
PRESS RELEASE

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Elliot Physician Network Collaborates With Cigna to Improve Health and Lower Costs in Southern New Hampshire

- Customers benefit from improved care coordination and greater emphasis on preventive care
- Primary care doctors are rewarded for improving patient health and lowering medical costs
- Program includes registered nurse care coordinators aligned with Cigna case managers

MANCHESTER, N.H.– October 26, 2015 – Cigna (NYSE: CI) has launched a [collaborative care](#) initiative with the [Elliot Physician Network](#) to improve **patient access** to health care, enhance **care coordination**, and achieve the goal of **improved health, affordability** and **patient experience**. The initiative became effective October 1.

Cigna Collaborative Care is the company’s approach to accomplishing the same population health goals as **accountable care organizations**, or **ACOs**. The arrangement will benefit nearly 10,000 individuals covered by a Cigna health plan who receive care from 100 Elliot Physician Network doctors.

In places where it’s been introduced, Cigna Collaborative Care is helping to [improve the health of Cigna customers while effectively managing medical costs](#). The programs are helping to close gaps in care, such as missed health screenings or prescription refills, reinforcing the appropriate use of hospital emergency rooms, increasing the number of preventive health visits and improving follow-up care for people transitioning from the hospital to home.

“Our clinical team recognizes that each one of our patients is a unique individual who deserves well-coordinated and compassionate care,” said James Woodward, Elliot Health System president & CEO. “We look forward to collaborating with Cigna on this journey to better health, affordability and patient experience for every individual who comes to us for their primary care needs.”

“We’ve had great success with these types of arrangements throughout New England and we’re thrilled to have this opportunity to expand Cigna Collaborative Care in Southern New Hampshire in partnership with Elliot Physician Network,” said Mark Butler, Cigna’s president and general manager for New England. “When we reward doctors for the value of their care and focus on prevention, wellness, health improvement and care coordination, we can create a system that works for everyone who uses, pays for or delivers health care.”

Under the program, Elliot Physician Network doctors will monitor and coordinate all aspects of an individual’s medical care. Patients will continue to go to their current physicians and automatically receive the benefits of the program. Individuals who are enrolled in a Cigna health plan and later choose to seek care from the Elliot Physician Network will also have access to the benefits of the program. There are no changes in any plan requirements regarding referrals to specialists. Patients most likely to see the immediate benefits of the program are those who need help managing chronic conditions, such as diabetes, heart disease and obesity.

Critical to the program's benefits are the registered nurse clinical care coordinators, employed by the Elliot Physician Network, who will help patients with chronic conditions or other health challenges navigate the health care system. The care coordinators are aligned with a team of Cigna case managers to ensure a high degree of collaboration between the physician group and Cigna, which will ultimately provide a better experience for the individual.

The care coordinators will enhance care by using patient-specific data from Cigna to help identify individuals being discharged from the hospital who might be at risk for readmission, as well as individuals who may be overdue for important health screenings or who may have skipped a prescription refill. The care coordinators are part of physician-led care teams that will help people get the follow-up care or screenings they need, identify potential complications related to medications and help prevent chronic conditions from worsening.

Care coordinators can also help individuals schedule appointments, provide health education and refer people to Cigna's clinical support programs, such as disease management programs for diabetes, heart disease and other conditions; and lifestyle management programs, such as programs for tobacco cessation, weight management and stress management.

Cigna will compensate the Elliot Physician Network for the medical and care coordination services it provides. Additionally, the physician group may be rewarded through a "pay for value" structure if it meets targets for improving quality and lowering medical costs.

Cigna has been at the forefront of the accountable care organization movement since 2008 and now has 134 [Cigna Collaborative Care arrangements](#) with large physician groups. They span 29 states, reach nearly 1.5 million commercial customers and encompass nearly 60,000 doctors, including approximately 30,000 primary care physicians and 30,000 specialists.

About Cigna

Cigna Corporation (NYSE: CI) is a global health service company dedicated to helping people improve their health, well-being and sense of security. All products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Life Insurance Company of North America and Cigna Life Insurance Company of New York. Such products and services include an integrated suite of health services, such as medical, dental, behavioral health, pharmacy, vision, supplemental benefits, and other related products including group life, accident and disability insurance. Cigna maintains sales capability in 30 countries and jurisdictions, and has more than 89 million customer relationships throughout the world. To learn more about Cigna®, including links to follow us on Facebook or Twitter, visit www.cigna.com.

About Elliot Health System

Elliot Health System is a non-profit organization serving the healthcare needs of the community since 1890. The largest provider of comprehensive healthcare services in Southern New Hampshire, Elliot Hospital, a 296-bed acute care facility and the first community hospital in the state, serves as the cornerstone of the health system. Elliot is home to Manchester's designated Regional Trauma Center, Elliot Breast Health Center, Elliot Urgent Care, a Level 3 Newborn Intensive Care Unit, Elliot Physician Network, Elliot Regional Cancer Center, the Elliot Senior Health Center, Visiting Nurse Association of Manchester and Southern New Hampshire, Elliot 1-Day Surgery Center, Elliot Memory & Mobility Center, NH Arthritis Center, Elliot at River's Edge and New Hampshire's Hospital for Children. For more information about Elliot's services visit www.elliithospital.org.