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## Laboratory Services

### Quest Diagnostics Laboratory

925 SE 30th Ter  
Homestead , FL 33030  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO

### LabCorp aka Laboratory Corporation of America

2826 NE 8 St B-13  
Homestead , FL 33033  
(305) 247-3970

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO

### Quest Diagnostics Laboratory

16217 SW 88th St  
Miami , FL 33196  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Quest Diagnostics Laboratory

12554 SW 120th St  
Miami , FL 33186  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### LabCorp aka Laboratory Corporation of America

10720 Caribbean Blvd 430  
Miami , FL 33189  
(305) 969-1045

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Quest Diagnostics Laboratory

11257 SW 152nd St  
Miami , FL 33157  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Bio-Reference Laboratories Inc

8501 SW 124th Ave 207  
Miami , FL 33183  
(786) 558-7369

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### LabCorp aka Laboratory Corporation of America

14713 SW 42nd St 101  
Miami , FL 33185  
(305) 223-7592

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Bio-Reference Laboratories Inc

9595 N Kendall Dr 211  
Miami , FL 33176  
(786) 294-0195

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### LabCorp aka Laboratory Corporation of America

9950 SW 107 Ave 203  
Miami , FL 33176  
(305) 274-5485

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Bio-Reference Laboratories Inc

11760 SW 40th St 646  
Miami , FL 33175  
(786) 542-8930

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

### Oracle Diagnostic Laboratory

11880 SW 40th St 406  
Miami , FL 33175  
(786) 517-2366

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

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#### Source of Information and Frequency of Validation

Medical health care professional information addressing specialty, hospital affiliations, medical group affiliations, board certification, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional/facility (during credentialing). Physician board certification is validated through the American Board of Medical Specialties (ABMS), American Medical Association (AMA) or American Osteopathic Association (AOA). Information on the application is updated when the medical health care professional/facility notifies Cigna of changes or at least every three years.

Dental health care professional information addressing specialty, dental office/practice affiliations, acceptance of new patients and languages spoken is obtained from an application that is completed and signed by the health care professional (during credentialing). Information on the application is updated when the dental health care professional notifies Cigna of changes or at least every three years.

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**Quest Diagnostics  
Laboratory**

11410 N Kendall Dr 107-109

Miami , FL 33176  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

11485 SW 40th St

Miami , FL 33165  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

13808 SW 8th St

Miami , FL 33184  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

2720 SW 97th Ave 204 & 205

Miami , FL 33165  
(305) 220-2636

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Bio-Reference  
Laboratories Inc**

8950 SW 74th Ct 2011

Miami , FL 33156  
(786) 616-8847

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

9521 S Dixie Hwy

Pinecrest , FL 33156  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Bio-Reference  
Laboratories Inc**

7000 SW 62nd Ave 205

Miami , FL 33143  
(786) 216-7554

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Bio-Reference  
Laboratories Inc**

7330 SW 62nd Pl 320A

South Miami , FL 33143  
(786) 517-9121

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**LabCorp aka Laboratory  
Corporation of America**

7000 SW 62nd Ave 570

Miami , FL 33143  
(305) 662-3701

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

2600 NW 87th Ave 12

Doral , FL 33172  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

5761 SW 40th St C

Miami , FL 33155  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

**Quest Diagnostics  
Laboratory**

8279 W Flagler St

Miami , FL 33144  
(866) 697-8378

Participates in: SureFit,  
LocalPlus, OAP, OAPC,  
PPO, HMO

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<p><b>Solstas Laboratory Partners Group LLC</b> 11880 SW 40th St 406 Miami , FL 33175 (786) 517-2366</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>
<p><b>Sleep Florida LLC</b> 6141 Sunset Dr #130 Miami , FL 33143 (305) 722-1970</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>	<p><b>ACM Medical Laboratory Inc</b> (800) 525-5227</p> <p>Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO</p>
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**ACM Medical Laboratory Inc**

(800) 525-5227

Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO

**Aegis Sciences Corporation**

(800) 533-7052

Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO

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**Aegis Sciences Corporation**

(800) 533-7052

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(800) 533-7052

Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO

**Sleep Disorder Centers**

**Sleep Florida LLC**

6141 Sunset Dr #130  
Miami, FL 33143  
(305) 722-1970

Participates in: SureFit, LocalPlus, OAP, OAPC, PPO, HMO

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## Introduction

You choose  
your doctor.  
This guide  
can help.

### WHO WE ARE

- **Cigna** strives to keep you healthy. We are committed to giving you access to information, technology and support in making informed health care decisions.
- **We are where you are.** Cigna has a national presence, but we also have a local focus in most areas. This means local medical directors and health services representatives work to provide you with access to quality care.

### WHAT YOU CAN EXPECT

- **Convenient access to quality health care.** Before joining the Cigna network, health care professionals must meet Cigna standards through a process called credentialing. We regularly review credentials to help ensure they continue to meet these standards.
- **Responsive customer service.** Whether on our website, [www.cigna.com](http://www.cigna.com), by phone when you talk to a representative or through our automated telephone system, you have access to consistent and timely information about your plan – when it's convenient for you.

### ABOUT THIS DIRECTORY

The following pages list the doctors and other health care professionals in this area who participate in the Cigna network. An updated listing is always available at [www.cigna.com](http://www.cigna.com). You can use our online directory to:

- search for participating physicians, hospitals and other health care professionals.
- download your own personalized directory to have on hand when you need it.
- find hospital scores for specific conditions/procedures through Cigna “Centers of Excellence.”

The online directory is updated often, so visit it often. For more information, please visit [www.cigna.com](http://www.cigna.com) or call Cigna Customer Service at the toll-free number on your Cigna ID card.

**PLEASE NOTE:** The term “health care professional” includes the term “provider”.



Your personal doctor can serve as a source for advice and direction.

## WORKING WITH YOUR DOCTOR

We encourage you to choose a primary care physician (PCP) to be your personal doctor.

- Your personal doctor can serve as a “home base” for basic care – your source for advice and direction.
- Your personal doctor also coordinates your care - from preventive checkups and routine medical care to specialized care and hospitalizations.

## YOUR SUMMARY OF BENEFITS

Your *Summary of Benefits* gives you important information on the medical benefits and other types of services your plan covers. You should read your *Summary of Benefits* to determine whether you have prescription drug coverage, coverage for mental health and substance abuse, and/or vision care coverage as a part of your Cigna plan.

The listing of a doctor in this directory does not guarantee that the services provided by that doctor are covered under your specific medical plan. Check the materials which describe your particular plan benefits, or call Cigna Customer Service, for information about the services covered under your plan benefits. If you have questions or need assistance, please contact Customer Service at the toll-free telephone number listed in your enrollment materials or on your Cigna ID card.

Visit [www.cigna.com](http://www.cigna.com) to search for participating doctors, find information on preventive care and other health topics, and learn more about your plan’s benefits and programs.

## **Cigna LifeSOURCE Transplant Network®**

As a Cigna customer, you have access to the Cigna LifeSOURCE Transplant Network®, a network of participating organ and tissue transplant centers. The transplant network includes over 600 transplant programs at more than 150 independent transplant facilities that are nationally recognized for their clinical outcomes.

Each transplant facility is evaluated for minimum annual volumes, one-year graft and patient outcomes, time on the wait list, support services and “patient friendly” environments before it is included in the Cigna LifeSOURCE Transplant Network. Programs that meet or exceed Cigna’s national Guidelines for Network Inclusion are included as a Program of Excellence. Transplant programs that do not meet Cigna’s national Guidelines for Network Inclusion may be contracted as a Supplemental Program. You will need to understand your benefits to know if you have coverage for a transplant at a Supplemental Program. For more information, please visit [www.cignallifesource.com](http://www.cignallifesource.com), and click on the “our network” tab.

Cigna LifeSOURCE participants are managed by our in-depth transplant case management unit. This unit consists of 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.

Transplant case management unit offers the following benefits:

- Clinical collaboration with health care professionals
- Consistency in service and benefit administration
- Dedicated resources for complex areas of medicine
- Advocacy for the patient’s benefit
- Administrative efficiency

In some instances, a travel benefit is available if you select a Program of Excellence and meet other eligibility requirements. Please be aware that most of these expenses are considered taxable income.

As a Cigna customer, you can have access to these services when they are coordinated through your physician and your transplant case manager.

**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 of the Programs of Excellence and Supplemental Programs, please visit [www.cignallifesource.com](http://www.cignallifesource.com), click on the tab “Our Network” or call Cigna LifeSOURCE Customer Service at 800.668.9682.**

Not all Cigna LifeSOURCE Transplant Network facilities are available to participants in all plans. Please call Customer Service 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,  
Phoenix  
Mayo Clinic Scottsdale  
Phoenix Children's  
Hospital  
Scottsdale Healthcare  
Virginia G. Piper  
Cancer Center  
Cancer Transplant  
Institute  
St. Joseph's Hospital  
and Medical Center,  
Phoenix  
University of Arizona  
Health Sciences  
Center, Tucson

**Arkansas**

University of Arkansas  
for Medical  
Sciences, Little  
Rock

**California**

California Pacific  
Medical Center, San  
Francisco  
Cedars-Sinai Medical  
Center, Los Angeles  
Childrens Hospital Los  
Angeles  
Children's Hospital at  
Oakland  
Children's Hospital of  
Orange County  
City of Hope National  
Medical Center,  
Duarte  
Keck Hospital of USC  
(formerly known  
as USC University  
Hospital), Los  
Angeles  
Loma Linda University  
Medical Center  
Lucile Salter Packard  
Children's Hospital,  
Palo Alto  
Rady Children's  
Hospital, San Diego  
Scripps Green Hospital,  
La Jolla  
Sharp Memorial  
Hospital, San Diego

Stanford University  
Medical Center  
Sutter Medical Center,  
Sacramento  
UC Davis Medical  
Center, Sacramento  
UCSD Medical Center,  
San Diego  
UCSF Medical Center,  
San Francisco

**Colorado**

Children's Hospital  
Colorado, Aurora  
Porter Adventist  
Hospital, Denver  
Presbyterian St. Luke's  
Medical Center,  
Denver  
University of Colorado  
Hospital, Denver

**Connecticut**

Hartford Hospital,  
Hartford  
Yale-New Haven  
Hospital, New  
Haven

**Delaware**

Alfred I. duPont  
Hospital for  
Children  
(Nemours),  
Wilmington

**District of  
Columbia**

Children's National  
Medical Center  
Georgetown University  
Hospital  
Washington Hospital  
Center

**Florida**

All Children's Hospital,  
St. Petersburg  
Broward Health  
Medical Center,  
Fort Lauderdale  
Florida Hospital,  
Orlando  
H. Lee Moffitt Cancer  
Center, Tampa  
Jackson Memorial  
Hospital, Miami  
Mayo Clinic,  
Jacksonville  
Shands Hospital,  
Gainesville

Tampa General  
Hospital  
University of Miami  
Hospital and Clinics

**Georgia**

Children's Healthcare  
of Atlanta  
Emory University  
Hospital, Atlanta  
Northside Hospital/The  
Blood and Marrow  
Transplant Group of  
Georgia, Atlanta  
Piedmont Hospital,  
Atlanta

**Illinois**

Lurie Children's  
Hospital of Chicago  
(formerly Children's  
Memorial)  
Northwestern Memorial  
Hospital, Chicago  
Rush University  
Medical Center,  
Chicago  
University of Chicago  
Medical Center and  
Comer Children's  
Hospital at the  
University of  
Chicago  
University of Illinois  
Medical Center,  
Chicago

**Indiana**

IUH University  
Hospital,  
Indianapolis  
IUH Methodist  
Hospital,  
Indianapolis  
Riley Hospital for  
Children at IUH,  
Indianapolis  
Indiana Blood  
and Marrow  
Transplantation,  
Beech Grove

**Iowa**

University of Iowa  
Hospital and  
Clinics, Iowa City

**Kansas**

University of Kansas  
Hospital, Kansas  
City

**Kentucky**

Jewish Hospital,  
Louisville  
University of Kentucky  
Medical Center,  
Lexington

**Louisiana**

Ochsner Clinic  
Foundation, New  
Orleans  
Tulane University  
Hospital and Clinic,  
New Orleans

**Maine**

Maine Medical Center,  
Portland

**Maryland**

Johns Hopkins Health  
System, Baltimore  
University of Maryland  
Medical Center,  
Baltimore

**Massachusetts**

Beth Israel Deaconess  
Medical Center,  
Boston  
Brigham and Women's  
Hospital and Dana  
Farber Cancer  
Institute, Boston  
Children's Hospital  
Boston and Dana  
Farber Cancer  
Institute, Boston  
Lahey Clinic Medical  
Center, Burlington  
Massachusetts General  
Hospital and Dana  
Farber Cancer  
Institute, Boston  
Tufts - New England  
Medical Center,  
Boston  
UMass Memorial  
Medical Center,  
Worcester

**Michigan**

Henry Ford Health  
System, Detroit  
Karmanos Cancer  
Center, Detroit

University of Michigan  
Health System, Ann  
Arbor

**Minnesota**

Hennepin County  
Medical Center,  
Minneapolis  
Mayo Clinic, Rochester  
University of  
Minnesota Medical  
Center, Fairview  
and University of  
Minnesota Amplatz  
Children's Hospital,  
Minneapolis

**Missouri**

Barnes Jewish Hospital,  
St. Louis  
Children's Mercy  
Hospital, Kansas  
City  
Research Medical  
Center, Kansas City  
St. Louis Children's  
Hospital  
Saint Louis University  
Hospital  
Saint Luke's Hospital  
of Kansas City

**Nebraska**

The Nebraska Medical  
Center, Omaha

**New Hampshire**

Mary Hitchcock  
Memorial Hospital,  
Lebanon

**New Jersey**

Hackensack University  
Medical Center,  
Hackensack  
Newark Beth Israel  
Medical Center,  
Newark  
Robert Wood Johnson  
University Hospital,  
New Brunswick  
St. Barnabas Medical  
Center, Livingston

**New York**

Albany Medical Center,  
Albany  
Memorial Sloan-  
Kettering Cancer  
Center, New York  
Mount Sinai Medical  
Center, New York  
New York Presbyterian  
Hospital,  
(Columbia), New  
York  
New York Presbyterian  
Hospital, (Cornell),  
New York  
New York University  
Medical Center,  
New York  
Roswell Park Cancer  
Institute, Buffalo  
St. Luke's Roosevelt  
Hospital, New York  
Strong Memorial  
Hospital, Rochester  
Westchester Medical  
Center, Valhalla

**North Carolina**

Carolinas Medical  
Center, Charlotte  
Duke University  
Hospital, Durham  
University of North  
Carolina Hospitals,  
Chapel Hill

**Ohio**

Arthur G. James Cancer  
Hospital, Columbus  
Children's Hospital  
Medical Center,  
Cincinnati  
Christ Hospital,  
Cincinnati  
Cleveland Clinic  
Foundation,  
Cleveland  
Jewish Hospital,  
Cincinnati  
Nationwide Children's  
Hospital, Columbus  
The Ohio State  
University Wexner  
Medical Center  
(formerly Ohio  
State University  
Medical Center),  
Columbus  
University Hospital,  
Cincinnati  
University Hospitals  
Case Medical  
Center, Cleveland

**Oklahoma**

INTEGRIS Baptist  
Medical Center dba  
INTEGRIS Nazih  
Zuhdi Transplant  
Institute, Oklahoma  
City

**Oregon**

Legacy Good Samaritan  
Hospital and  
Medical Center,  
Portland  
Oregon Health &  
Science University,  
Portland

**Pennsylvania**

Albert Einstein Medical  
Center, Philadelphia  
Allegheny General  
Hospital, Pittsburgh  
Children's Hospital of  
Pittsburgh  
Penn State Milton S.  
Hershey Medical  
Center, Hershey  
Pinnacle Health  
System, Harrisburg  
Temple University  
Health System,  
Philadelphia  
Thomas Jefferson  
University Hospital,  
Philadelphia  
University of  
Pennsylvania  
Health System,  
Philadelphia  
UPMC Presbyterian  
Shadyside Hospital,  
Pittsburgh  
West Penn Hospital,  
Pittsburgh

**South Carolina**

Medical University  
of South Carolina  
Medical Center,  
Charleston

**Tennessee**

Methodist University  
Hospital  
(LeBonheur  
Healthcare),  
Memphis  
St. Jude Children's  
Research Hospital,  
Memphis

Vanderbilt University  
Medical Center,  
Nashville

**Texas**

Children's Medical  
Center, Dallas  
Cook Children's  
Medical Center, Ft.  
Worth  
Houston Methodist  
Hospital  
Medical City Dallas  
Hospital  
Memorial Hermann  
Hospital, Houston  
Methodist Dallas  
Medical Center  
St. Luke's Episcopal  
Hospital, Houston  
Texas Children's  
Hospital, Houston  
Texas Transplant  
Institute, San  
Antonio  
University Health  
System, San  
Antonio  
University of Texas MD  
Anderson Cancer  
Center, Houston  
University of Texas  
Southwestern  
Medical Center,  
Dallas

**Utah**

Intermountain Medical  
Center, Salt Lake  
City  
LDS Hospital, Salt  
Lake City  
University of Utah  
Hospital, Salt Lake  
City

**Vermont**

Fletcher Allen Health  
Care, Burlington

**Virginia**

Inova Fairfax Hospital,  
Fairfax  
Sentara Norfolk  
General Hospital,  
Norfolk  
University of  
Virginia Hospital,  
Charlottesville  
VCU Health Systems

**Washington**

Seattle Children's  
Hospital  
University of  
Washington  
Medical Center,  
Seattle

**Wisconsin**

Aurora St. Luke's  
Medical Center  
Children's Hospital  
of Wisconsin,  
Milwaukee  
Froedtert Memorial  
Lutheran Hospital,  
Milwaukee  
University of  
Wisconsin, Madison

## **Health Care Professional Compensation**

Cigna 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 compensates health care professionals (physicians, hospitals and other health care practitioners and facilities) that participate in our networks.

Cigna compensates health care professionals 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 reinforces this philosophy through utilization management decisions made by its medical directors and medical management staff. Cigna employees are encouraged to promote appropriate utilization of covered health care services and to discourage underutilization.

The methods by which participating health care professionals agree to be compensated are described generally here. The amount and type of compensation a health care professional 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 may attempt in various ways to promote the use of participating health care professionals based upon quality and cost-effectiveness measures 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 professional's bill.

### **CAPITATION:**

By mutual agreement, network physicians, physician/hospital organizations (PHOs) or other health care professional groups are paid a fixed amount (capitation) at regular intervals for each individual assigned to the physician, PHO or other health care professional groups, whether or not services are provided. This payment covers physician and/or, where applicable, hospital or other services covered under the benefits plan. Health care professional groups and PHOs may in turn compensate health care professionals using a variety of methods.

Capitation can offer health care professionals a predictable income, encourage physicians to keep people well through preventive care, eliminate the financial incentive to provide services that will not benefit the patient and reduce paperwork.

Cigna may also work with third parties that provide network management services. Under these arrangements, Cigna pays the third party a fixed monthly amount per individual for these services. Health care professionals are compensated by the third party for services provided to Cigna plan participants from the fixed amount. Compensation arrangements are agreed upon by the third parties and their contracted health care professionals, and may include discounted fee for service and capitation.

Some health care professionals and third parties that provide network management services may participate in a risk-sharing arrangement with Cigna; 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. Services are monitored using criteria that may include accessibility, quality of care, customer satisfaction and appropriate and cost-effective use of medical services and supplies.

### **SALARY:**

Physicians and other health care professionals who are employed to work in Cigna's Arizona 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 health care professionals 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. Health care professionals may also receive financial and/or nonfinancial incentives that promote utilization of cost-effective participating health care professionals (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 per diem payment may vary by type of service and length of stay and the payment may in some cases be greater than the hospital's normal billed charges.

### **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 health care professional, just ask the doctor's administrative staff. Cigna Customer Service is available to help with general questions at the toll-free telephone number on your Cigna ID card.