

PEARLS FOR PHYSICIANS FROM THE HEALTH INSURANCE SECTOR

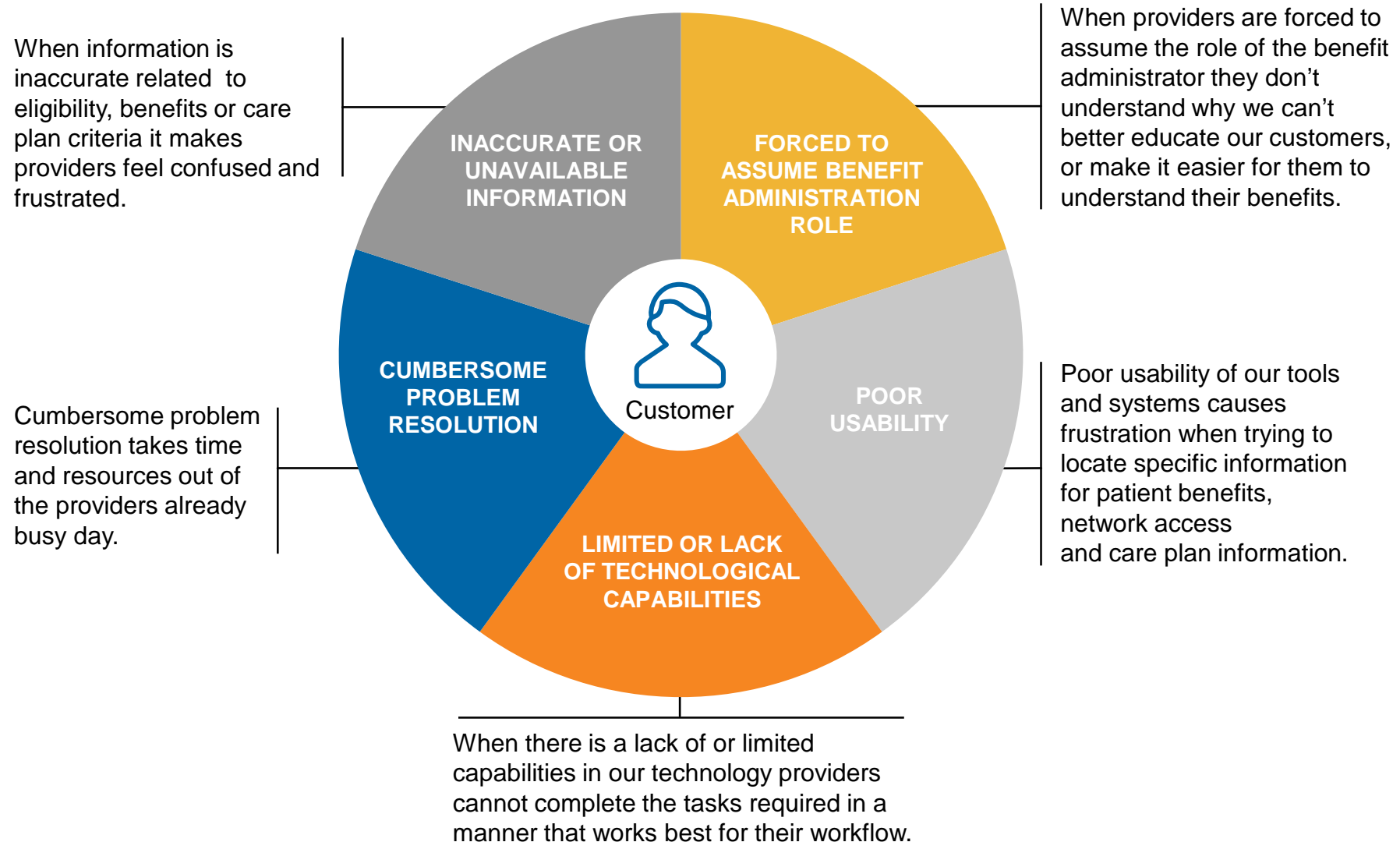
Physician Burnout: Integrated Strategies
for Diverse Stakeholders

May 11, 2018
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Medical Executive
Mountain States

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Together, all the way.®

Understanding provider challenges



Understanding what providers value

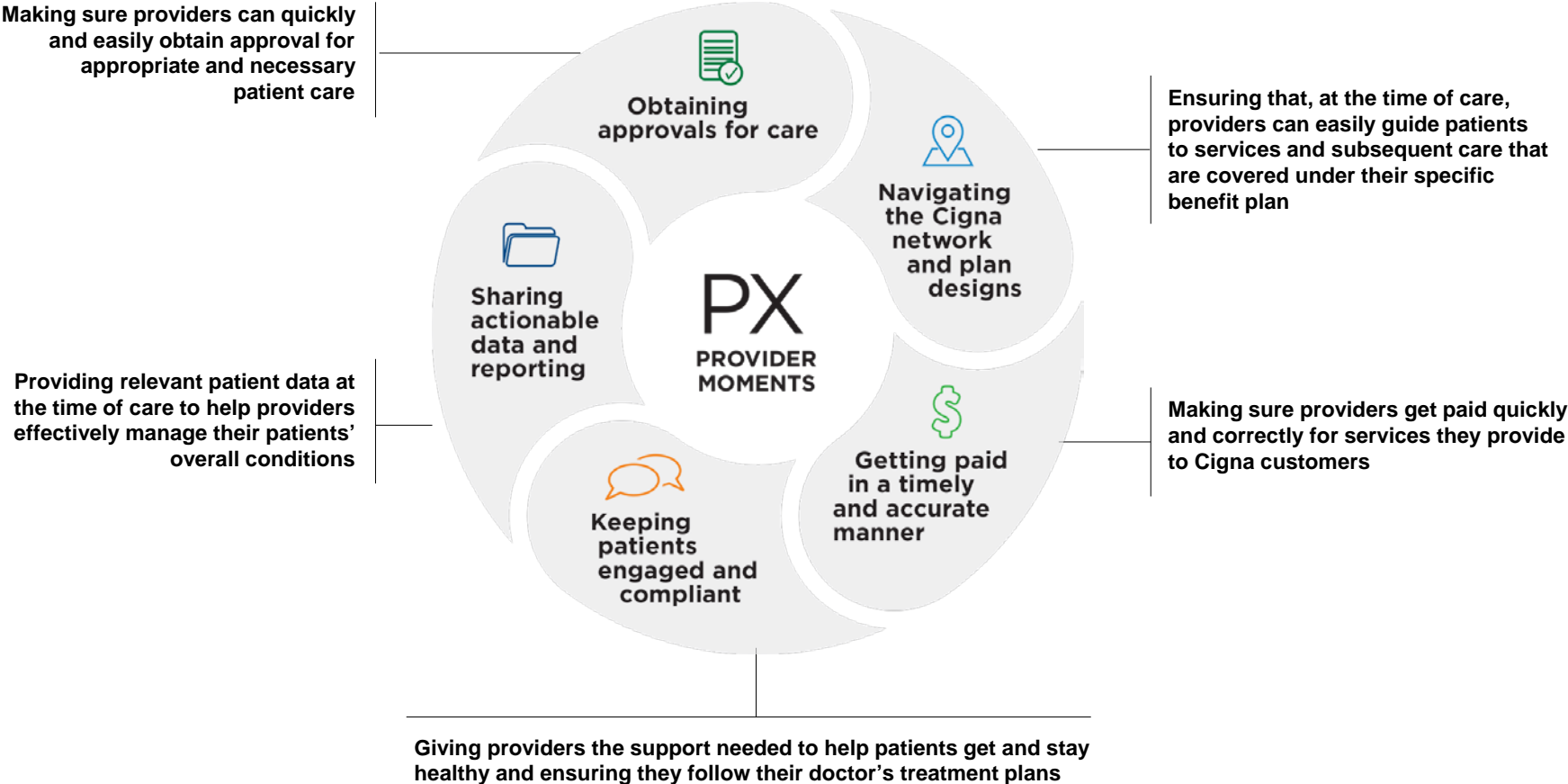


DELIVERED THROUGH

- Fair compensation for quality
- Reimbursement for telemedicine or alternate care
- Input into metrics providers will be measured against
- Patient volume with balanced risk profile
- Control of utilization in/ out of system
- Detailed, patient-specific benefits, eligibility, and coverage information
- Insight into alternative treatment options and patient support programs
- Cost and quality data
- Timely and actionable, patient-specific clinical information
- Reporting, analytics, and consultation to help improve performance
- Easy payment tracking and reconciliation
- Hassle-free referrals and authorizations
- Consistent information and functionality
- Multi-payer services to support value-based care
- First time issue resolution
- 'Next-best options' at point of care or denial

The five provider Moments that Matter

Everyday interactions shaping the everyday experiences of providers.



Finding your procedure

MUSCULOSKELETAL IMAGING GUIDELINES

Musculoskeletal Imaging Guidelines	
MS-1~General Guidelines	3
MS-2~Imaging Techniques	4
MS-3~3D Rendering	5
MS-4~Avascular Necrosis (AVN)/Osteonecrosis	6
MS-5~Fracture And Dislocation	7
MS-6~Foreign Body	9
MS-7~Ganglion Cysts	10
MS-8~Gout/Calcium Pyrophosphate Deposition Disease (CPPD) (Pseudogout/Chondrocalcinosis)	11
MS-9~Infection/Osteomyelitis	12
MS-10~Soft Tissue Mass Or Lesion Of Bone	14
MS-11~Muscle/Tendon Unit Injuries/Diseases	16
MS-12~Osteoarthritis	17
MS-13~Osteochondritis Dissecans	18
MS-14~Osteoporosis	19
MS-15~Rheumatoid Arthritis (RA) And Inflammatory Arthritis	21
MS-16~Total Joint Prosthesis	23
MS-17~Limb Length Discrepancy	24
MS-18~Anatomical Area Tables – General Information	25
MS-19~Shoulder	26
MS-20~Elbow	29
MS-21~Wrist	31
MS-22~Hand	33
MS-23~Pelvis	35
MS-24~Hip	36
MS-25~Knee	39
MS-26~Ankle	42
MS-27~Foot	45

What are the criteria?

MS-25~KNEE				
Condition	X-Ray?	Conservative Treatment	Advanced Imaging	Comments
General Knee Pain	Yes	Yes	MRI lower extremity, any joint (knee) without contrast (CPT®73721)	
Symptomatic Loose Bodies	Yes	No	MRI knee without contrast (CPT®73721)	
Tendonitis	Yes	Yes	MRI lower extremity, any joint (knee) without contrast (CPT®73721)	
Complex Knee Fracture	Yes	No	CT knee without contrast (CPT®73700)	See also MS-5
Meniscus Tear	Yes	No*	MRI knee without contrast (CPT®73721) *In absence of conservative treatment, at least 2 of following 4 criteria must be met: 1) Positive McMurray's or positive Thessaly test 2) twisting or acute injury of the knee 3) locked knee/inability to fully extend the knee, <i>or</i> 4) knee effusion	
Ligament Tear	Yes	No	MRI knee without contrast (CPT®73721) if any of the following signs are positive in comparison to the normal knee: -Anterior drawer -Lachman -Pivot shift test -Posterior drawer -Posterior sag test -Valgus stress test -Varus stress test	
Osteoarthritis	Yes	Yes	MRI knee without contrast (CPT®73721) when clinical presentation consistent with symptomatic meniscus tear; CT knee without contrast (CPT®73700) for preoperative planning for knee arthroplasty when congenital, post-traumatic or otherwise acquired deformities exist of the patella, distal femur and/or proximal tibia	Additionally, 3D rendering may be appropriate for pre-operative planning. See also: MS-1 MS-3 MS-12

What are the criteria?

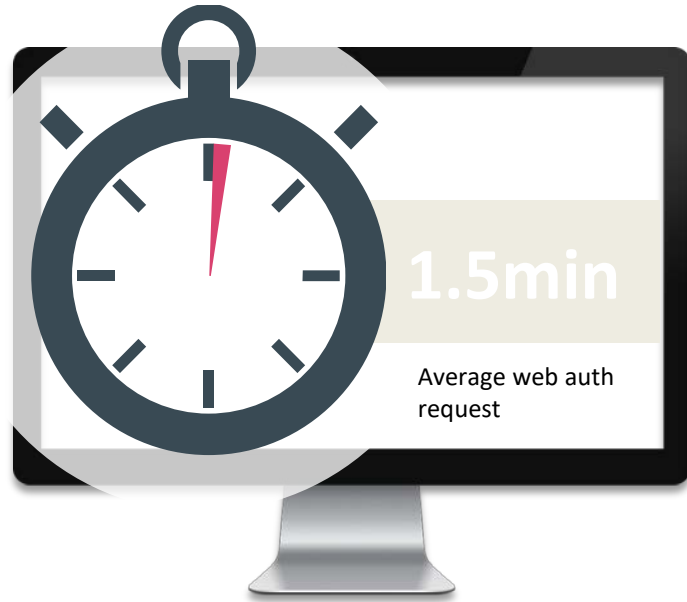
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What do you mean by “Conservative Treatment?”

- ✓ Physician-directed non-surgical care may include rest, ice, compression, and elevation (R.I.C.E), non-steroidal anti-inflammatories (NSAIDs), narcotic and non-narcotic analgesic medications, oral or injectable corticosteroids, viscosupplementation injections; a physician-directed home exercise program, cross-training, and/or physical medicine, or immobilization by splinting/casting/bracing.

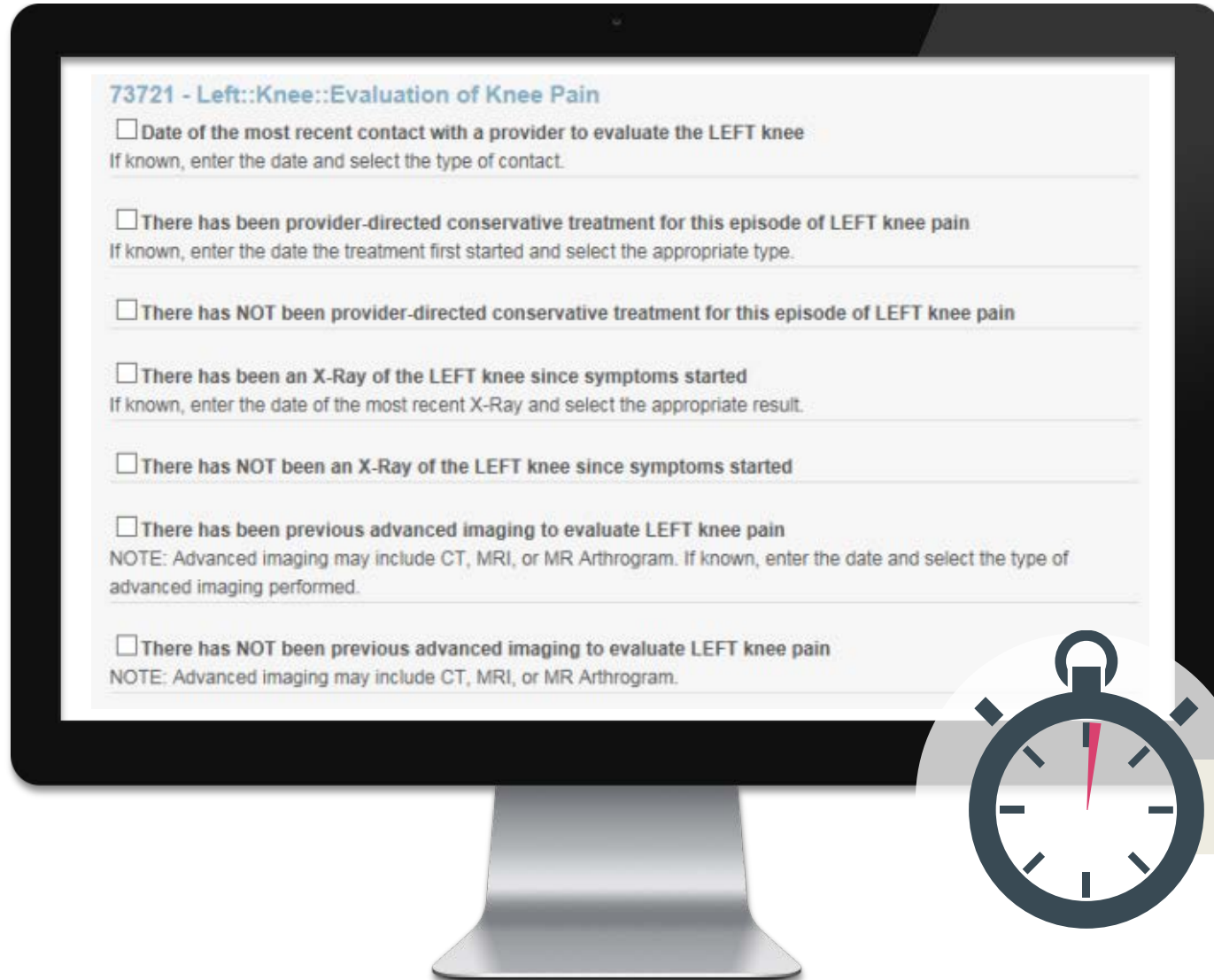
Do it online

eviCore healthcare's web portal is the quickest and easiest way to create authorization requests and check case status



- 1 Save time
- 2 Available 24/7
- 3 Save your progress
- 4 View and print approval info
- 5 Schedule peer-to-peer consultations
- 6 Check member eligibility, case status, and upload additional clinical information

Clinical Collection



73721 - Left::Knee::Evaluation of Knee Pain

Date of the most recent contact with a provider to evaluate the LEFT knee
If known, enter the date and select the type of contact.

There has been provider-directed conservative treatment for this episode of LEFT knee pain
If known, enter the date the treatment first started and select the appropriate type.

There has NOT been provider-directed conservative treatment for this episode of LEFT knee pain

There has been an X-Ray of the LEFT knee since symptoms started
If known, enter the date of the most recent X-Ray and select the appropriate result.

There has NOT been an X-Ray of the LEFT knee since symptoms started

There has been previous advanced imaging to evaluate LEFT knee pain
NOTE: Advanced imaging may include CT, MRI, or MR Arthrogram. If known, enter the date and select the type of advanced imaging performed.

There has NOT been previous advanced imaging to evaluate LEFT knee pain
NOTE: Advanced imaging may include CT, MRI, or MR Arthrogram.

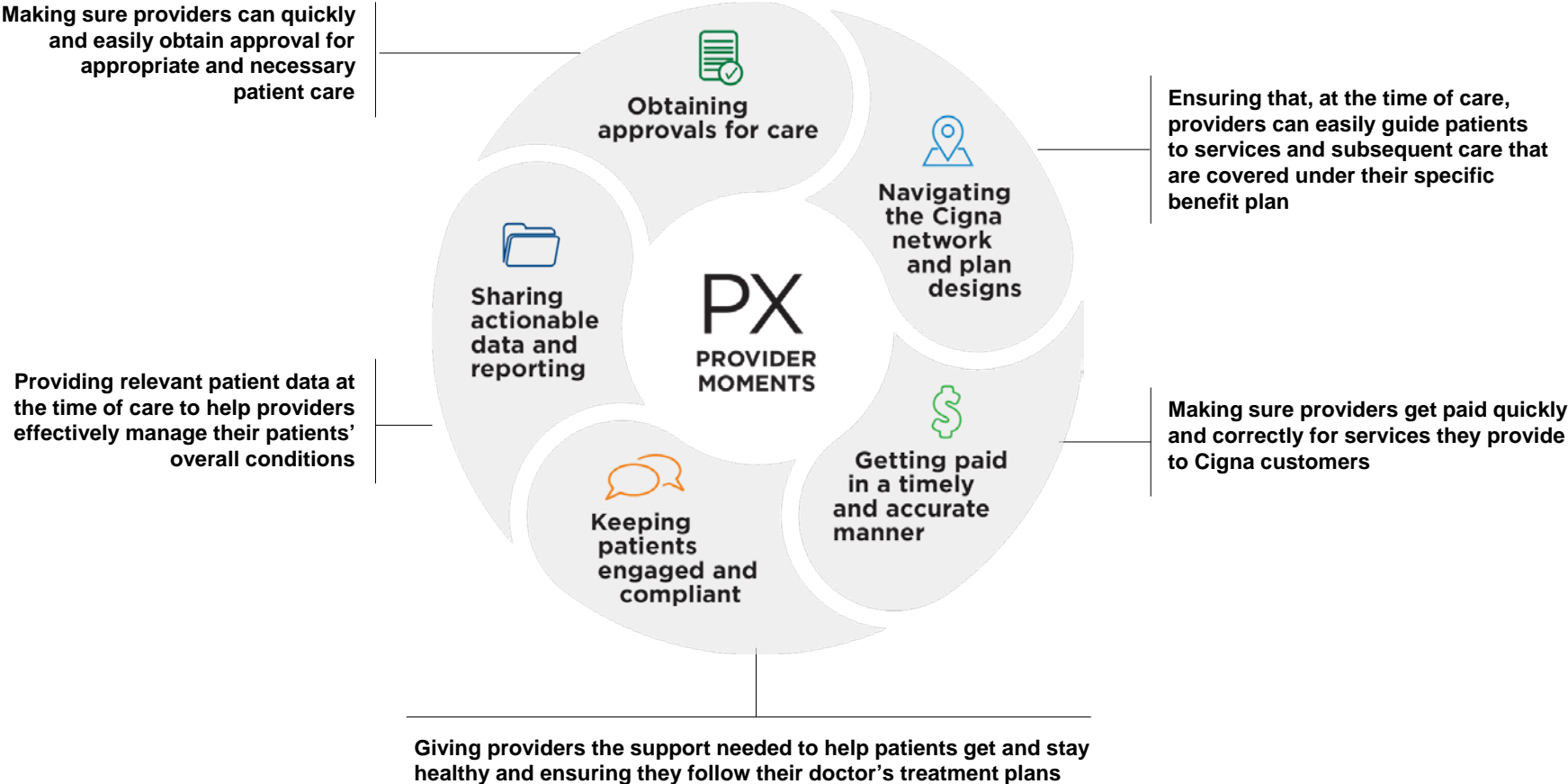


1.5min

Average web auth request

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CONTACTS AND SUPPORT

- Your Provider Services Representative
- At Cigna, we call them Experience Manager or Experience Consultant



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