



Cigna Global Health Transforms Clinical Workflows with Salesforce® Health Cloud Integration Partners Cadalys and MCG Health

Cigna Global Health chose Salesforce® Health Cloud with Cadalys CareIQ Care Management and CareIQ Utilization Management, Informed by MCG, to optimize clinical efficiency through streamlining, standardizing, and automating workflow processes. This transformation provides immediate access to evidenced-based decision support integrated from MCG Health's industry-leading care guidance.



The client: Cigna Global Health

Cigna Global Health offers health care plans designed specifically for individuals and families living or working abroad. An international workforce of almost 150,000 people plus a medical network of 1.65+ million partnerships—including 89,000 behavioral healthcare professionals and 11,400 facilities—supports 86 million customer relationships in more than 200 countries and jurisdictions.

Challenge

Like many health insurers, Cigna Global Health's clinical staff was dealing with a high-volume of manual tasks such as processing prior authorizations, performing medical necessity review, and building care plans without evidence-based content. In 2019, Cigna Global Health looked to the Salesforce® AppExchange for partners to help solve its considerable workflow challenges. They needed partner platforms that could scale quickly and implement across multiple countries within a very short timeframe.

Solutions

Choosing to leverage well-established Salesforce® Health Cloud technology, Cigna Global Health selected Cadalys' CareIQ Care Management and CareIQ Utilization Management solutions. Both of these Cadalys platforms are Informed by MCG, a content solution from the industry leader in evidence-based clinical guidance, MCG Health.

Results

Capitalizing on speed time-to-value, Cigna Global Health leveraged both CareIQ Care Management and CareIQ Utilization Management (Informed by MCG) in their Salesforce® Health Cloud implementation. After Phase 1 of the implementation, Cigna Global Health realized significant savings and bypassed years of unnecessary (and costly) custom software development.

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CareIQ's out of the box workflows and wizards deliver user-friendly access to MCG Chronic Care and Transitions of Care guidelines (via Informed by MCG for Disease Management) has delivered the gold standard of care plan guidance through evidence-based

assessments. The powerful combination of Cadalys and MCG has led Cigna Global Health to improve efficiency for clinical staff, create enhanced member experiences, and a decrease length of hospital stay for their membership. Thirty-seven percent of prior authorizations and 100% of Care Plans are now being streamlined and standardized with CareIQ Informed by MCG in Salesforce® Health Cloud. All of these elements have dramatically reduced costs for Cigna Global Health and their Providers.

Prior authorizations, Medical Director reviews, appeals/grievances, complaints and claims adjudication are additional key areas that saw positive impacts after implementing Cadalys' CareIQ Utilization Management solution. Now, Cigna Global Health's utilization management tasks are significantly optimized through the platform's efficiency gains as well as the consistent use of Informed by MCG for Utilization Management (which includes MCG Inpatient & Surgical Care, General Recovery Care, Recovery Facility Care, and Behavioral Health Care).

"Before moving to Salesforce® Health Cloud, our global clinical teams were managing work in legacy systems," said Jenna Wexelblatt, the Clinical Operations Manager at Cigna Global Health Benefits. "The pre-built workflows from CareIQ coupled with systematic triggers to guide the care management processes are extremely beneficial."

"We needed Salesforce® Health Cloud to automate as many processes as possible so that we could standardize internal practices and have one single place for clinical information and research questionnaires, giving our nurses a 360-degree view of the customer," said Dr. Victor Fernandez, Cigna Global Health's Medical Senior Manager and Americas IHT-TH&N Medical Director. "Health Cloud and CareIQ enables

us to deliver a consistent solution globally. Before the implementation, we had information in different systems. This technology is a massive step forward and feedback from nurses is very positive."

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CareIQ's workflow presentation of the MCG care guidelines eliminates the need for parallel processes where every nurse conducts his or her own research, using an individualized set of questions when a customer presents with a given condition. In addition, CareIQ's unique, deep and actionable integration with MCG clinical content allows organizations to precisely automate workflows while gaining unparalleled insights into the care plan support provided to members.

"Everybody talks about leveraging technology to streamline processes, but I can assure you that digitizing automatic approvals and freeing up our staff to focus increasingly on care management tasks has really been a game-changer," said Wexelblatt. "Features like easy-to-understand red and green visuals—which illustrate whether guideline indications are met—speed up the process."



“As a manager, I trust my team to make informed decisions based on clinical guidelines,” said Dr. Fernandez. “With this solution, I know the guidelines are always there. Also, I can easily see performance analytics, along with individual open or closed cases and go into the care request to analyze why the service was approved or denied. This visibility is extremely valuable.”

Exceeding customer expectations is important to Cadalys, a Salesforce® partner with a 9.9 out of 10 customer satisfaction score. By aligning with MCG Health, a leader in clinical decision support that enjoys a Net Promoter Score® of 70, Cigna Global Health built solid partnerships with two healthcare technology brands renowned for high levels of customer satisfaction.

Adapting to solve new challenges

Both Cadalys and MCG Health continue to provide exceptional support to Cigna Global Health during these challenging times, including enhanced features and clinical content to address the global COVID-19 pandemic.

“In response to COVID-19, the team developed a COVID Triage Wizard for case managers to use during the global coronavirus pandemic. They developed it quickly and with minor tweaks, it was live in no time,” said Dr. Fernandez.

“Cadalys and MCG are true strategic partners and receptive to feedback,” continued Wexelblatt. “We meet regularly to discuss where we are headed and,

as a result, the CareIQ product roadmap reflects real-world use cases for implementation that solve the specific challenges we face in care management and utilization management.”

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Cigna Global Health is committed to creating plans that meet the needs of 86 million international customers, driven by a mission of making health care affordable, predictable and simple. Integrating the Cadalys CareIQ Care Management and CareIQ Utilization Management extensions into Salesforce® Health Cloud has provided a single source of truth for clinical data, and it’s all based on MCG industry-leading evidence. Tedious tasks were automated or eliminated altogether giving clinical staff valuable time to focus on the needs of Cigna Global Health’s members. The organization has achieved increased significant cost savings from this streamlined workflow and has the peace of mind knowing that appropriate cases are being reviewed by their doctors and nurses.

Visit the Salesforce® AppExchange for CareIQ Utilization Management (Informed by MCG) and CareIQ Care Management (Informed by MCG).