



In collaboration with
1.1 million
prescribing clinicians,
Cigna reduced customer
opioid use by

25%*

As a leading global health service company, Cigna sees the dangerous impact of opioid use disorders every day - on society and on our customers. That's why we've worked to return customers' opioid usage to pre-epidemic levels. But, more important, while doing this, we've **enhanced care for customers** who are fighting chronic pain and substance use disorders, through a **collaborative approach and initiatives** that include broader use of **predictive analytics** and the **expansion of our case management program**.

In **May 2016**, we made a commitment to **reduce opioid use** among our customers **by 25%** by 2019.

**We reached our goal
a year earlier than
planned.**





Counting on close collaboration

To achieve our 25% goal, we brought together resources across our **medical, behavioral and pharmacy programs** and worked with physicians, dentists, advocacy groups and other stakeholders to find solutions that:

- › **Increased** safeguards in the opioid prescribing process
- › **Enhanced** support and counseling
- › **Made it easier** to access treatments for substance use disorders

Highlights include



2,000 medical groups/ 65,000 doctors agreed to reduce opioid prescribing and to treat opioid use disorder as a chronic condition.*



Integrated analysis of pharmacy, medical and mental health benefits. Notified physicians of risks of possible misuse or overuse.



Engaged with 85,000+ prescribers annually whose patients have a hazardous pattern of opioid prescription use.*



Pharmacy safeguards were applied, including formulary changes, quantity limits and prior authorization.

Example: Discontinuing coverage of Oxycontin® (a long-acting opioid,) and instead covering Xtampza® ER – the same drug with an enhanced abuse deterrent formulation.



Increased access to substance use disorder drugs and clinically proven, cost-effective overdose reversal agents.



Cigna's 24/7 Veteran Support Line opened to all veterans and their caregivers, whether they are Cigna customers or not, to help this particularly vulnerable community.



Increased understanding through local leadership of the impact of the epidemic in communities. Identifying solutions that focus on treatment and prevention.

Doing more to help more people

A major factor in reaching this goal was to work with expert advocacy groups and major stakeholders to change the national conversation and share best practices around substance use disorder awareness, prevention and treatment. We've worked with the following organizations and provided:



Two years of de-identified integrated customer claim data to the American Society of Addiction Medicine (ASAM) to identify successful treatment and prevention guidelines.



A \$200,000 World of Difference grant to Shatterproof™, a nonprofit organization committed to giving those living with addiction, and their families, resources and information to overcome addiction.



A \$50,000 donation to the Pennsylvania District Attorneys Institute to make naloxone available for use by first responders in Pennsylvania.

What we're focused on next

We will continue our commitment to tackling this epidemic through our focus on advocacy, awareness, prevention and effective treatment. In the coming months, there are three key areas we will focus on.

BETTER education

Promote pain education; how it manifests, how it is treated and ultimately, how to manage it as safely as possible.

SAFER prescriptions

Additional safety measures to help minimize the risk of certain medications that are disproportionately associated with opioid overdoses.

FEWER overdoses

Artificial intelligence and predictive analytics help us intervene with patients who are more likely to suffer from an overdose.

“WE ARE PROUD THAT WE ACHIEVED THIS GOAL EARLY, BUT, EVEN MORE IMPORTANTLY, WE DID SO BY ENHANCING PATIENT SUPPORT AND ENSURING OUR CUSTOMERS HAVE ACCESS TO THE RIGHT CARE, AT THE RIGHT TIME. THERE IS STILL MUCH MORE WORK TO DO, AND WE ARE FOCUSED ON CONTINUING TO PUSH FORWARD ON THESE EFFORTS EVERY DAY.”

- David Cordani
President and CEO
Cigna Corporation

Find out more about how you can be part of the solution at [Cigna.com/awayfromblame](https://www.cigna.com/awayfromblame).



* Cigna press release, Cigna's Partnership With Physicians Successfully Reduces Opioid Use By 25 Percent – One Year Ahead of Goal, March 2018. Retrieved from: <https://www.cigna.com/newsroom/news-releases/2018/cignas-partnership-with-physicians-successfully-reduces-opioid-use-by-25-percent-one-year-ahead-of-goal>

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