

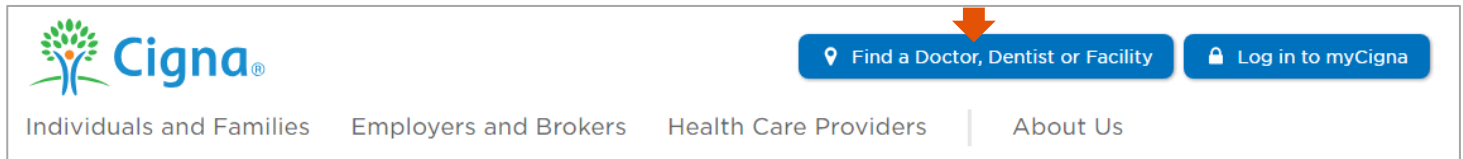
FINDING A PROVIDER IN OUR ONLINE DIRECTORY



Southern California plans

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

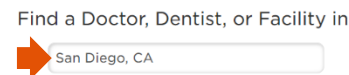
STEP 1 – Go to [Cigna.com](https://www.cigna.com) and select **Find a Doctor, Dentist or Facility** at the top of the page.



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

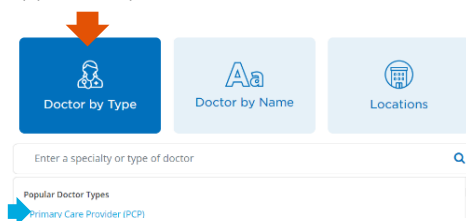


STEP 3 – Enter the **Address, City or Zip** of the doctor, dentist or facility.



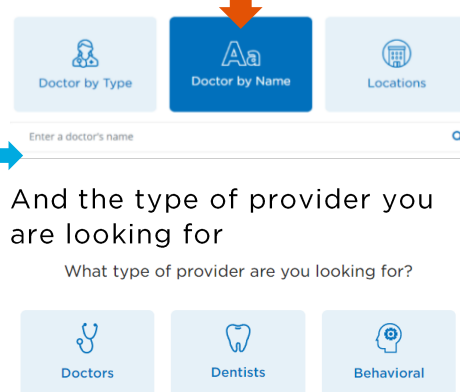
To search **Doctor by Type**

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



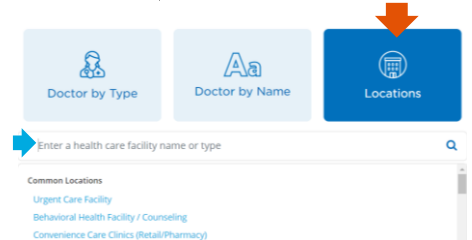
To search **Doctor by Name**

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



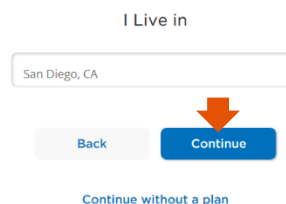
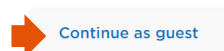
To search by **Location**

STEP 4 – Select **Locations** and enter the health care facility name or type you are looking for ex. Urgent care, behavioral health, chiropractor, Lab. (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).



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.

Please Select a Plan


- Cigna SureFit®
 - [Cigna SureFit Southern California](#)
- HMO, HMO POS, Network, Network POS
 - [Southern California](#)
 - [Southern California Select \(St Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare\) \(Not available with POS\)](#)
- LocalPlus, LocalPlus HDHP, LocalPlus IN, LocalPlus IN HDHP
 - [LocalPlus](#)
- OAP, OAP HDHP, OAPIN, OAPIN HDHP
 - [Open Access Plus with Carelink, Open Access Plus Tiered with Carelink](#)
 - [Open Access Plus, Open Access Plus Tiered](#)
- PPO, PPO HDHP, EPO, EPO HDHP
 - [PPO, PPO Tiered](#)

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).^{2,3}


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](#).

John Smith, MD
Address here, CA | Phone number

Example only


Doctor Info



Specialties
• Internal Medicine

Languages Spoken by Provider
Spanish

Male | Age here



Professional History - 40 years of experience

Active Licenses
CA License: [here](#)

Hospital Affiliations
[here](#)

Education
• Medical School: [here](#)

• Residency: St Joseph Mercy Oakland

National Provider ID (NPI)
1234567890

PCP ID & Network Status at this Location | [See all Locations](#)



Medical Plan: Southern California Select (St Joseph Hoag Health, Scripps Health, HealthCare Partners, PrimeCare) | [Change Plan](#)

Provide this PCP ID to your employer during open enrollment

Current Customers: To select this provider as your PCP, login or call the number on the back of your ID card.

Medical Group: [MERCY PHYSICIANS MEDICAL GROUP, INC. - SELECT](#) | [See affiliated doctors](#)

PCP ID # 1234567890

 In-Network  Accepting new patients

To change your Primary Care Provider (PCP)
 Call Cigna customer service 24/7/365 at 800.244.6224

| When your PCP change will take effect for the Southern California plan (Network HMO) and Southern California Select plan | | | |
|---|---|---------------------------------|--|
| <i>Example outlined with a plan start date of 1/1/2020</i> | | | |
| If you call: Before your plan start date | Your PCP change will take effect for your plan start date | | |
| | <i>Example</i> | <i>Call 10/15/19-12/31/19</i> | <i>The change takes effect 1/1/2020</i> |
| If you call: After your plan start date | Before the 15th of the month | | Your PCP change will take effect the first of the following month. |
| | <i>Example</i> | <i>Call 1/1/2020-1/14/2020</i> | <i>The change takes effect 2/1/2020</i> |
| | On or after the 15th of the month | | Your PCP change will take effect the first of the second month. |
| | <i>Example</i> | <i>Call 1/15/2020-1/31/2020</i> | <i>The change takes effect 3/1/2020</i> |

| When your PCP change will take effect for Cigna SureFit plan | | | |
|--|---|--------------------------------|--|
| <i>Example outlined with a plan start date of 1/1/2020</i> | | | |
| If you call: Before your plan start date | Your PCP change will take effect for your plan start date | | |
| | <i>Example</i> | <i>Call 10/15/19-12/31/19</i> | <i>The change takes effect 1/1/2020</i> |
| If you call: After your plan start date | Anytime during the month | | Your PCP change will take effect the first of the next month |
| | <i>Example</i> | <i>Call 1/1/2020-1/31/2020</i> | <i>The change takes effect 2/1/2020</i> |

Questions? Call Cigna Customer Service at 800.244.6224.

Together, all the way.®



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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