

OUR APPROACH TO CARE MANAGEMENT



Innovative care management

If you need to make a claim, our nurses are here to give you advice and support to help you get the most out of the healthcare system.

We won't direct you towards any particular treatment setting – we offer choice. When the NHS is the most appropriate treatment setting we can:

- › Support you through our Care Coordination Programme including childcare costs, travel and accommodation costs, or home help.
- › Offer creative solutions to ensure you're supported through a difficult time.

And if, for example, you were to have cancer or a mental health condition, you'll be allocated a specialist case manager who will support you throughout every step of your care.

Individual claims management

We have developed a unique nurse led approach to claims management. Our experienced nurses will liaise with you, your consultant and the hospital on each claim – actively looking for ways to optimise your care. They will:

- › Ensure any recommended diagnostics or treatments are appropriate for your condition.
- › Use our optimal recovery guidelines to make sure any time you spend in hospital is appropriate to the treatment you receive.
- › Refer to our provider affairs team to check fees so that you will be fully informed about what you're covered for.

Intelligent care pathways

Early intervention has always been a key focus for us. The earlier you can receive treatment for a condition, the faster and better your recovery will be. As well as approving claims upon referral by a specialist, in recent years we have:

- › Introduced direct referrals from GPs and Occupational Health Physicians to cognitive behavioural therapy for mild and moderate depression and anxiety, avoiding the stigma of seeing a psychiatrist for mild mental health conditions.
- › Allowed GPs to refer members directly for diagnostic tests and investigations, avoiding the need for unnecessary consultations.
- › Launched fast track self-referrals to physiotherapy via our network partner, Nuffield Health.

Member experience

We know that our members appreciate what we do and how we help them. In recent years our satisfaction survey results have been in excess of 96%.

With our individual, intelligent and innovative approach to care management, you can be assured that with Cigna, you'll get the best care.

How it works in practice

When you call to make a claim, our Nurses will ask you about your condition, symptoms and treatment plan. This means we can ensure the proposed treatment is the best for your individual circumstances. It also means the nurses can give you confidential guidance and support, discuss the options available to you and answer any questions you may have about your illness.

Here is an example of how it worked for one of our members:

A young member called with a recent history of sudden onset mid back pain which was not related to an injury. The member had been advised by their GP to take up a course of physiotherapy, which the Cigna nurse then authorised.

The member completed the prescribed course of treatment but the symptoms remained unchanged. This prompted the member to ask for authorisation to continue this treatment. The Cigna nurse was aware that unexplained mid back pain in young people should always be investigated and suggested that rather than continue with the physiotherapy the member be seen by an orthopaedic specialist. The member was not keen on this and only after a very long discussion were they persuaded to visit a specialist.

The specialist diagnosed the member with a malignant spinal tumour. Due to the nurse's action the tumour was diagnosed at an early stage. This meant it was treatable and the condition was curable. If the investigation had been delayed any further, the outcome could have been quite different. The member later expressed how grateful they were for the advice and support provided by the Cigna nurse.

Together, all the way.SM



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