

# Cigna Healthcare and American Specialty Health

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# American Specialty Health



**Physical Therapy  
(PT)**



**Occupational Therapy  
(OT)**



**Acupuncture**



**Chiropractic**



## ***Programs that span our:***

- *Commercial Business*
- *Medicare Advantage Plans*
- *Individual Family Plans*

## **Programs**



American Specialty Health (ASH), is nationally recognized and accredited by the Utilization Review Accreditation Commission (URAC) and National Committee for Quality Assurance (NCQA), contracted with Cigna Healthcare for over 30 years.

ASH is delegated by Cigna Healthcare for network management, credentialing, contract administration, utilization management, medical necessity review, and claims processing for individuals with Cigna Healthcare coverage.

ASH also provides:

- Specialized expertise in the appropriate management of Physical Medicine specialty care covered services through:
  - The use of evidence-based clinical guidelines for the overall utilization management of covered services;
  - Avoidance of overutilization, fraud, waste and abuse
  - Credentials providers to assure a quality network

By contracting with ASH, Cigna Healthcare pursues the “Triple Aim”:

- Improving the patient experience of care (including quality and satisfaction);
- Improving the health of populations; and
- Reducing the per capita cost of health care.



# Value Proposition – Areas of Focus

## Claims administration

Performs claim payment for providers and efficiencies for timely payment

## Medical management

Consistent medical and clinical policy reviews to remain compliant with multiple benefit plans and better customer care

- Medical necessity review when clinically appropriate:
  - Pre-service review
  - Concurrent review
  - Post-service review
- Case management of clinical services
- Quality outcomes and quality assurance
- Peer-to-peer-review

## Education

Educating clients and customers about the cost of specialty care providers so that they can make informed decisions affecting their out-of-pocket costs

## Network adequacy

- Contracting strategy to support regulatory requirements and access based on needs of clients and customers, and network development to support medically necessary cost-effective care
- Credentialing
- Provider relations
- Broad geographical access nationally with over 53,000 contracted PT and OT Practitioners

# Physical/Occupational Therapy

Utilization & Cost of Physical & Occupational (PT/OT) specialty services are increasing due to:

- Aging population & longevity
- Increasing mobility issues and joint replacements stemming from chronic conditions like osteoarthritis and comorbidities like diabetes and obesity
- Evidence supports that early and appropriate PT in customers' musculoskeletal continuum of care may offset down stream expense
- Degenerative spine conditions in an aging population creates more need for PT which may avoid costly interventional pain management & back surgeries

By focusing on the management of PT/OT specialty services, Cigna Healthcare can direct customers to quality PT/OT providers enabling the use of conservative treatment, avoid Opioid use and deflect utilization from less effective and/or higher cost services when medically appropriate

