FINDING A PROVIDER IN OUR ONLINE DIRECTORY

Southern California plans

Search our directory to find providers using this step-by-step guide before you enroll.

**STEP 1** – Go to Cigna.com and select *Find a Doctor, Dentist or Facility* at the top of the page.

**STEP 2** – Under How are you Covered? Select *Employer or School*.

**STEP 3** – Enter the *Address, City or Zip* of the doctor, dentist or facility.

**To search Doctor by Type**

**STEP 4** – Select *Doctor by Type* and enter a specialty or type of doctor. (A drop-down of selections will appear for your convenience.)

**To search Doctor by Name**

**STEP 4** – Select *Doctor by Name* and enter the doctor’s name in the search field.

And the type of provider you are looking for:

What type of provider are you looking for?

- Doctors
- Dentists
- Behavioral

**To search by Location**

**STEP 4** – Select *Locations* and enter the health care facility name or type you are looking for. (A drop-down of selections will appear for your convenience.)

**STEP 5 & 6** – Continue as guest (if prompted) and Continue

(Be sure not to select “Continue without a plan” since different plans might have different in-network providers).

Offered by: Cigna Health and Life Insurance Company or Cigna HealthCare of California, Inc.
STEP 7 – Select the plan of your choosing based on your employer plan offering. Please check with your employer or Cigna Engagement Advisor to confirm the plan(s) you are offered.

For the Southern California Select plan - You and the members on your plan have the option to select a PCP in any one of the four provider groups most convenient for you (HealthCare Partners, Scripps Health, St. Joseph Hoag Health or PrimeCare). Once a Primary Care Physician (PCP) is selected for each covered family member, services must be received by providers and facilities in the provider group that the PCP is aligned to in order to be considered in-network (except in the case of Emergency or Urgent Care).

Your search results will appear. You can select Change plan to search by a different plan type.

If you're enrolling for the first time take note of the PCP ID# (including any zeros); you will want to identify this when you enroll. For some plans, a PCP selection is required. If you do not identify a PCP while enrolling one will be auto-assigned (for plans that a PCP is required). You can change your PCP if you like, see details below.

STEP 8 – To find the PCP ID select

Get PCP ID#
- Years in Practice: 40
- Cigna Care Designation
- Quality Ratings: see all

Here, you will also find the Medical Group associated with the provider and you can select See affiliated doctor.
To change your Primary Care Provider (PCP)
Call Cigna customer service 24/7/365 at 800.244.6224

<table>
<thead>
<tr>
<th>When your PCP change will take effect for the</th>
<th>Example outlined with a plan start date of 1/1/2020</th>
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<tr>
<td>Southern California plan (Network HMO) and Southern California Select plan</td>
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<td>If you call:</td>
<td>Your PCP change will take effect for your plan start date</td>
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<tr>
<td>Example</td>
<td>Call 10/15/19-12/31/19</td>
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<td>If you call:</td>
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<td>Example</td>
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<td>On or after the 15th of the month</td>
<td>Your PCP change will take effect the first of the following month.</td>
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<tr>
<td>The change takes effect 3/1/2020</td>
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**Questions?** Call Cigna Customer Service at 800.244.6224.

1. Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all HealthCare Partners providers may be in the Southern California Select Network. 2. A PCP can be selected from Internal or Family Medicine, General Practice, Pediatrics or OB-GYN. Call for more details. 3. Out-of-network Emergency and Urgent Care services (as defined in your plan documents) are covered at the in-network benefit level.

Providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, view your plan materials.

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