CIGNA Care Designation

What is the CIGNA designation?
The CIGNA Care designation is a program that identifies participating doctors in 19 different specialties who meet or exceed specific quality and cost-efficiency criteria for performance. The CIGNA Care designation provides you with important information to consider when you are selecting a specialist such as experience, quality, cost and location.

How are specialists evaluated?
- First, we determine that the specialist meets our criteria for treating a minimum of 30 episodes of care for individuals covered by CIGNA in one of the 19 specialties.
- We evaluate the specialists using five quality indicators created or endorsed by third-party health organizations including the National Council for Quality Assurance (NCQA), American College of Surgeons (ACS) Bariatric Surgery Center Network (BSCN) and American Board of Internal Medicine.
- Based on our claims data, we then evaluate certain specialists using quality measures created or endorsed by the Ambulatory Care Quality Alliance (AQA), National Quality Forum (NQF), and Healthcare Effectiveness Data Information Set (HEDIS), or developed by physician organizations. These measures cover specialties that include cardiology, endocrinology, obstetrics/gynecology, pulmonology, and gastroenterology.
- Finally, we assess the doctor’s relative efficiency by comparing the doctor’s costs to others in similar specialties. We look at the entire cost for a specific illness (including costs for hospital, prescriptions, laboratory tests, x-rays, etc).

How will it help me?
Focus on quality and efficiency. The CIGNA Care designation distinguishes participating doctors based on specific quality and efficiency measures. Generally, those doctors who perform in the top third for efficiency receive the CIGNA Care designation. The CIGNA Care designation focuses on quality and efficiency because the bottom line is not dollars and cents; it’s getting you healthy and keeping you that way. In the long run, quality care often can be less expensive.

Information to help you decide. You have a lot to think about when choosing a specialist — experience, quality, location and cost, to name a few. Our provider directories (available online and in print) list all participating CIGNA health care professionals and clearly show which have the CIGNA Care designation. The online directory also included additional information on cost and quality. (See example on back.)
A doctor's CIGNA Care designation may change.

In general, CIGNA re-evaluates health care professionals once each year. Before visiting a specialist, always check your provider directory to find out if the doctor is a CIGNA Care designated specialist. You will find the latest information on myCIGNA.com.

When your doctor refers you to a specialist, you may ask yourself:

- I've never seen this specialist before. How do I know I'm getting the care I need?
- I want quality care, but how will this affect my medical expenses?

The CIGNA Care designation can help answer these questions.