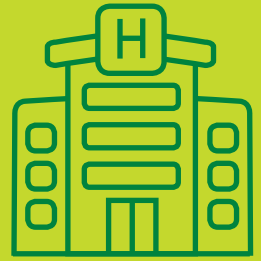


EXCELLENCE IS ALL AROUND YOU.



You just need to know where to look.

Choose a Center of Excellence hospital and save

Going to the hospital can be stressful. Choosing one shouldn't be. That's why we've identified top-performing* hospitals as Centers of Excellence to help you make your own decision. Cigna has rated these Centers of Excellence above other in-network hospitals when it comes to health outcomes and savings for you.

What exactly is a Center of Excellence?

It's a hospital that's earned a top rating for cost and health outcomes for at least one of 18 common inpatient medical conditions and surgical procedures, such as heart surgery, joint replacements and cancer conditions. We make it easy for you to find Centers of Excellence by identifying them on myCigna.com.

Based on industry standards, not just our standards


Each year, we review third-party data to compare hospitals' cost and health outcomes for each of the 18 conditions and procedures. We start by looking at the patient experience, including cost. Then, we use other outside data to measure how often patients had to be readmitted, the number of complications, related deaths and other quality-based information. Finally, we review hospital costs and the average length of patient stays.

Based on all of this fact finding, a hospital can get up to three stars for health outcomes and up to three stars for cost. If a hospital earns a total of five or six stars for any of the reviewed conditions and procedures, they're rated as a Center of Excellence for that condition or procedure.



 **CENTER OF EXCELLENCE**

Where do I find these hospitals?

To find Center of Excellence hospitals, go to myCigna.com and select "Find Care and Costs."  Once you're on our online directory, look for the Center of Excellence symbol.

Together, all the way.®



Hospital ratings are provided for these common conditions and procedures:

Back surgery

- Disk surgery
- Spinal fusion

Cancer conditions

- Mastectomy
- Prostatectomy (Radical)

Cardiac cath and angioplasty

- Angioplasty, with and without stent
- Cardiac catheterization

Delivery

- Cesarean section
- Vaginal delivery

Heart Surgery

- CABG
- Heart valve replacement

Individual procedures

- Bariatric surgery
- Colon surgery
- Gallbladder removal, laparoscopic
- Hysterectomy
- Removal of kidney/ureter (renal cancer)

Joint replacement

- Hip replacement
- Knee replacemnt

Pulmonary medical

- Chronic Obstructive Pulmonary Disorder (COPD)
- Pneumonia



* Top-performing hospitals and doctors are those identified as having top results based on Cigna's quality and cost-efficiency methodologies.

The information provided here is intended to be general information on how you can get the most out of your health care benefits. Center of Excellence ratings reflect a partial assessment of quality and cost-efficiency and should not be the sole basis for decision-making (as such measures have a risk of error). Quality designations and cost-efficiency ratings are not a guarantee of the quality of care that will be provided to individual patients. Individuals are encouraged to consider all relevant factors and consult with their physician when selecting a health care professional or facility. Participating health care professionals and facilities are independent practitioners and are solely responsible for the treatment provided to their patients. They are not agents of Cigna.

All group health insurance plans and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents.

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