Information about BTE recognition and Aetna’s participation

Through our agreement with Health Care Incentives Improvement Institute, Inc. (HCI3), physicians in Aetna’s network may be eligible for bonus payments. Payments are based on performance in one or more Bridges to Excellence (BTE) programs, per patient, per year.

HCI3 is a nonprofit company committed to increasing health care quality. They achieve this by recognizing and financially rewarding physicians and other health care providers who demonstrate that they follow recognized standards of care for their patients.

Physicians who are BTE recognized appear on our DocFind® online directory with a notation that looks similar to this one:

    NCQA Diabetes Recognized

Achieving recognition means the physician is part of an elite group of physicians who have demonstrated skills in providing the highest level of care in certain areas of care. Aetna publicly recognizes physicians to help you pick a physician who will meet your medical needs.

BTE recognition and Aetna’s BTE recognition program are intended to be only a guide for you when choosing a physician in Aetna’s network. There are many ways to evaluate doctors, and you should consult with your current doctors before making a decision. Please note that all ratings have a risk of error and, therefore, should not be the only basis for choosing a doctor.

Incentives offered in these specialties and locations

We are pleased to offer incentives to eligible physicians in these specialties:

<table>
<thead>
<tr>
<th>Family practice</th>
<th>Neurology</th>
</tr>
</thead>
<tbody>
<tr>
<td>General internal medicine</td>
<td>Neurosurgery</td>
</tr>
<tr>
<td>Endocrinology</td>
<td>Orthopedics</td>
</tr>
<tr>
<td>Cardiology</td>
<td></td>
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</tbody>
</table>

The incentives are available in the following locations:

<table>
<thead>
<tr>
<th>Washington State</th>
<th>Charlotte, NC</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Jersey</td>
<td>Raleigh, NC</td>
</tr>
<tr>
<td>Arizona</td>
<td>Austin, TX</td>
</tr>
<tr>
<td>Cincinnati, OH</td>
<td>Northern Virginia</td>
</tr>
<tr>
<td>Louisville, KY</td>
<td>Maryland</td>
</tr>
<tr>
<td>Georgia</td>
<td>Washington, DC</td>
</tr>
</tbody>
</table>

Criteria for program participation

To earn financial rewards under BTE programs, eligible physicians must first be recognized by performance assessment organizations such as the National Committee for Quality Assurance (NCQA), Minnesota Community Measurement and IPRO.
In addition to receiving financial rewards and recognition, physicians who are recognized by one of the programs listed below can promote improvements in care standards and help reduce the rising cost of health care.

For more information, visit www.bridgestoexcellence.org. Select “Participate” then “Clinicians.”

**BTE programs eligible for Aetna pay-for-performance incentives**

Aetna has implemented the following three programs (not all programs are available in all markets):

- **Cardiac Care Link (CCL)** – The CCL program focuses on improving the quality of care for patients with cardiovascular disease. To be eligible for CCL, a physician must first be certified under NCQA’s Heart/Stroke Recognition Program (HSRP). Certified physicians are then eligible for annual incentive payments for each cardiac patient covered by a participating employer. In this program, only individual physicians can be recognized.

- **Diabetes Care Link (DCL)** – The DCL program is intended to improve the quality of care for patients with diabetes. To be eligible for DCL, a physician must first be certified under NCQA’s Diabetes Recognition Program (DRP). Certified physicians are then eligible for annual incentive payments for each diabetic patient covered by a participating employer. In this program, both individual physicians and medical groups can be recognized.

- **Physician Office Link (POL)** – The POL program focuses on promoting the office practice’s use of information systems to enhance the quality of patient care. Practices that implement specific processes to reduce errors and increase quality can earn a reward for each patient covered by a participating health plan and/or employer. Eligible physicians must meet established care guidelines by becoming certified through NCQA’s Physician Practice Connections (PPC) program. In this program, the practice level (one physical location) can be recognized.

BTE has developed additional recognition programs in the areas of Patient-Centered Medical Home, spine care, hypertension, asthma, heart failure, coronary artery disease, pediatric care and chronic obstructive pulmonary disease (COPD). Aetna periodically looks to incorporate these new recognition programs into our rewards programs.

**How to locate recognized physicians**

Patients seeking qualified physicians can find recognized health care professionals in three ways:

- **DocFind**, Aetna’s online provider directory, located on www.aetna.com
- www.ncqa.org, NCQA’s website
- www.bridgestoexcellence.org, the BTE website

**Information on payments**

During 2010, Aetna paid approximately $385,000 in total aggregate payments to physicians as part of Aetna’s BTE recognition program. This represents less than 1 percent of all payments made to physicians.

**How to provide program feedback**

We value your feedback on the usefulness of BTE recognition reporting on DocFind. If you want to send us your comments, use the “Contact Us” feature on www.aetna.com, or call Member Services at the telephone number on your Aetna ID card.