

## *A Business of Caring*

*We're CIGNA HealthCare. It's our job to work with you to help care for your family's health.*

*We have the capabilities to do that job well.*

*CIGNA HealthCare is one of the largest, most stable health care organizations in the United States. More than 13 million people are already receiving their health care coverage through CIGNA HealthCare plans across the U.S.*

***This Guide provides a directory of doctors and other health care providers in this area who participate in the CIGNA HealthCare Preferred Provider Organization.***

*For more information about participating providers, visit our web site at [www.cigna.com](http://www.cigna.com) to view our online provider directory.*

*CIGNA HealthCare is a business of caring. That means we are committed to provide you with:*

*Access to quality health care at a cost you can afford.*

*Programs to help you keep healthy.*

*Protection against the unforeseen – to make sure that illness won't wreck your financial security.*

*Doctors who can explain, simply, what you want to know about your health.*

*Doctors whose offices are convenient to you.*

*The right to choose your doctor – and the same for each member of your family.*

*Coverage when you're away from home.*

# Provider Compensation

CIGNA HealthCare is committed to keeping you informed about matters related to your health care plan. For that reason, we offer the following description of the way that CIGNA HealthCare compensates health care providers (physicians, hospitals and other health care practitioners and facilities) that participate in our managed care networks.

CIGNA HealthCare compensates health care providers in ways that are intended to emphasize preventive care, promote quality care and ensure the appropriate and cost-effective use of covered medical services and supplies. CIGNA HealthCare reinforces this philosophy through utilization management decisions made by its medical directors and Health Services staff. CIGNA HealthCare employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The same criteria apply for physicians eligible to receive additional payments based on their performance. Physician compensation and incentives encourage the provision of medically necessary care. CIGNA HealthCare considers the physician's quality of care, quality of service and appropriate use of medical services prior to awarding any bonuses and incentives.

The methods by which participating health care providers agree to be compensated are described generally here. The amount and type of compensation a health care provider agrees to accept may vary depending upon the type of plan. For example, a hospital may agree to accept less for services provided to patients enrolled in an HMO plan than to patients enrolled in other types of plans. In addition, CIGNA HealthCare may attempt in various ways to promote the use of those participating providers that are the most cost-effective, while assuring quality and access to covered services and supplies.

## **DISCOUNTED FEE FOR SERVICE:**

Payment for services is based on an agreed-upon discounted amount from the health care provider's bill.

## **CAPITATION:**

By mutual agreement, network physicians, provider groups or physician/hospital organizations (PHOs) are paid a fixed amount (capitation) at regular intervals for each member assigned to the physician, group or PHO, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Medical groups and PHOs may in turn compensate providers using a variety of methods.

Capitation offers health care providers a predictable income, encourages physicians to keep people well through preventive care, eliminates the financial incentive to provide services that will not benefit the patient and reduces paperwork.

Providers paid on a capitation basis may participate in a risk-sharing arrangement with CIGNA HealthCare; they agree on a target amount for the cost of certain services and share all or some of the amount by which costs are over or under the target. Provider services are monitored using criteria that may include accessibility, quality of care, member satisfaction and appropriate and cost-effective use of medical services and supplies.

CIGNA HealthCare may also work with third parties that administer payments to participating providers. Under these arrangements, CIGNA HealthCare pays the third party a fixed monthly amount for these services. Providers are compensated by the third party for services provided to CIGNA HealthCare plan members from the fixed amount. Compensation arrangements vary but generally depend on overall utilization.

## **SALARY:**

Physicians and other providers who are employed to work in a CIGNA HealthCare staff-model medical facility are paid a salary. The salary is decided in advance each year and is guaranteed regardless of the services provided. Physicians are eligible for a bonus at the end of the year based on performance, which is evaluated using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies.

## **BONUSES AND INCENTIVES:**

Some providers may receive additional payments based on their performance, which is measured using criteria that may include quality of care, quality of service and appropriate and cost-effective use of medical services and supplies. Providers may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating providers (such as hospitals, labs, specialists and vendors) and covered drugs and supplies.

## **PER DIEM:**

A specific amount is paid to a hospital per day for all health care received. The payment may vary by type of service and length of stay.

## **CASE RATE:**

A specific amount is paid for all health care received in the hospital for a given hospital stay (such as for a normal maternity delivery).

If you would like to find out which compensation method applies to services you receive from a provider, just ask the provider's administrative staff. CIGNA HealthCare Member Services is available to help with general questions at the toll-free telephone number on your CIGNA HealthCare ID card.

## CIGNA Care Network

Your plan may include CIGNA Care Network benefit design. CIGNA Care Network is a designation given to network specialists who practice in one of the specialties listed below and who meet certain quality and efficiency criteria. If your plan has the CIGNA Care Network benefit design and you need certain types of specialty care, you will receive a higher level of in-network, benefits when you receive covered services from CIGNA Care Network specialists.

Allergy/Immunology	Gastroenterology	Obstetrics/Gynecology
Cardiology	General Surgery	Ophthalmology
Cardiovascular Surgery	Hematology/Oncology	Orthopedics
Colon and Rectal Surgery	Infectious Disease	Pulmonary Medicine
Dermatology	Nephrology	Rheumatology
Ear/nose/throat (Otolaryngology)	Neurology	Urology
Endocrinology	Neurosurgery	Vascular Surgery

If "CIGNA Care Network" is printed on your ID card, and you need care in one of the specialties listed above, the following apply:

- When you receive covered services from a CIGNA Care Network specialist, you receive the in-network benefit level and your copayments or level of coinsurance will be lower.
- When you receive covered services from a CIGNA HealthCare participating provider who is not a CIGNA Care Network specialist, you receive the in-network benefit level but your copayments or level of coinsurance will be higher.
- A doctor's CIGNA Care Network designation may change. Before visiting your doctor, always check your provider directory to find out if the doctor is a CIGNA Care Network specialist. You will find the latest information on [www.cigna.com](http://www.cigna.com).

## ***CIGNA LIFESOURCE Transplant Network<sup>®</sup>***

As a CIGNA HealthCare member, you'll have access to the CIGNA LIFESOURCE Transplant Network<sup>®</sup>, a network of participating organ and tissue transplant centers. Developed by a team of CIGNA HealthCare clinical professionals, the Transplant Network includes respected hospitals and medical centers throughout the country.

Each transplant facility is evaluated for favorable rates of patient outcomes, support services and "patient friendly" environments, before it is included in the CIGNA LIFESOURCE Transplant Network.

CIGNA LIFESOURCE participants are managed by the Comprehensive Transplant Case Management Unit. This unit consists of Registered Nurses with clinical experience in transplant, hematology/oncology, home health care, dialysis, critical care and/or community care. They are specially trained to manage complex transplant cases.

Benefits from the Comprehensive Transplant Case Management Unit include:

- Clinical partnership with providers
- Consistency in service and benefit administration
- Dedicated resources for complex areas of medicine
- Advocacy
- Administrative efficiency

In some instances a travel reimbursement is offered as a feature of the program. Please be aware that most of these expenses are considered taxable income.

As a CIGNA HealthCare member, you can have access to these services when they are coordinated through your physician and your CIGNA HealthCare plan Medical Director.

**You may not receive the in-network level of benefits for all types of transplants at all facilities. In addition, our network of facilities changes frequently. For the most current listings with the programs covered at the in-network benefit level, please visit [www.cigna.com/lifeforce](http://www.cigna.com/lifeforce) or call CIGNA LIFESOURCE Member Services at 800.668.9682.**

Not all CIGNA LIFESOURCE Transplant Network facilities are available to members in all plans. Please call Member Services at 800.668.9682 for more information. If you are already in transplant case management, please call your case manager directly.

**Respected  
hospitals and  
medical  
centers  
throughout  
the United  
States.**

**Alabama**

University of Alabama at  
Birmingham Medical  
Center

**Arizona**

Banner Good Samaritan  
Medical Center  
Good Samaritan City of Hope  
Mayo Clinic Scottsdale  
University of Arizona Health  
Sciences Center

**California**

California Pacific Medical  
Center  
Cedars-Sinai Medical Center  
Children's Hospital Los  
Angeles  
Children's Hospital Oakland  
Children's Hospital of Orange  
County  
City of Hope National  
Medical Center  
Loma Linda University  
Medical Center  
Lucile Salter Packard  
Children's Hospital  
Sharp Memorial Hospital  
Stanford University Medical  
Center  
UC Davis Medical Center  
UCLA Medical Center  
UCSD Medical Center  
UCSF Medical Center  
USC University Hospital

**Colorado**

Children's Hospital of Denver  
Porter Adventist Hospital  
Presbyterian St. Luke's  
Medical Center  
University of Colorado  
Hospital

**Connecticut**

Yale-New Haven Hospital

**District of Columbia**

Georgetown University  
Hospital  
Washington Hospital Center

**Florida**

All Children's Hospital  
Florida Hospital  
H. Lee Moffitt Cancer Center  
Shands Hospital  
Tampa General Hospital  
University of Miami Jackson  
Memorial Hospital

**Georgia**

Northside Hospital/The Blood  
and Marrow Transplant  
Group of Georgia

**Illinois**

Children's Memorial Hospital  
Northwestern Memorial  
Hospital  
University of Chicago  
Medical Center and Wyler  
Children's Hospital

**Indiana**

Clarian Health - Indiana  
University Hospital  
Clarian Health - Methodist  
Hospital  
Clarian Health - Riley  
Children's Hospital  
Indiana Blood and Marrow  
Group

**Kentucky**

Jewish Hospital

**Louisiana**

Ochsner Clinic Foundation  
Tulane University Hospital  
and Clinic

**Maryland**

Johns Hopkins Health System  
University of Maryland  
Medical Center

**Massachusetts**

Children's Hospital Boston  
Children's Hospital Boston  
and Dana-Farber Cancer  
Institute  
Lahey Clinic Medical Center  
Tufts - New England Medical  
Center  
University of Massachusetts  
Medical Center

**Minnesota**

Mayo Clinic Rochester

**Missouri**

Barnes Jewish Hospital  
Children's Mercy Hospital  
St. Louis Children's Hospital

**Nebraska**

The Nebraska Medical Center

**New Jersey**

Hackensack University  
Medical Center  
Newark Beth Israel Medical  
Center  
Robert Wood Johnson  
University Hospital  
St. Barnabas Medical Center

**New York**

Memorial Sloan-Kettering  
Cancer Center  
Mt. Sinai Medical Center  
New York University Medical  
Center

**North Carolina**

Carolinas Medical Center  
University of North Carolina  
Hospitals

**Ohio**

Arthur G. James Cancer  
Hospital  
Children's Hospital Medical  
Center  
Christ Hospital  
Cleveland Clinic Foundation  
Columbus Children's Hospital  
Ohio State University Medical  
Center  
University Hospital  
University Hospitals of  
Cleveland

**Oregon**

Legacy Good Samaritan  
Hospital and Medical  
Center  
Oregon Health & Science  
University

**Pennsylvania**

Children's Hospital of  
Pittsburgh  
Temple University Health  
System  
Thomas Jefferson University  
Hospital  
University of Pennsylvania  
Health System  
UPMC Presbyterian  
Shadyside Hospital

**South Carolina**

Medical University of South  
Carolina Medical Center

**Tennessee**

Methodist University Hospital  
St. Jude Children's Research  
Hospital  
Vanderbilt University Medical  
Center

**Texas**

Cook Children's Medical  
Center  
Medical City Dallas Hospital  
Memorial Hermann Hospital  
Methodist Dallas Medical  
Center  
Texas Children's Hospital  
Texas Transplant Institute  
The Methodist Hospital  
University of Texas MD  
Anderson Cancer Center  
University of Texas  
Southwestern St. Paul  
Hospital

**Utah**

University of Utah Hospital

**Virginia**

Medical College of Virginia  
Hospitals  
University of Virginia  
Hospital

**Wisconsin**

Children's Hospital of  
Wisconsin  
Froedtert Hospital  
St. Luke's Medical Center

## **Key to Hospital Ratings**

- A: A Patient Outcomes score is not available due to contract or other limitations.
- B: Publicly reported data indicates that this hospital performs more than 100 procedures a year, but not enough data is available to provide a Patient Outcomes score.
- C: Publicly reported data is available on less than 100 procedures per year at this hospital. Therefore, there is not enough data available to provide a Patient Outcomes score.
- D: A Cost Efficiency score is not available due to contract or other limitations.
- E. Publicly reported data is available on less than 100 procedures per year at this hospital. Therefore, there is not enough data available to provide a Cost Efficiency score.



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## Hospitals

Bloomington Hospital,  
Inc  
100 W Main St  
Bloomfield, IN 47424  
(812) 384-8442



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## Hospice Services

Bloomington Hospital,  
Inc  
100 W Main St  
Bloomfield, IN 47424  
(812) 384-8442

## Mental Health & Chemical Dependency

Bloomington Hospital,  
Inc  
100 W Main St  
Bloomfield, IN 47424  
(812) 384-8442

Hamilton Center  
Bloomfield Office  
132 E Main St  
Bloomfield, IN 47424  
(812) 484-5350

Hamilton Center  
Bloomfield Office  
431 E Main St  
Bloomfield, IN 47424  
(812) 384-9452



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## Family Practice

Batterton, Owen A, MD  
US Hwy 231 S  
Bloomfield, IN 47424  
(812) 384-3508

Cox, Richard B, DO  
102 E Main St  
Worthington, IN 47471  
(812) 875-2000

Sexton-Cox, Krista L,  
DO  
102 E Main St  
Worthington, IN 47471  
(812) 875-2000

## General Practice

Beams, Kent A, MD  
12 W Main St  
Bloomfield, IN 47424  
(812) 384-0044

## Social Work

Sherman, Marcie R, MA  
132 E Main St  
Bloomfield, IN 47424  
(812) 384-9452