Defining Value and Quality in Stem Cell Transplant Beyond the Dollars

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Cigna.

g Life SOURCE TRANSPLANT NETWORK®

CIGNA LifeSOURCE

- Manage over 6000 transplant cases per year, and 1800 actual transplants
  - 55% are stem cell transplants

- Two levels of participation – Programs of Excellence (POE) and Supplemental
  - POE – Meet all quality guidelines, NMDP and FACT accreditation.
  - Supplemental – no quality guidelines applied. Must have NMDP and FACT accreditation, as well as perform autologous, allogeneic related and unrelated
  - Details available on www.cignalifesource.com on the "Our Network" tab

- 159 hospitals in the LifeSOURCE network coast to coast
  - 91 that have stem cell programs in our Program of Excellence network
  - 13 in Supplemental network

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Cigna LifeSOURCE Transplant Volume

Transplant Type	2012	2013
BMT	**757**	**982**
Solid Organs	732	805

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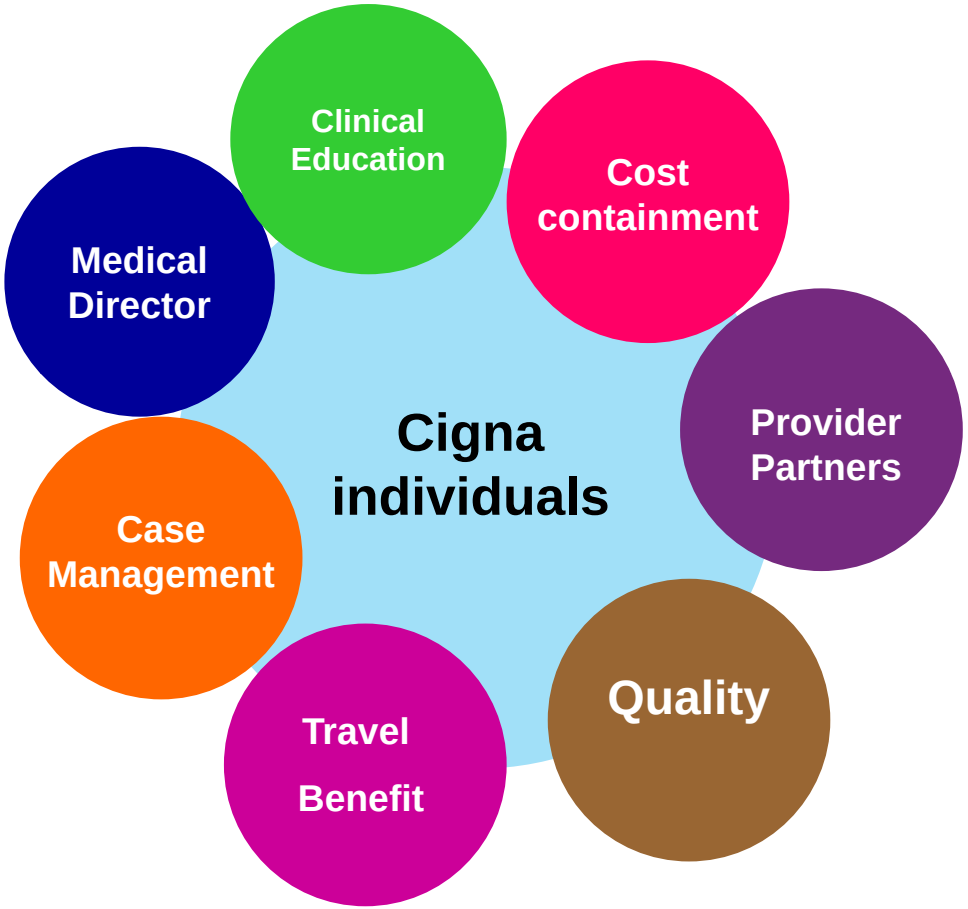
Access to quality transplant care



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What the Individual (Patient) Values

- Access to care
- Getting the “best” care
- Timely appointments, especially for evaluation
- Understanding their disease and treatment
- Understanding the financial liability
- No claims issues and no balance billing
- Getting easy-to-understand information from the insurance company about their coverage

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What the Accounts/Clients Value

- Keeping costs down
- Employees and their dependents have as few issues as possible
- Making sure employees get all the services they are entitled to under their benefit plan
- Access to a transplant network that has quality criteria that they adhere to

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What the Insurance Company/Payer Values

- Collaboration and Working Together with the Transplant Programs
- Communications with Various Stakeholders
- Providing only appropriate and necessary services
- Improving patient safety and outcomes
- Adhering to contract terms, not just rates and billing
- Development of more comprehensive outcomes data

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Challenges for 2014 and Beyond

- Accountable Care Organizations – payers and providers partnering for best outcomes
- Merging of Transplant Programs between hospitals or expansion of programs to other hospitals
- Coverage of Clinical Trials

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How Do We Align?

- Sharing Data – transparency and trust
- Pay for Performance – minimizing inpatient admits, ER visits, etc.
- Engage the consumer!

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