

# FINDING A PROVIDER IN OUR ONLINE DIRECTORY

## Southern California Select Network

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

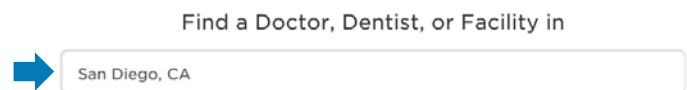
**STEP 1** - Go to [Cigna.com](https://www.cigna.com) and select **Find a Doctor, Dentist or Facility** at the top of the page.



**STEP 2** - Under How are you covered? Select **Employer or School**

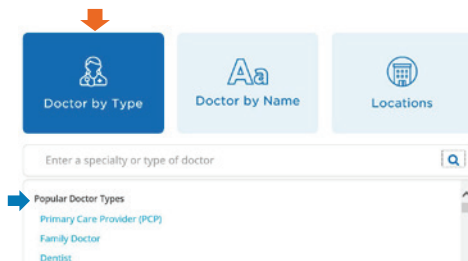


**STEP 3** - Enter the **Address, City or Zip** of the doctor, dentist or facility.



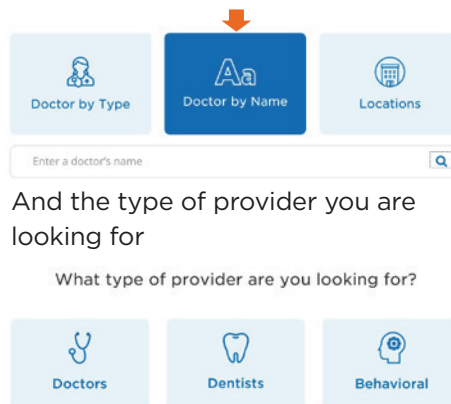
To search **Doctor by Type**

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



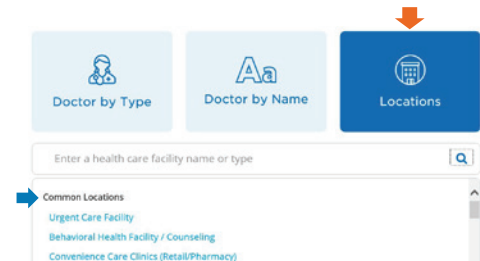
To search **Doctor by Name**

**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 i.e., Urgent care, behavioral health, chiropractor, lab. (A drop-down of selections will appear for your convenience.)



Together, all the way.®

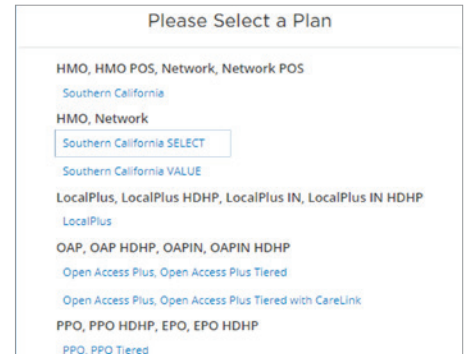


Offered by Cigna Health Care of California, Inc.

**STEP 5 – Continue as guest** (Be sure not to select “Continue without a plan,” if prompted, since different plans might have different in-network providers). Your search results will appear.



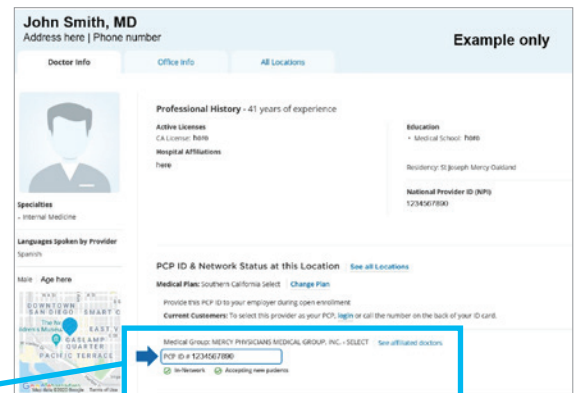
**STEP 6 – Choose Southern California Select** under HMO, Network. Your search results will appear.



With the Southern California Select plan, you and each member on the plan have the option to choose a primary care physician (PCP) from any one of the provider groups in the Southern California Select Network.\* Your PCP selection determines the provider group with which you are aligned. Each covered plan member can select a different PCP with any of the provider groups. Once a PCP is selected, you should receive care from the provider group with which your PCP is aligned. Generally, your PCP will refer you to providers within the physician network that they are aligned to.\*\* When needed, your PCP may refer you to other in-network specialists or facilities at another physician network within the larger network. If you choose to see a physician or facility outside of the network, your care will be considered out-of-network and will not be covered except in the case of emergency or urgent care services.\*\*\*

**STEP 7 – Select a provider** from the list displayed. Here, you will also find the Medical Group associated with the provider and you can select **See affiliated doctors**.

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 to you. You can change your PCP at any time by calling Cigna customer service 24/7/365 at **800.244.6224**. See additional details below.



**Scroll down to find the PCP ID**



You can select **change plan** to search by a different plan type.



**PCP change criteria** – Your PCP change will take effect as outlined below. Example provided with a plan start date of 1/1/2022.

If you call: <b>Before</b> your plan start date	Any time before your plan start date	Your PCP change will take effect by your plan start date.
	Example: Call 10/15/21–12/31/21	The change takes effect 1/1/2021
If you call: <b>After</b> your plan start date	Before the 15th of the month	Your PCP change will take effect the first day of the following month.
	Example: Call 1/1/21–1/14/21	The change takes effect 2/1/2021
	On or after the 15th of the month	Your PCP change will take effect the first day of the second month.
	Example: Call 1/15/21–1/31/21	The change takes effect 3/1/2021

**Questions?** Call Cigna customer service at **800.244.6224**.



\*Plans may be limited geographically. Providers are located throughout the majority of the counties. Not all providers may be in the Southern California Select Network. Please access the Cigna provider directory on Cigna.com or call 800.244.6224. \*\*Specific providers such as OB/GYNs and behavioral providers can be seen without a referral. See your plan documents for details or call 800.244.6224. \*\*\*Eligible out-of-network emergency and urgent care services (as defined in the plan documents) are covered at the in-network benefit level.

The providers and facilities that participate in the Cigna network are independent practitioners 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, review your plan documents or contact a Cigna representative.

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