



Best Outcomes Video Transcript

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2 Minute Version

Now this is an awesome time to be at Cigna Healthcare because nobody is taking a fully integrated approach like Cigna Healthcare is. Not just as a point solution, but as a comprehensive, integrated package that ensures they get the best care at the right place and the right time.

Our goal is to help individuals achieve the best outcomes for their life. And it's really powerful to take a condition specific approach within a patient centered journey because then you're bringing the best of both worlds.

Let's look at this from the point of view from a customer. Meet Bob. Last summer, Bob tweaked his back at a rec softball game, and he's been stuck in a never-ending cycle. Unnecessary treatments, astronomical costs, confusion, stress. Let's see what a simpler, shorter and healthier journey looks like with Cigna Healthcare.

Using advanced predictive modeling and adaptive AI, we identified with a high degree of accuracy that Bob's back might start giving him issues. So, we gave him personalized care specific to his journey and with One Guide, we connected Bob to designated MSK providers. But we don't hand him off. A personal, clinical care advocate is there for him.

For Bob, well, he's just happy to be healthy. For the system, it's working to close the gaps in care. Fast. And for you, it's improving productivity and greatly reducing spend.

This isn't just how we approach one condition. This is our new orientation to how we approach care in general.

We are moving forward on all fronts and at the same time bringing those fronts together for an integrated, personalized approach for our customers.

We're stewards of care, but we're also stewards of our clients' finances. We produced a 96% customer satisfaction rating, which is unheard of in the health care industry. 96% sounds great, but Cigna Healthcare is not done.

There is always something else to find out and improve and we are relentless with that.