for nutrition, fitness, stress and/or sleep
Gaps in Care Program	<ul style="list-style-type: none">Identifies gaps most likely to negatively impact health costs, including medication adherence
CIGNA LifeSOURCE Transplant Program®	<ul style="list-style-type: none">Dedicated specialty case management team coordinates all aspects of careCenters of Excellence – more than 115 transplant facilities nationwideDedicated claim specialists handle transplant claims
Targeted Health Education	<ul style="list-style-type: none">Provides educational materials to individuals for a specified list of conditionsTriggered by nurse interaction
Quality Management/ Clinical Effectiveness Program	<ul style="list-style-type: none">Encourages healthier choices, preventive screenings and appropriate treatment through outreach to individual and doctor
Patient Safety	<ul style="list-style-type: none">Health care professional profilingPharmacy – drug interaction/clinical outreachAmbulatory medical record reviewUnder- and over-utilization monitoring
Satisfaction Surveys	<ul style="list-style-type: none">CustomerHealth care professional

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