Defining Value and Quality in Stem Cell Transplant Beyond the Dollars

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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
## Cigna LifeSOURCE Transplant Volume

<table>
<thead>
<tr>
<th>Transplant Type</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMT</td>
<td>757</td>
<td>982</td>
</tr>
<tr>
<td>Solid Organs</td>
<td>732</td>
<td>805</td>
</tr>
</tbody>
</table>
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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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