

# Bringing You Quality Care and Service



At CIGNA, our goals for quality include:

- Convenient access to qualified treatment professionals and facilities
- Satisfaction with our services
- Support for your care and recovery with tools and information for you and your treatment professional
- Encouragement to communicate and coordinate care between treating professionals for the best treatment result

We set quality standards and goals with the help of our national quality improvement committees and involvement from CIGNA's network of behavioral care treatment professionals. Our committees meet regularly to review and understand trends, and to find ways to improve the safety and effectiveness of our services.

## **Quality Behavioral Treatment Professionals**

We carefully screen and monitor the credentials of psychiatrists and therapists in the CIGNA network. Each candidate's credentials and practice history are reviewed before being accepted into our network and they are re-evaluated every three years to be sure the requirements for participation in our network continue to be met.

We also monitor whether treatment professionals are satisfied working with CIGNA. In 2009, more than 8 out of 10 psychiatrists, and nearly 8 out of 10 of all other behavioral network professionals were either very satisfied or satisfied with CIGNA. Satisfaction with the authorization process and with the responsiveness of Utilization Management are also measured.

## **Convenient and Timely Access**

Our ability to answer our telephones promptly is regularly monitored. We know that making a phone call to ask for help can be an important first step in dealing with a personal crisis, emotional challenge, or a family issue. Our performance for speed of answer, percent of calls answered within 30 seconds, and the percentage of abandoned calls improved in 2009.

We also review whether you are able to obtain a treatment appointment as quickly as you need it. Standards have been set for how quickly people should be seen for services for emergency, urgent or routine care. For your convenience, you don't need to call CIGNA before seeing any contracted behavioral health professional for routine outpatient care.

We continue to add professionals to the CIGNA network and to expand our ability to provide urgent and emergent appointments. Additionally, our measurement for average office wait times shows that, as a rule, individuals wait 15 minutes or less to see their psychiatrist or therapist. In

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2009, CIGNA saw continued high scores behavioral health urgent and emergent care access, and individuals continue to have convenient access to nearby practitioners and facilities.

We evaluate annually whether CIGNA psychiatrists, therapists, and facilities are conveniently located for people who need care. We also assess the CIGNA network to be sure we are able to meet the language and cultural needs of people we serve. In 2009, we found that the network generally meets our targets cultural and linguistic needs. Last year, CIGNA received the "Innovation in Multicultural Health Care" award from the National Committee For Quality Assurance, because of our ability to meet cultural and language needs.

## **Making Sure You Are Satisfied**

We review your feedback to learn how satisfied you are with our services. Annually, we randomly survey the people who have used our services to ask how we are doing and to also to learn whether you are satisfied with our network treatment professionals. Our Customer Service Representatives can answer your questions and address your concerns or suggestions. We review trends in complaints and use this information to help us improve our services.

## **Promoting Quality Care**

We offer preventive health programs that include screening, educational information, and Web site resources about conditions such as Attention-Deficit/Hyperactivity Disorder and Depression.

We monitor whether our network professionals are using treatment approaches that match our clinical practice guidelines, and we evaluate whether treatment services are coordinated when more than one professional is involved.

We may call the people we serve to be sure that they have the services and support needed at critical points, such as during the weeks following discharge from inpatient psychiatric care. With your consent, CIGNA also can communicate with your medical insurance plan to improve the coordination of medical and behavioral services. Our quality committees review various measures to assess the clinical care you receive and they prioritize new programs and services to promote the best care results.

If you have questions about our quality management program or would like to receive a report on our progress in meeting our goals, please call us at the number on your benefit card, between the hours of 8:30 am and 5:00 pm Central time, Monday through Friday.