

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 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.

CIGNA LIFESOURCE Transplant Network[®]

As a CIGNA HealthCare member, you'll have access to the CIGNA LIFESOURCE Transplant Network[®], 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 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.



Hospitals

Bedford Regional
Medical Center
2900 16th St
Bedford, IN 47421
(800) 755-3734

Bloomington Hospital of
Orange County
642 W Hospital Rd
Paoli, IN 47454
(812) 723-2811

Dunn Memorial Hospital
1600 23rd St
Bedford, IN 47421
(812) 275-3331



**Audiology &
Speech
Pathology
Services**

Hearing Center, Inc

2905 Mitchell Rd
Bedford, IN 47421
(812) 279-1870

**Durable Medical
Equipment /
Supplies /
Respiratory
Therapy
Equipment**

**Convacare Bcc Drugs,
Inc**

1201 5th St
Bedford, IN 47421
(800) 822-4760

**Convacare Bcc Drugs,
Inc**

631 16th St
Bedford, IN 47421
(812) 275-5949

**Home Health
Services**

**Convacare Bcc Drugs,
Inc**

1201 5th St
Bedford, IN 47421
(800) 822-4760

**Convacare Bcc Drugs,
Inc**

631 16th St
Bedford, IN 47421
(812) 275-5949

**Dunn Memorial Hospital
Home Health Care**

1600 23rd St
Bedford, IN 47421
(812) 275-1263

**Hoosier Uplands Home
Health Care & Hospice**

1500 W Main St
Mitchell, IN 47446
(812) 849-4447

Physical Therapy

**Westview West
Outpatient Therapy
Clinic**

2137 16th St
Bedford, IN 47421
(812) 275-5593



Allergy / Immunology

Mehta, Rajan I, MD

1490 W Main St
Mitchell, IN 47446
(812) 849-6434

Klein, Judith A, MD

1490 W Main St
Mitchell, IN 47446
(812) 849-6434

Lang, Robert J, DO

2759 State Rd 37
Mitchell, IN 47446
(812) 849-0171

Chiropractic

Butterfield, Michael D,
DC

420 N Maple St
Orleans, IN 47452
(812) 865-3052

Matlock, Carl K, MD

105 Teke Burton Dr
Mitchell, IN 47446
(812) 849-3408

King, R. S, DC

1011 W Warren St
Mitchell, IN 47446
(812) 849-6336

Matlock, David K, MD

105 Teke Burton Dr
Mitchell, IN 47446
(812) 849-3408

Snow, Travis R, DC

420 N Maple St
Orleans, IN 47452
(812) 865-3052

Family Practice

Bradley, Mark W, MD

1490 W Main St
Mitchell, IN 47446
(812) 849-6434