

Centers of Excellence for hospitals – 2019 designations

Each year, we evaluate most hospitals for patient outcomes (quality) and cost-efficiency for our Centers of Excellence (COE) program for hospitals. Hospitals that meet our criteria receive the COE designation. We display hospitals' COE status and their profiles for patient outcomes and cost efficiency in the provider directories on Cigna.com and myCigna.com.

On January 1, 2019, we will update the provider directories with hospitals' 2019 COE status and profile information for up to 18 inpatient surgical procedures and medical conditions.

Timeline for online displays On January 1, 2019, hospitals designated as 2019 COEs will be noted in the online provider directory on Cigna.com and myCigna.com.

If you receive calls from providers who have questions concerning their specific results, or request a copy of their results, please obtain the Facility Name, and Tax ID number and forward that information to me. The providers' specific report will be obtained and will be sent back to you, in order for you to share with the provider.

Centers of Excellence Program 2019 Methodology