ACHIEVING HEALTH CARE SUSTAINABILITY

David M. Cordani
President and CEO, Cigna Corporation
Building a sustainable health care system
About Cigna

• 225-year legacy, dating back to 1792
• Largest international footprint in our industry
  – Global expatriate solutions
  – Operations in 30 countries and jurisdictions
• A health service company
  – 85% of business in ASOs
  – 85% of Medicare Advantage customers in value-based payment models
  – Approximately 375 Accountable Care Organization relationships
  – Athena Health ranked Cigna first among 214 companies for provider satisfaction
Aging population

Eroding health status

Slow-growing global economy

Uneasy global geopolitical environment

Regulatory and legislative climate

Affordability and accessibility challenges
Society’s choice

Price fixing and care rationing

Address affordability by improving health
Hospital employees-to-beds ratio

Japan 1.18
United States 5.93

Five-year breast cancer survival rate

Over 10% higher in the United States than the United Kingdom
Cigna’s perspective

This is the path we propose

Address affordability by improving health

- Engaging, incenting and supporting the individual and HCP
- Maximize the value of services to get the best affordability, quality and the right services to the right person at the right time.
The “H” in Health Care

HUMAN BEING | HEALTH CARE PROVIDER | HOMETOWN

HEALTH CARE OVER SICK CARE
Engage, incent and support the HUMAN BEING

More services ≠ healthier people
The importance of lifestyles and behaviors

Lifestyles and behaviors drive ~ 80% of care cost for pre-Medicare population

Eliminating poor diet, inactivity and smoking would prevent

80% of Type 2 diabetes; 40% of cancer

Four key biometrics – Blood pressure, blood sugar, cholesterol, BMI

~ 85% accuracy rate in projecting chronic, acute health events
Demand and Supply

CIGNA AS THE CONNECTIVE FIBER

CONSUMER
• Helping customers feel healthy and productive

HEALTH CARE PROVIDERS
• Incentive alignment
• Actionable information
• Care extenders
More than 40,000 Cigna customers visit myCigna.com every day

Last year Consumer Reports rated Cigna’s online cost and quality tools as best in industry.
Engage, incent and support HEALTH CARE PROVIDERS
Cigna Collaborative Care

As of April 1, we have nearly **375** CCCs, specialty collaboratives, hospital system collaboratives (in 31 states) and DSAs

Generated savings of **$145 million** through total medical reduction since the inception of the program

Drug company contracts: transforming reimbursement from volume to value
Engaging HOMETOWNS
In 2012, physicians wrote 259 million opioid prescriptions – nearly one bottle for every American adult.

We’ve committed to reducing our customers’ opioid use by 25% over the next three years.
Health Improvement Tour

THE CIGNA GO. KNOW. TAKE CONTROL. HEALTH IMPROVEMENT TOUR
Community solutions

In Hartford, we saw a 57% reduction in ER use over nine months
Community solutions

In Hartford, we saw a 57% reduction in ER use over nine months
WHERE DO WE GO FROM HERE?
Cigna’s perspective

This is the path we propose

ADDRESS AFFORDABILITY BY IMPROVING HEALTH

Engaging, incenting and supporting the individual and HCP

Maximize the value of services to get the best affordability, quality and the right services to the right person at the right time.
Considerations going forward

Considerations for this group
Q&A
THANK YOU
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