APWU HEALTH PLAN
TOGETHER. BETTER HEALTH.

Transparency Tools



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Healthcare Cost and Quality Transparency for Informed Consumers – OPM's Request

Provide online search tools that:

- Allow members to estimate accurately the dollar amount they should expect to pay for a defined set of common outpatient and elective in-patient health care procedures and services. These estimates should be personalized based on the member's plan option and deductible status and be available for specified geographical areas;
- Are easy to use and provide complete, accurate, up-to-date information;
- Are readily accessible from prominent links on the Carrier's website; and
- Present network, quality, and cost information together.



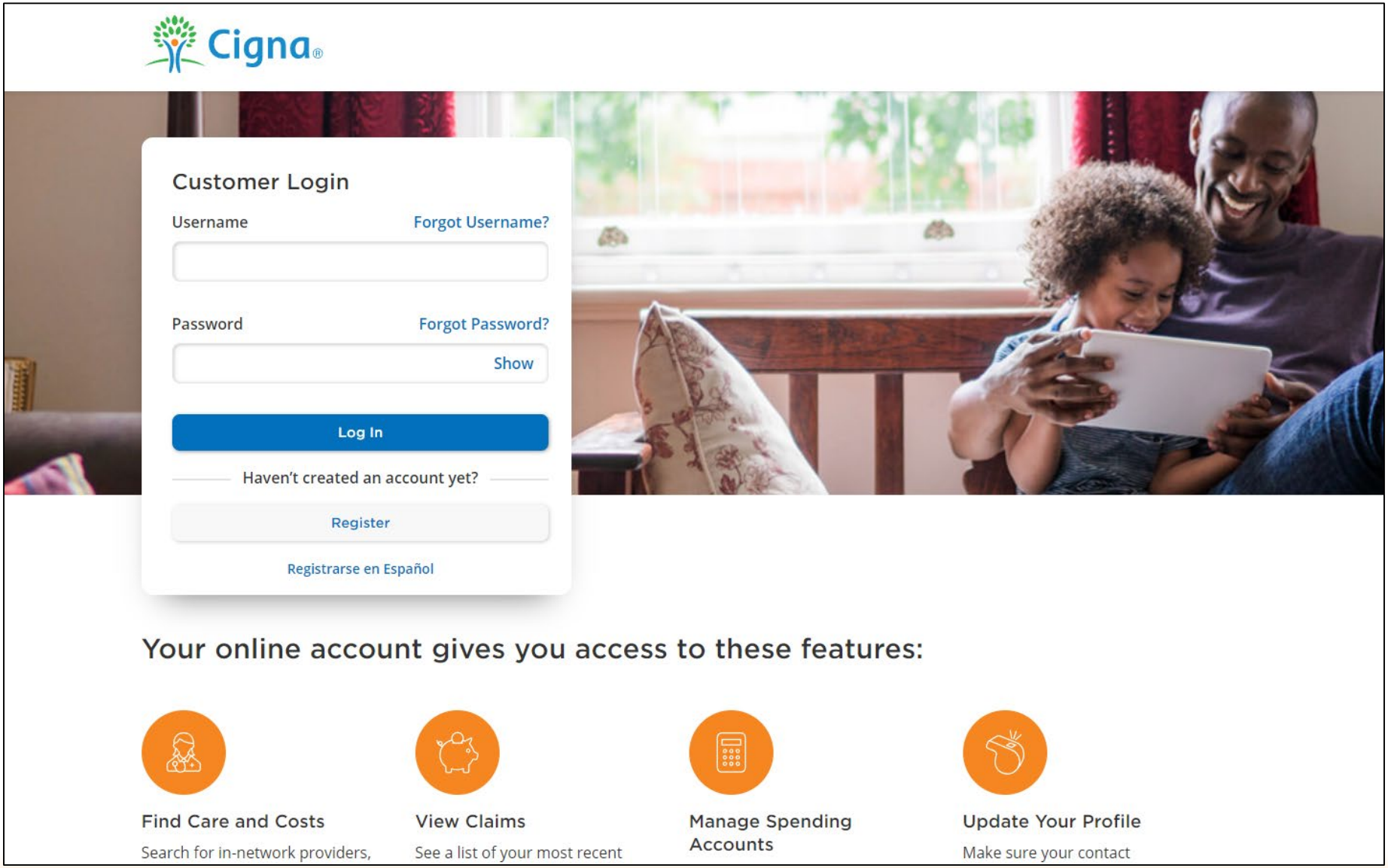
Healthcare Cost and Quality Transparency for Informed Consumers – OPM's Request

- Carriers should ensure that listings for in-network hospitals in their provider search tools include information on the availability of in-network providers at that hospital or treating facility for certain categories of physicians and services. e.g., radiologists, anesthesiologists, pathologists, assistant surgeons.
- Require members to log in to see their account specific information.
- Maximize the information on their websites, specifically around average or median costs of common procedures without the necessary log in.
- Develop a strategy for promoting and measuring the use of these tools, and emphasize to the embers the importance of researching and choosing lower-cost, higher quality options for their health care.

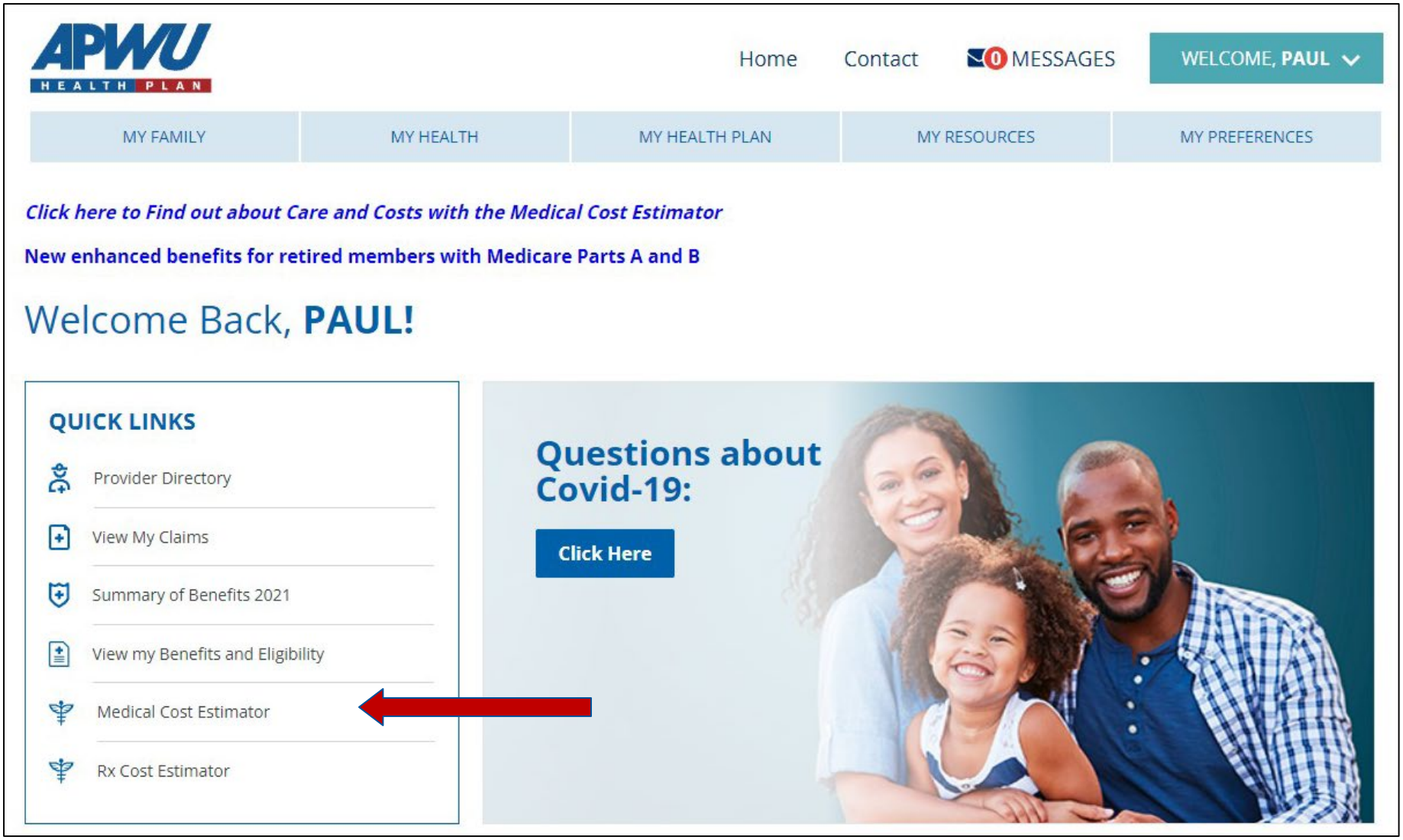


Cigna has partnered with ***Castlight*** to assist APWUHP with this effort; it is called the **"Enhanced Cost and Quality Tool".**

APWU Main Member Portal

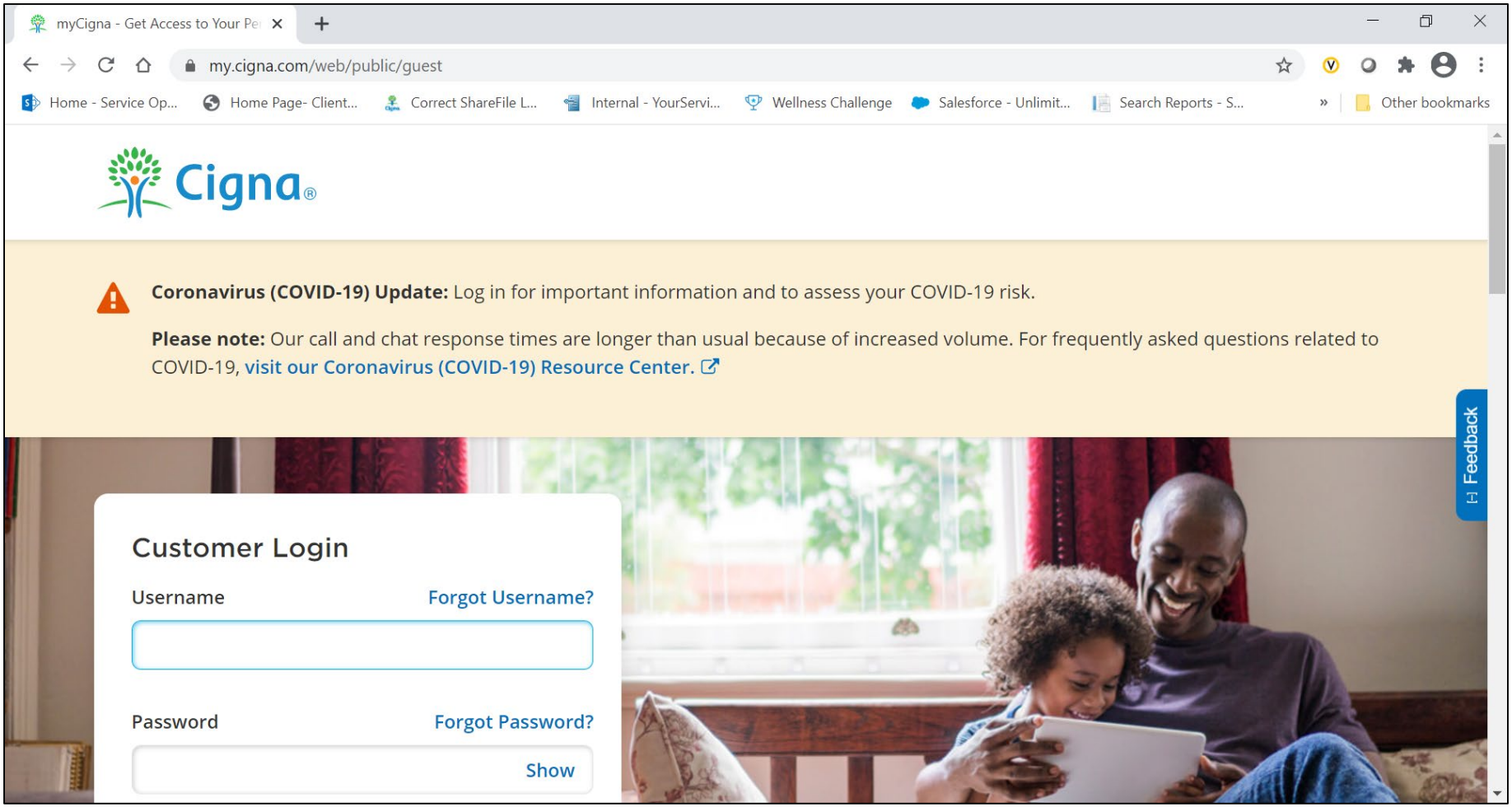


APWU Main Member Portal

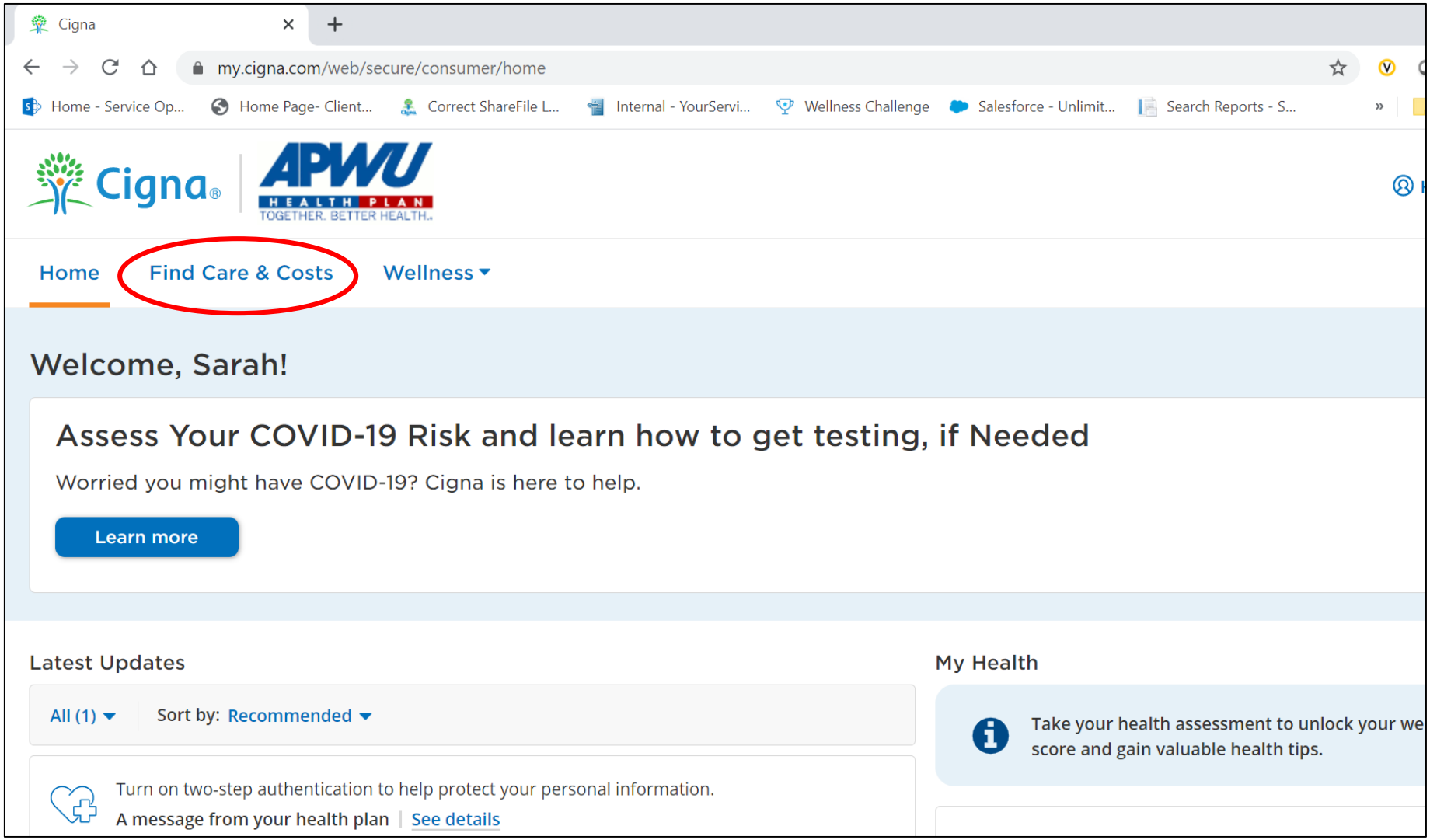


My Cigna Landing page

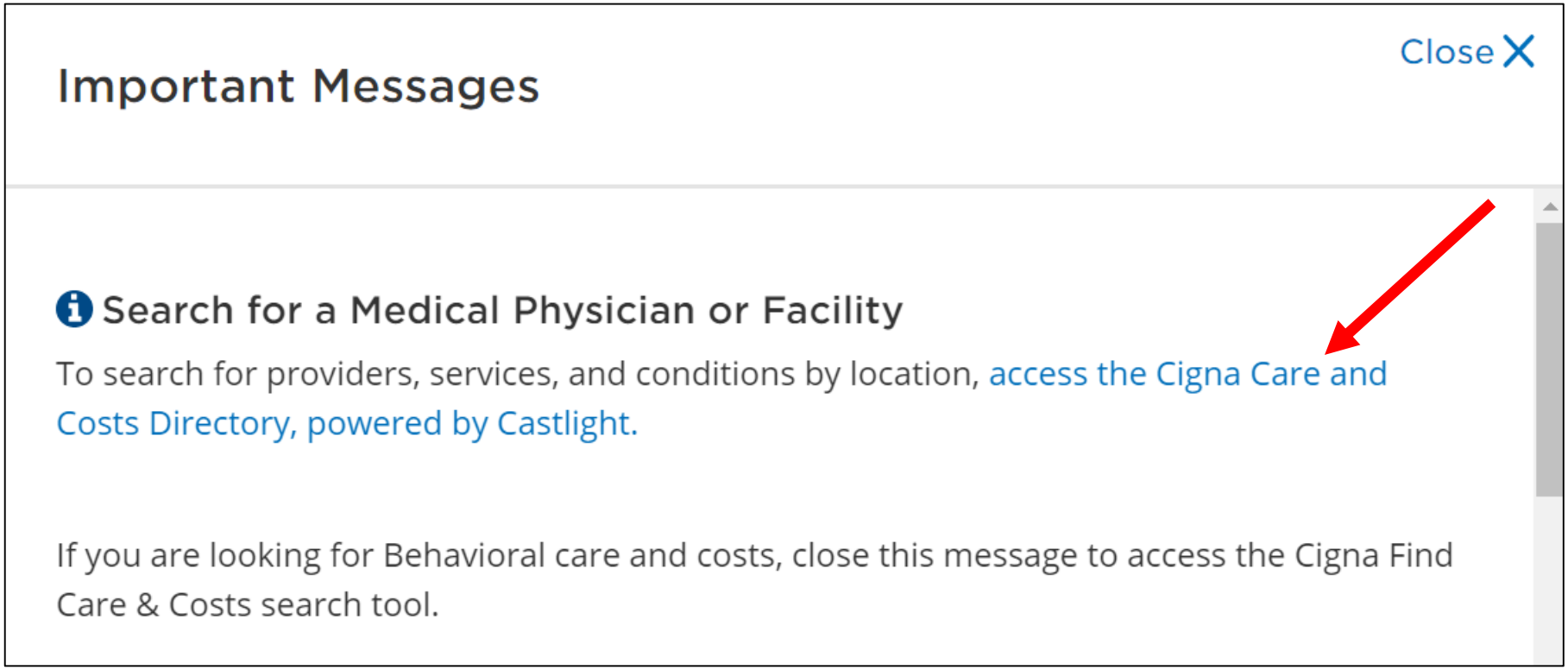
Step 1: Log on to: Mycigna.com



Step 2: Click on “Find Care & Costs”

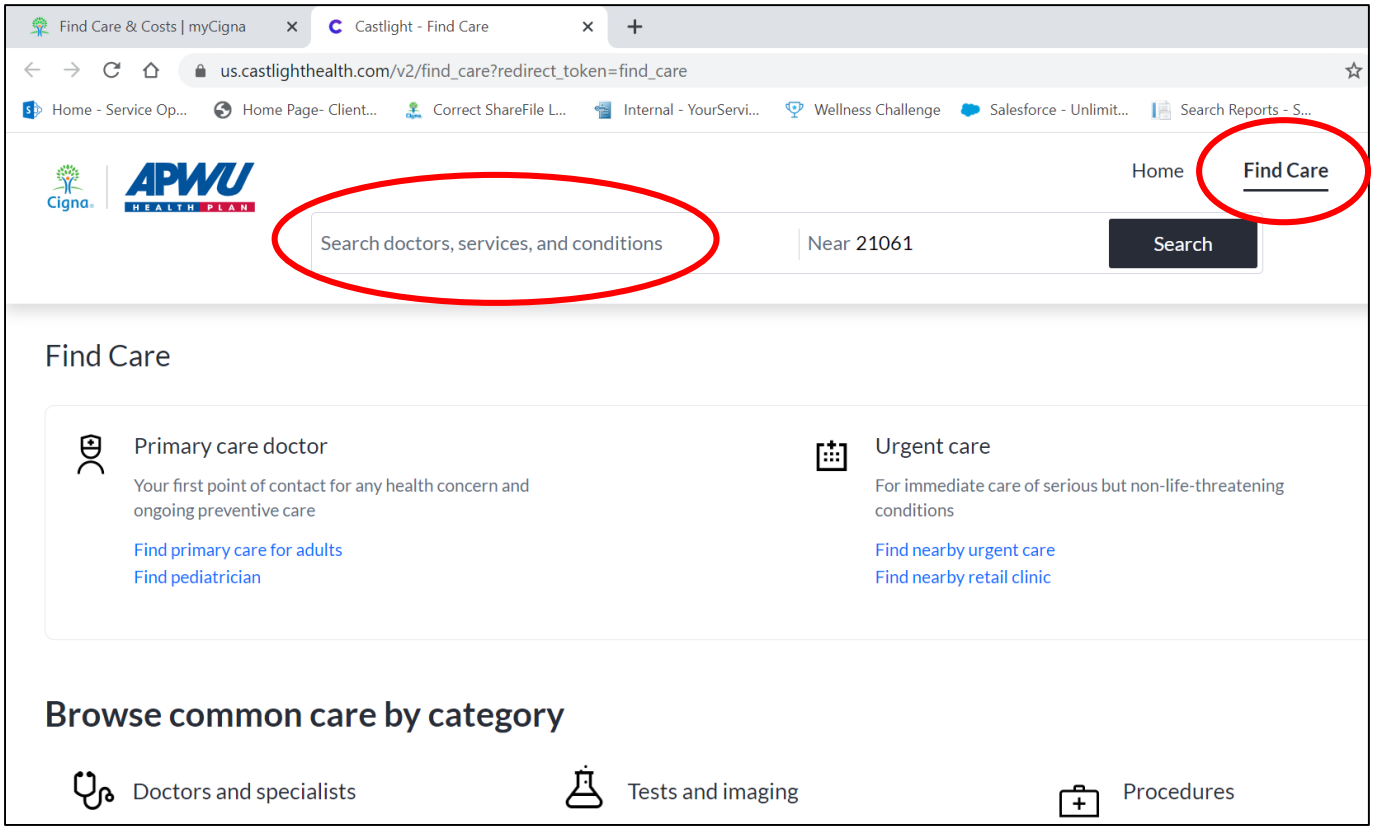


Step 3: A pop up message will appear. Click on the link shown below to access the Cigna Care and Cost Directory



How to Use Find Care

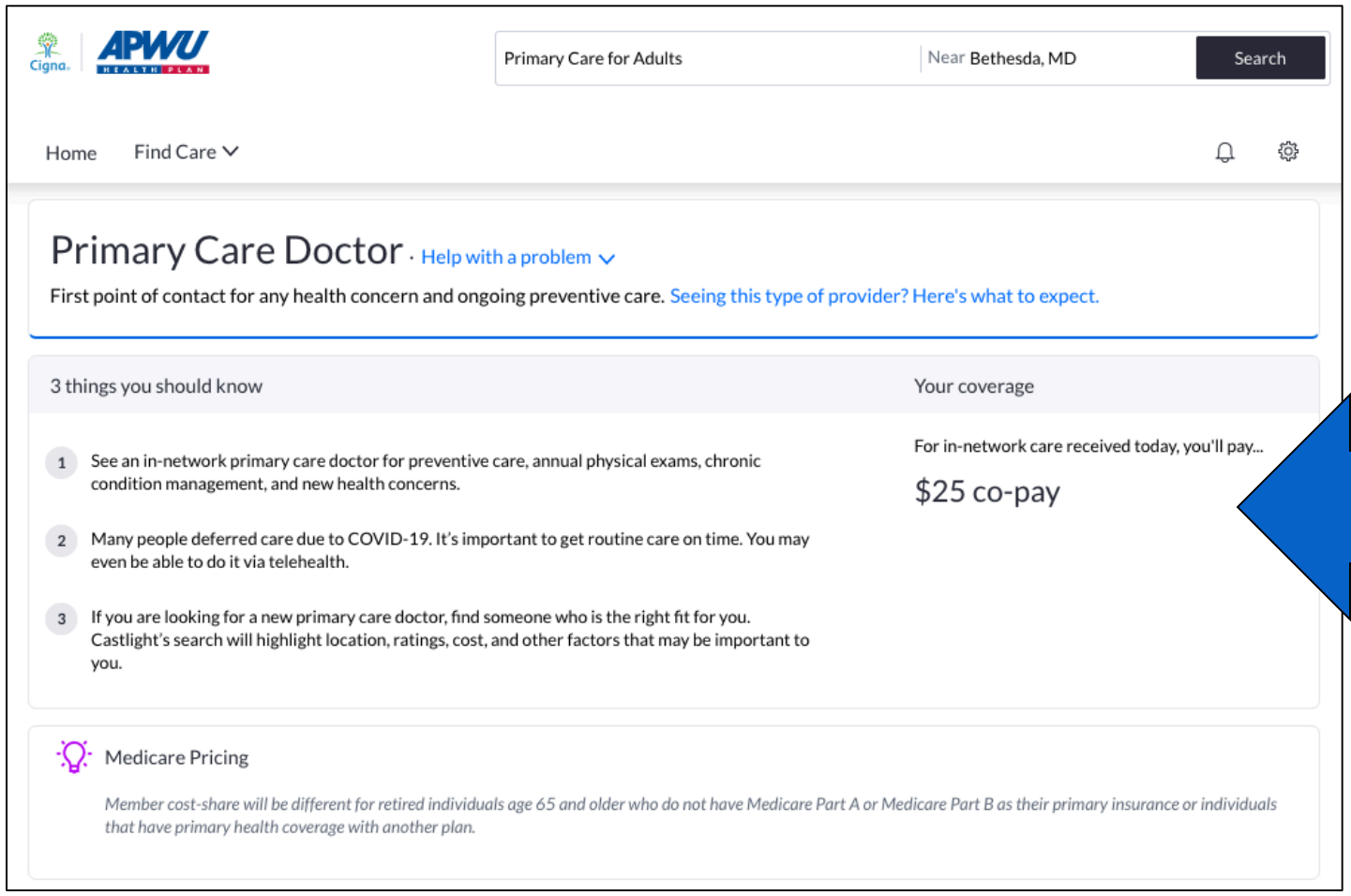
Easily search for doctors, procedures and hospitals in your plan's network, find ratings and reviews, and compare costs for care.



Search for care

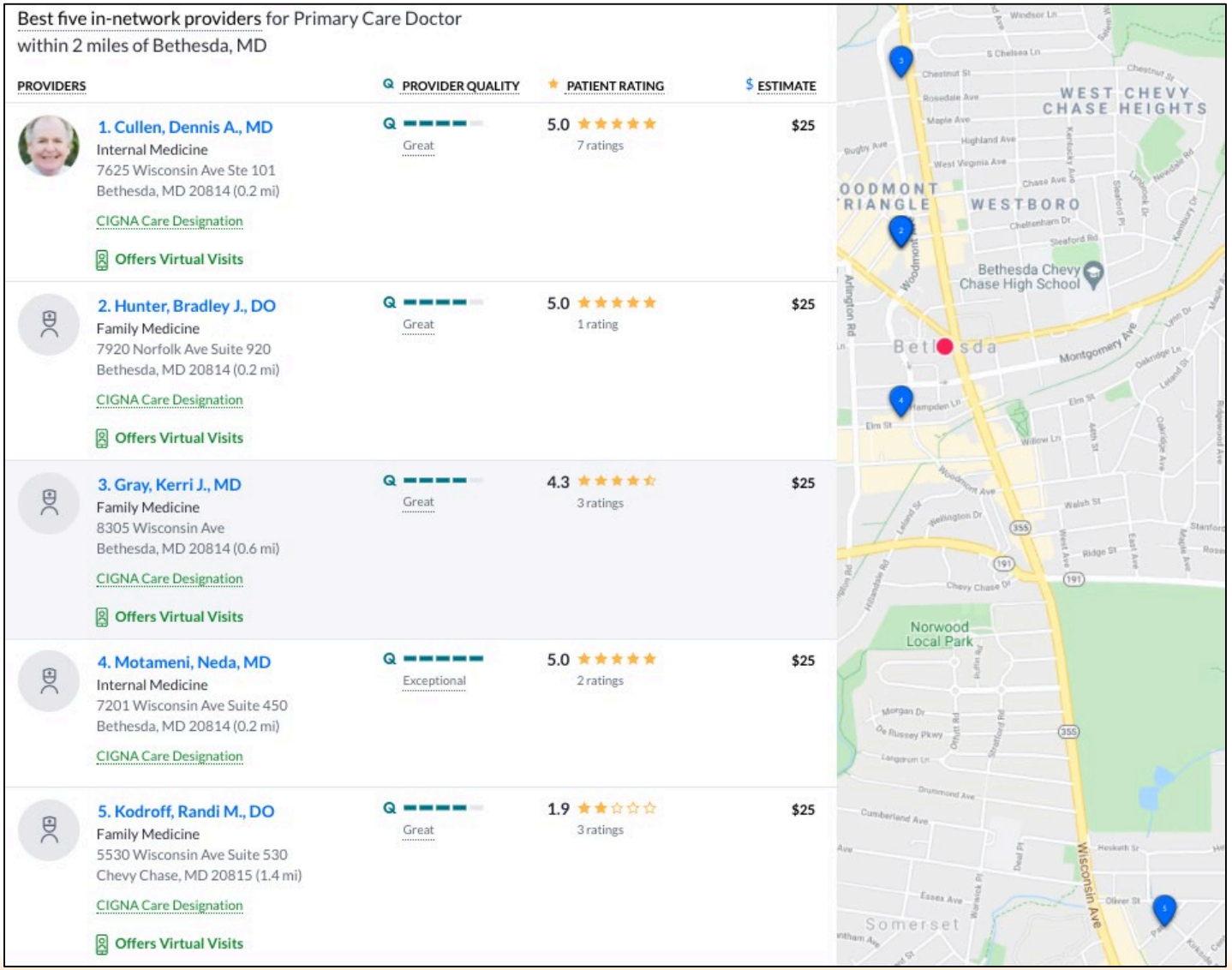
- Common Care
- Doctors/Specialists
- Urgent Care
- Tests and Imaging
- Procedures
- Conditions
- Vaccines

Primary Care Physician Search

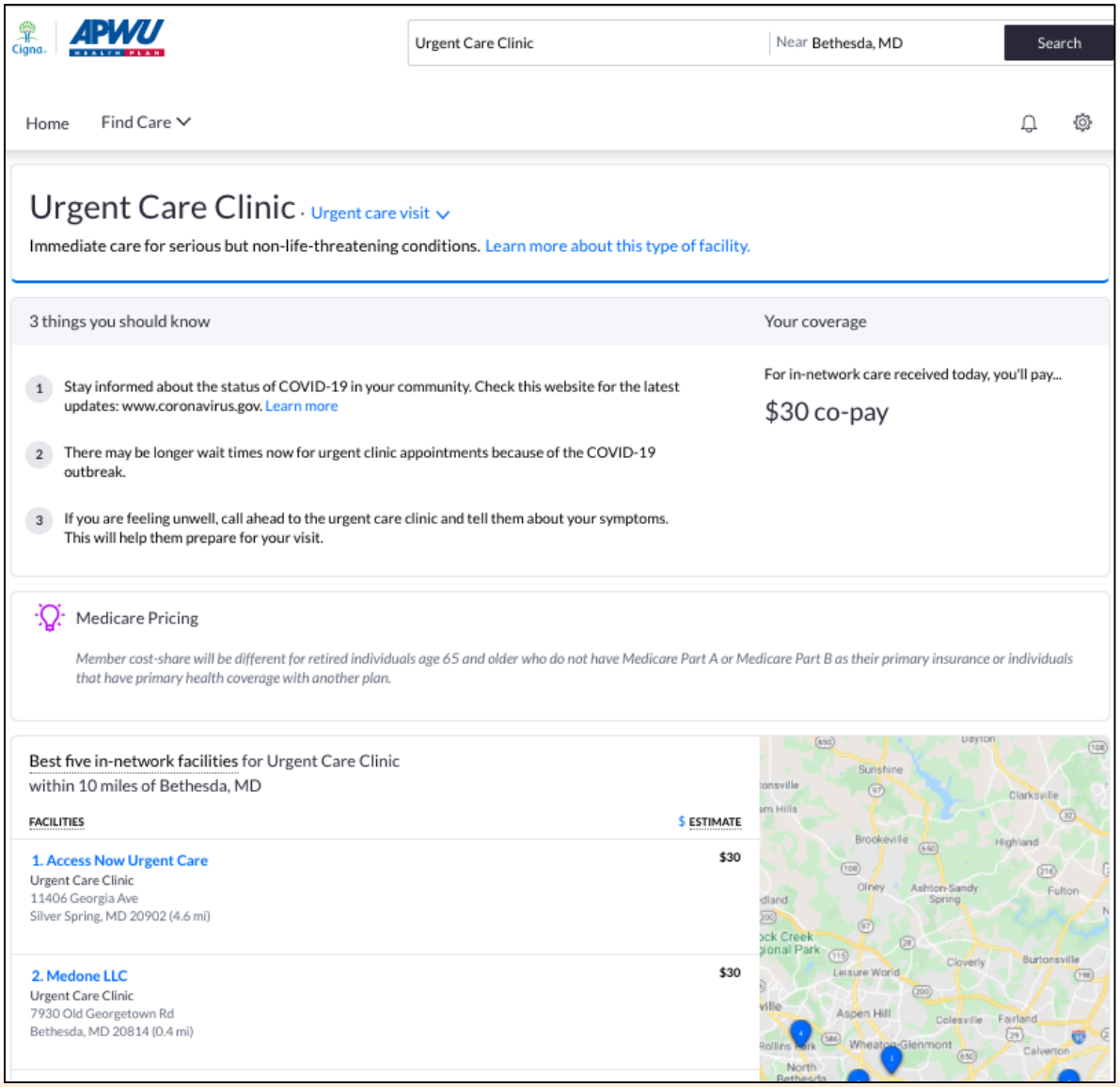


Cost estimate for in-network care

Search results provide the top 5 in-network providers based on cost, quality, rating and convenience.



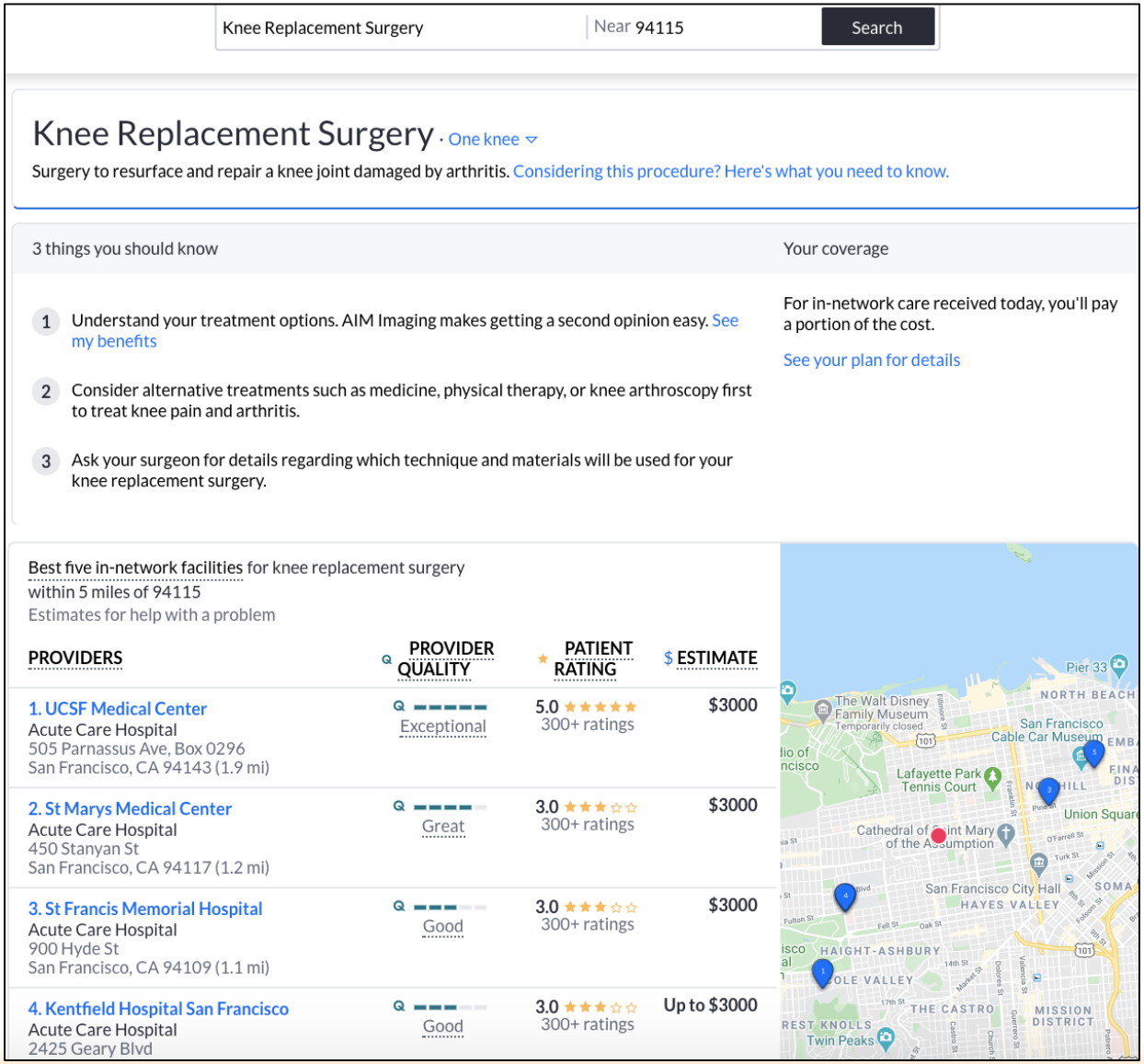
Urgent Care Search



Examples of Urgent Care:

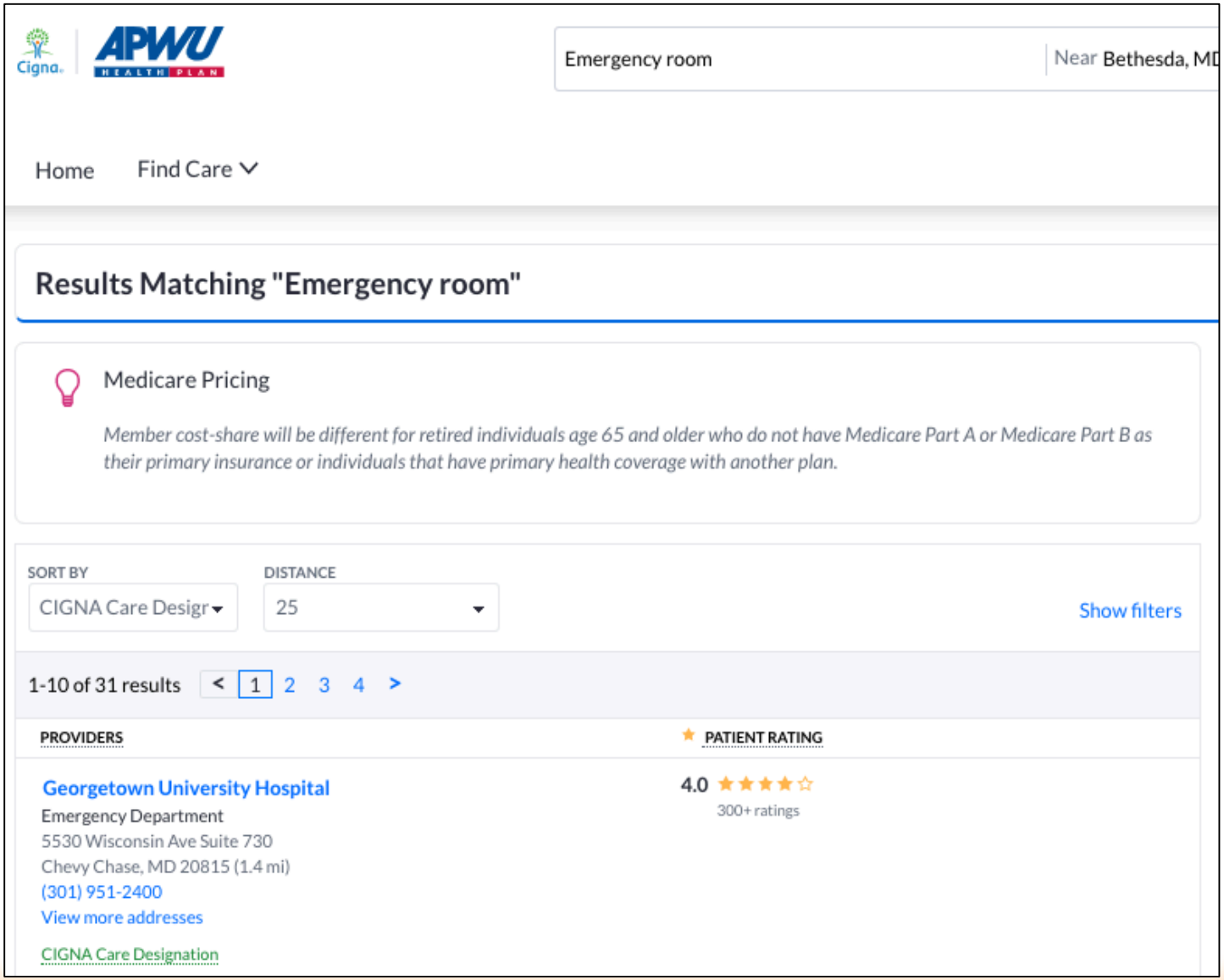
- Sprains or strains from minor trauma
- Minor bleeding or cuts that require stitches
- Mild asthma
- Fever/flu symptoms
- Ear pain
- Sore throat
- Minor broken bones
- Skin rash
- Moderate back problems

Procedure Search

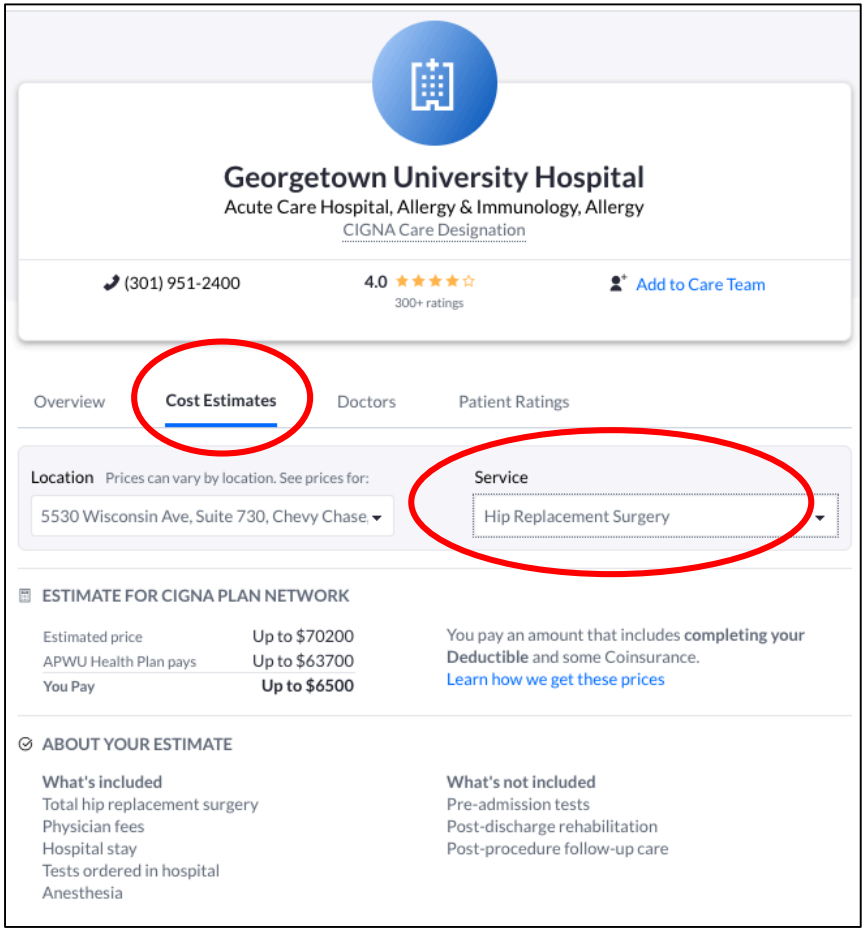


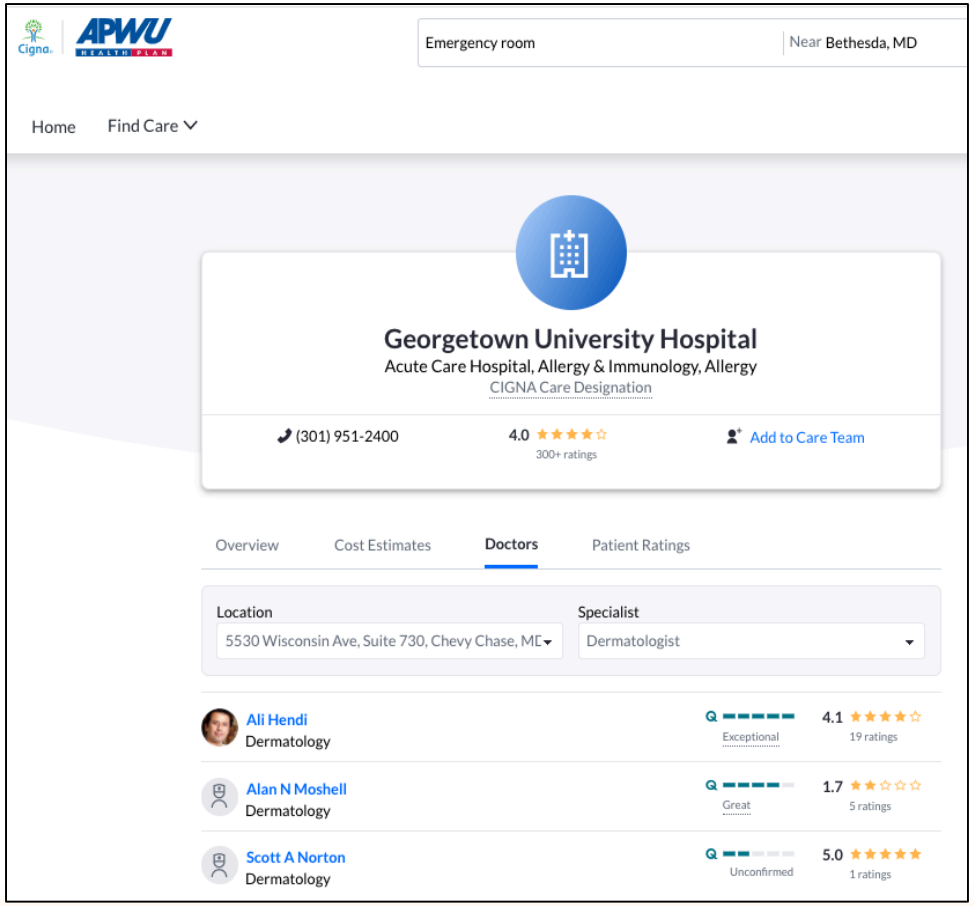
- Information about the procedure
- Providers/Hospitals located within your desired zip code
- Quality ratings
- Cost estimates

Emergency Room Search



Emergency Room Search





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You will receive an email following our Seminar with a link to fill out your class evaluations online.

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