



LEGAL SEARCH
CONSULTANTS

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Position Description



January 2015

Cigna Corporation

900 Cottage Grove Road
Hartford, CT 06101

Cigna Corporation (“Cigna”) has engaged Major Lindsey & Africa to conduct this Deputy Compliance Officer search to be located in its Hartford, CT office. Cigna is an equal opportunity employer. Interested candidates please respond to the recruiter who contacted you about this position or email Dick Gordon at rgordon@mlaglobal.com or Ron Ciardiello at rciardiello@mlaglobal.com. Please do not contact Cigna directly; all resumes sent to Cigna will be routed to MLA for handling and will create delays.

DEPUTY COMPLIANCE OFFICER

Company: Cigna Corporation

Compensation: Competitive.

Experience: 10+ years of extensive experience working in a strategic corporate compliance role is required, preferably in the healthcare and/or insurance sectors. Knowledge and understanding of the rules, laws and regulatory requirements regarding managed care plans, health insurance and/or healthcare services is highly preferred. Experience managing direct reports is also preferred.

Relos: Yes

COMPANY OVERVIEW

Cigna is a global health service leader dedicated to helping people improve their health, well-being and sense of security. Rooted in insurance more than 200 years ago through its predecessor companies, Cigna was formed in 1982 through the consolidation of INA Corporation and Connecticut General Corporation. Cigna continues to innovate, expand and grow globally. They have remained financially strong while branching out around the world, with capabilities in 30 countries and jurisdictions and serving customers in virtually every corner of the globe.

Every day, their team is dedicated to making experiences easy and reliable – in ways that their customers find proactive, personal and empathetic. Their personalized service goes deeper than paying claims, and is often life-changing – helping customers stay well, prevent sickness, obtain access to health care, recover from illness or injury, return to work and provide for their families. Worldwide, they offer peace of mind and a sense of security to customers seeking protection from themselves and their families at critical points in their lives.

With a significant position in the US health insurance market, CIGNA covers some 14 million Americans with its various medical plans. The firm's offerings include PPO, HMO, point-of-service (POS), indemnity, and consumer-directed products, as well as specialty coverage in the form of dental, vision, pharmacy, and behavioral health plans. It also sells group accident, life, and disability insurance. Customers include employers, government entities, unions, Medicare recipients, and other groups and individuals in North America. Internationally, CIGNA sells life, accident, and health insurance in parts of Europe and Asia, and it provides health coverage to expatriate employees of multinational companies.

CIGNA's subsidiaries include Connecticut General Life Insurance, Cigna Health and Life Insurance, Life Insurance Company of North America, and Cigna Life Insurance Company of New York.

To better align service and distribution resources, CIGNA implemented a new segment reporting structure in 2012. The largest segment is composed of its global health care operations, which account for about 80% of revenues and provide full health plan benefits for multinational, local, and organizational groups in North America and internationally. The division also provides behavioral health, employee assistance, pharmacy, and utilization review services to employer groups and benefit administrators.

CIGNA's disability and life insurance segment, which accounts for about 10% of sales, offers long- and short-term disability, group life, and accident insurance, among other products. The company covers about 5.6 million lives with its group life insurance policies and about 6.5 million individuals with its group disability policies.

A third segment, global supplemental benefits, provides supplemental health, accident, and life policies in the US and about 20 other countries.

Other operations include a mail-order pharmacy business, which works in partnership with its health care services segment, and an operator of onsite health clinics for large employer groups. CIGNA also still receives revenue from two inactive business lines: Its runoff retirement benefit business and its runoff reinsurance business.

POSITION OVERVIEW

At the direction of the Chief Compliance Officer, and working closely with the compliance resources embedded in the business, the selected individual will have responsibility for risk identification,

assessment, reporting and mitigation across Cigna's business in the U.S. Through the creative use of various data sources (internal audit and regulatory exam reports, complaints, operational metrics) coupled with knowledge of business priorities, the selected individual will identify risks and, working with the broader enterprise risk framework, assess those risk and their impacts across stakeholders.

Working closely with the team of compliance resources embedded in the business units, the identified candidate will identify risk areas, prioritize those risk areas based on business needs and strategy, and oversee the development of remediation plans to bring those risks in line with the enterprise's risk appetite. The candidate will be charged with developing meaningful risk reporting to senior management that addresses their business units and markets as well as the status of any remediation plans in their areas.

The ideal candidate will be responsible for the following:

- Providing compliance risk framework for the enterprise and overseeing the risk assessment and reporting process.
- Identifying potential areas of compliance vulnerability and risk, developing/implementing corrective action plans for resolution of problematic issues, and providing general guidance on how to avoid or deal with similar situations in the future.
- Identifying new risks and opportunities for systemic change to mitigate risk to the organization.
- Developing processes to regularly provide feedback, metrics and reporting to the CCO and other senior leaders on compliance risk.

QUALIFICATIONS & SKILLS

- **Education:**
 - Bachelors degree
 - JD preferred but not required
- **Required:**
 - An extensive background in governance/compliance roles.
 - A background in risk assessment and management.
 - Ideally, knowledge and understanding of rules, laws and regulatory requirements regarding managed care plans, health insurance or healthcare services.
 - The aptitude to identify actual or potential weaknesses in existing policies, procedures, systems and structures that may cause or enable compliance violations.
 - The skill to be effective in working with management to investigate asserted violations and then advocate for the implementation of changes that remedy such non-compliance situations.

PROCESS

Submit a resume in Microsoft Word format with a letter describing your interest and relevant skills addressed to:

Dick Gordon

Partner

Boston Office

rgordon@mlaglobal.com

Ron Ciardiello

Managing Director

Boston Office

rciardiello@mlaglobal.com

No calls please.

You may be required to complete additional documents to be considered for this position.

Additional information can be found on www.mlaglobal.com