

# Q&A – QualCare Alliance Networks

## General Information

### **What is this announcement really about?**

Today we announced that Cigna has entered into an agreement to acquire QualCare Alliance Networks, Inc.

By bringing together the talent, expertise and resources of these two health organizations, Cigna will combine the proven capabilities that QANI has built since its inception with Cigna's own industry-leading, integrated products and solutions and national reach to advance health care innovation locally and across the country.

Cigna's broad portfolio of integrated products and services, along with QANI's capabilities and strong reputation for delivering affordable and comprehensive health coverage through quality health care professionals and delivery systems, will allow for growth, innovation and expansion, and more customized products and solutions at the local level.

### **Is this an acquisition?**

Yes

### **What are the goals of this acquisition?**

By bringing together the talent, expertise and resources of these two health organizations, Cigna will combine the proven capabilities that QANI has built since its inception with Cigna's own industry-leading, integrated products and solutions and national reach to advance health care innovation locally and across the country.

As health care in the U.S. undergoes unprecedented change, health care systems are seeking partners to improve quality, affordability and the patient experience and to successfully design and implement new health care delivery models and payment structures. Because it was created by hospital systems, QANI has both a deep understanding and long tradition of working with hospital systems to help enable success. Together, Cigna and QANI can expand these capabilities and expertise nationally.

### **What will change organizationally?**

QANI's executive leadership team will continue to lead the organization as part of Cigna's business units. There are no immediate changes in organizational structure as a result of this announcement.

### **Who will be making decisions at QANI?**

QANI's executive leadership team will continue to lead the organization as part of Cigna's business units.

### **Will this deal affect the number of doctors (primary and specialty) under QANI and/or Cigna?**

We do not expect any immediate changes and physicians will continue to work with QANI and/or Cigna as they do today. There are no changes to contracts with health care professionals who work with QANI

or Cigna as a result of this announcement. Existing contractual relationships will remain in place. QANI physicians and other health care providers will continue to receive the same high quality, proactive customer service that has been the hallmark of QANI's relationship with the health care professional community.

QANI's systems, people and deep relationships with large hospital systems will help Cigna continue its efforts to be a partner of choice to hospital systems and health care professionals across the United States.

**Will QANI's service change at all?**

QANI customers can count on receiving the same responsive and compassionate service from the same staff that they have had in the past. Cigna is committed to continuing to deliver quality health care to QANI's existing customers and to growing QANI's current business lines.

There are no changes to contracts with health care professionals who work with QANI or Cigna as a result of this announcement. Existing contractual relationships will remain in place. QANI physicians and other health care providers will continue to receive the same high quality, proactive customer service that has been the hallmark of QANI's relationship with the health care professional community.

With Cigna's fully integrated and broad portfolio of products, services and capabilities, QANI customers will have more options, including access to Cigna's full suite of specialty capabilities (dental, pharmacy, behavioral and life and disability) and QANI will offer an option for employers to purchase access to a national network of hospitals and physicians and enhance our health plan member and client experience.

**Will this result in the loss of jobs/reduction of staff?**

Both QANI and Cigna do not anticipate that this agreement will result in a reduction of staff at this time. Cigna anticipates replicating the QANI Model throughout the country, with support services provided by QANI. As we do so, we expect this will result in an increased demand for our combined services, securing New Jersey-based jobs.

**QANI Members**

**Will services be more expensive? Does this have ANY effect on the cost of my insurance?**

Through this agreement, our goal is to continue to provide affordable health plans. Nothing will change in 2015 – we will begin to update you on new offerings beginning this fall.

**How will members benefit from this agreement?**

For those that travel, for those that live or work out of state, this will be a wonderful addition to the current QANI regional network – now they know that wherever they go, they will receive the highest-level of healthcare. Being part of the Cigna family, in the future we will offer an option for employers to purchase access to a national network of hospitals and physicians and enhance our health plan member and client experience.

In addition, QANI will offer an option for employers to purchase integrated dental, pharmacy, vision, and behavioral health services as well as life/disability coverage. The high-standard of service that our health plan members, physicians and clients have come to rely on from QANI will not change. We know this combination of a broader network of hospitals and physicians, coupled with the service QANI is known for, will be an attractive option to employers and individuals.

**Does this mean that you will be expanding your coverage into other nearby states?**

With this arrangement, our networks continue to expand.

**How will this affect my coverage?**

There are no changes to your current plan as a result of this announcement. Any changes to benefit offerings for 2016 will be communicated as part of your company's annual enrollment period.

**Will my benefits change?**

No, any changes to benefit offerings for 2016 will be communicated as part of your company's annual enrollment period.

**Will my copay change?**

No, any changes to benefit offerings for 2016 will be communicated as part of your company's annual enrollment period.

**Will I have to pay more money annually?**

Through this agreement, our goal is to continue to provide affordable health plans.

**When a doctor's office asks me what insurance I have, should I tell them QualCare or Cigna?**

There are no changes to your current QualCare medical plan as a result of this announcement. Continue to identify yourself as a QualCare member, and as always, present your QualCare ID card each time you receive health care services.

**I don't understand what this means, who can I talk to that will explain this to me?**

A member service representative will be happy to answer your questions, please refer to the back of your ID card for the Plan Hotline phone number.

**Healthcare Professionals**

**Why is QANI entering into this arrangement?**

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**Will my contracting or credentialing with the QualCare network be affected?**

This acquisition will not change the way in which healthcare professionals interact with QualCare or impact existing contracts. For now, it is business as usual. If there are any changes in the future to how you interact with us or changes that may affect you, we will notify you in advance.

**Have my patients with QualCare coverage been informed of this relationship?**

There are no immediate plan changes due to this acquisition and so we are sending our members – your patients – a letter to reassure them of that. If your patients have further questions, please direct them to call the phone number on their ID card or visit [www.qualcareinc.com](http://www.qualcareinc.com) for frequently asked questions.