**From BILHPN: Cigna Case Management Program**

The Beth Israel Lahey Health Performance Network (BILHPN) signed a network-wide Cigna contract which includes a new program, the Collaborative Accountable Care (CAC) program, with a goal of helping lower total medical cost and to improve performance in quality metrics for high risk patients.

As part of this program, an RN Case Manager will perform the following duties:

* Post-discharge hospital follow up calls to all identified Cigna customers to facilitate and oversee discharge-planning needs
* Coordination of care of the high-risk targeted population in an appropriate, efficient, and cost-effective manner.
* Collaborate with offices to help close gaps in care and meet quality measures.

Your RN Case Manager is Teresa Keane. Her contact information is 978-307-6307 Ext 31003.

*We look forward to collaborating with you and welcome any feedback!*