



**CALIFORNIA DEPARTMENT OF INSURANCE  
2015 INSURER SUPPLIER DIVERSITY SURVEY**

Report Type: **Group**

Group / NAIC Code:

**901**

Group / Company Name: **Cigna Health Group**

**Our company / group enters into contracts to procure goods or services in California.**

1. Does your company / group have a supplier diversity policy statement?

**YES**

*A supplier diversity policy statement is any language that refers to the company's / group's policies in regards to supplier diversity, with the goal of procuring goods and services from diverse businesses*

If yes, provide the supplier diversity policy statement below:

<http://www.cigna.com/suppliercommunity/supplier-diversity-program>**Supplier Diversity Program**  
Industry leadership due to good business practicesCigna has made a strong commitment to leveraging diversity in all aspects of our business, including the recruitment and retention of human resources, the multi-cultural marketing of our products and engagement of a diverse supplier base. A diverse supplier base helps Cigna achieve our mission to improve the health, well-being and security of the people we serve. Supplier diversity expands and enhances our corporate relationships and experiences, and contributes to our ability to better understand and serve our broad spectrum of customers. Our program is designed to engage the very best suppliers including those who share our commitment to integrity, quality, and efficiency and continue to support Cigna's purchasing needs. Supplier diversity is an integral part of that equation. Why is supplier diversity important?Cigna believes the success of minority- and women-owned businesses and other under-represented suppliers adds to our success and to that of the communities we serve. Minority- and women-owned businesses are often in neighborhoods that benefit greatly from the commerce and employment opportunities the businesses provide. By partnering with these suppliers, we can foster the growth of these businesses while ensuring the long-term growth of Cigna. They can provide the best combination of total cost, quality and service, which ultimately provides a healthy competition and level playing field for all potential and existing suppliers. A strong commitment to supplier diversityCigna has a long history with Supplier Diversity with deep roots that date back to the 1970s. We are a corporate member of the National Minority Supplier Development Council (NMSDC), the Women's Business Enterprise National Council (WBENC), the National Gay and Lesbian Chamber of Commerce (NGLCC) and the Minority Corporate Counsel Association (MCCA). These organizations provide a direct link between corporate America and minority- and women-owned businesses and other diverse suppliers. It is our goal to continue to cultivate these alliances to ensure an equal opportunity for all companies who want to do business with Cigna. The NMSDC, one of the country's leading business membership organizations, was chartered in 1972 to provide increased procurement and business opportunities for minority businesses of all sizes. The NMSDC Network includes a National Office in New York and 39 regional councils across the country and three internationally. There are 3,500 corporate members throughout the network, including most of America's largest publicly-owned, privately-owned and foreign-owned companies, universities, hospitals and other buying institutions. The regional councils certify and match more than 15,000 minority owned businesses (Asian, Black, Hispanic and Native American) with member corporations that want to purchase goods and services. The WBENC network includes a National Office in Washington, DC and 14 regional councils across the country. There are 252 corporate members throughout the network, including most of America's largest publicly and privately owned companies. The national and regional council certify and match 14,000 woman-owned businesses with member corporations that want to purchase goods and services. The NGLCC includes a National office in Washington, DC and 45 US based chambers and nine internationally. There are 70 corporate members throughout the network including some of America's largest publicly

and privately owned companies. The council represents the interests of an estimated 800,000 to 1.4 million Lesbian, Gay, Bisexual and Transgender owned businesses and match with member corporations that want to purchase goods and services. The NGLCC is the largest LGBT business development and economic advocacy organization in the world. Cigna regularly participates in supplier fairs sponsored by these and other minority and women's organizations. As tangible evidence of our growing dedication to Supplier Diversity, in 2007 Cigna purchased \$39.3 million in goods and services from certified minority/women-owned business enterprises and other diverse suppliers across the United States.

- Provide a list of all documents in which the statement can be found (i.e. website, co. / group report, board charter, etc.):

**Cigna website: <http://www.cigna.com/suppliercommunity/supplier-diversity-program>**

- If the state is available online, provide link here:

**<http://www.cigna.com/suppliercommunity/supplier-diversity-program>**

If no, but will be creating one within the next 12 months, provide a timeline for when your co. / group expects the policy statement to be completed and any other details available at this time (i.e. policy language, policy creation team, etc.):

If no, please explain why:

2. Does your company / group have a supplier diversity program?

**YES**

*A supplier diversity program is any formal plan and / or structure that has been setup specifically for the company / group to implement its supplier diversity policy statements.*

If yes, provide an overview of the program:

**Cigna's Supplier Diversity team has annual goals to increase spend 10% year over year. 2014 showed a 30% increase in spend with diverse suppliers topping \$250 million in spend. This team actively works to introduce diverse suppliers into the Supply Chain. All Supply Chain Management sourcing staff have diverse spend goal included in their annual performance objectives.**

If no, but will be creating one within the next 12 months, provide a timeline for when your company / group expects the program to begin and any other details available at this time (i.e. program plan, program director, etc.):

If no, please explain why:

3. Does your company / group conduct outreach specifically to diverse businesses? **YES**

If yes, respond to parts a, b, c, d, and e below.

a. Share all company / group outreach and communication strategies and practices that are conducted specifically to diverse businesses. Specify what outreach is conducted specifically to California diverse businesses:

**Cigna Supplier Diversity team has a multifaceted outreach program that includes meeting diverse suppliers at conferences, seeking out suppliers of interest in the CVM database or organizational database, and hosting "Open Call Friday's" where any diverse supplier can pitch their business to a member of the Cigna Supplier Diversity Team on a 30-minute conference call. Cigna Supplier Diversity will specifically reach out to diverse suppliers in California when bidding on business with California based Cigna clients.**

b. Share any outreach and communication strategies and practices about supplier diversity conducted internally to company / group employees:

**The Cigna Supplier Diversity Team meets monthly with the Sourcing team to review upcoming opportunities. In addition, they speak regularly at the Cigna Colleague Resource Group (CRG) meetings to raise awareness of utilizing diverse suppliers.**

c. Check below all outreach and communication practices in which your company / group engages:

**EVENT** – seminars, meet-and-greets, summits, etc.

- Host matchmaking
- Host supplier diversity events
- Internal Awards Program
- Participate in matchmaking
- Participate in supplier diversity events
- Sponsor matchmaking
- Sponsor supplier diversity events

Share the name of an event you attended / hosted that has best guided and / or influenced growth of your Supplier Diversity efforts:

**Both the NMSDC and WBENC conferences have been very successful for Cigna. We host a booth at these events and post a list of what goods/services we are looking for to help identify qualified suppliers. We also attend the USBLN, NGLCC and USHCC annual co**

**MEDIA** – advertising, announcements, interviews, webinars, etc.

- Traditional media (newspaper, television commercial, etc.)
- Ethnic media outlets
- Social media; please specify: **We announce on LinkedIn when we will be attending upcoming conferences and invite diverse suppliers to come by our booth.**
- Trade publications

Share the name of a media group or outlet that has best guided and / or influenced growth of your Supplier Diversity efforts:

**We were featured in MBE magazine Nov/Dec 2013 issue which helped diverse suppliers understand how to reach out to Cigna Supplier Diversity to participate in an "Open Call Friday" conference.**

**ORGANIZATIONS** – membership, affiliation, sponsorship, etc.

- Member of a certification agency

- Member of ethnic chamber of commerce
- Member/affiliate of other organization, please specify:

**NMSDC, WBENC, USBLN, NGLCC and USHCC**

Share the name of an organization that has best guided and / or influenced growth of your Supplier Diversity efforts:

**NMSDC and WBENC are the most influential relationships that help us in meeting the most qualified suppliers**

**PROGRAMS** – mentorship, training, locator, etc.

- Diverse supplier registration portal
- Manage and run a supplier diversity mentorship program (in-house)
- Participate in a supplier diversity mentorship program
- Subscriber to a supplier locator program (or 3rd party service that identifies diverse suppliers)
- Operate a website dedicated to a Supplier Diversity Program
- Technical assistance / training program for diverse suppliers

Share the name of a program that has best guided and / or influenced growth of your Supplier Diversity efforts:

**Cigna is rolling out it's mentor/protege program this year with it's first supplier onboard and hopes to have 6 to 8 onboard by the end of 2015.**

d. Explain how, and to what extent, these strategies and practices have been successful in establishing relationships with diverse businesses:

**Cigna has five current RFPs that were rolled out in 2015. Each includes one to five diverse suppliers. These suppliers were mostly found through conference attendance and/or "Open Call Friday's." Building a network of potential suppliers is the most su**

4. Does your co. / group require and/or encourage its primary suppliers to subcontract with diverse businesses? **YES**

If yes:

a. Do you track procurement spend with Tier 2 diverse suppliers? **YES**

b. Please explain:

**Cigna wants to do business with companies that have the same values as us. We currently has 55 prime suppliers reporting their Tier 2 spend on a quarterly basis. Tier 2 language has been included in Cigna's master service agreements to ensure that the c**

5. Does your co. / group set internal targets or goals in regards to its supplier diversity statement and / or program? **YES**

If yes, please explain:

**Cigna Supplier Diversity has a 10% growth plan year over year. 2014 resulted in a 30% increase over 2013.**

6. Describe in detail any updates, progress, and / or best practices established by your company / group in the two years since the 2013 Insurer Supplier Diversity Survey was administered; include any awards or recognition received for Supplier Diversity work:

**Cigna spent \$258m with diverse suppliers in 2014. This spend is 12.2% of Cigna's overall spend. Cigna was awarded a Best Practice Award by the Dallas MSDC for supplier outreach through "Open Call Friday's" campaign.**

7. Additional Comments:

8. Points of contact for the company's / group's supplier diversity operations for diverse business enterprises:

**PRIMARY CONTACT**

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 Title: **Compliance Specialist**  
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**SECONDARY CONTACT**

Contact Name: **Tonya Marksteiner**  
 Title: **Supplier Diversity Manager**  
 Phone Number: **(603) 268-7931**  
 Email Address: **tonya.marksteiner@cigna.com**  
 Mailing Address **Two College Park Dr, Rt HHHH, Hooksett, NH 03106**

**GENERAL CONTACT**

Contact Name:   
 Title:   
 Phone Number:   
 Email Address:   
 Mailing Address

**LIST OF COMPANIES INCLUDED IN THIS REPORT**

Company Name	Company NAIC Number
<b>Cigna Health and Life Insurance Company</b>	<b>67369</b>
<b>Connecticut General Life Insurance Company</b>	<b>62308</b>
<b>Life Insurance of North America</b>	<b>65498</b>