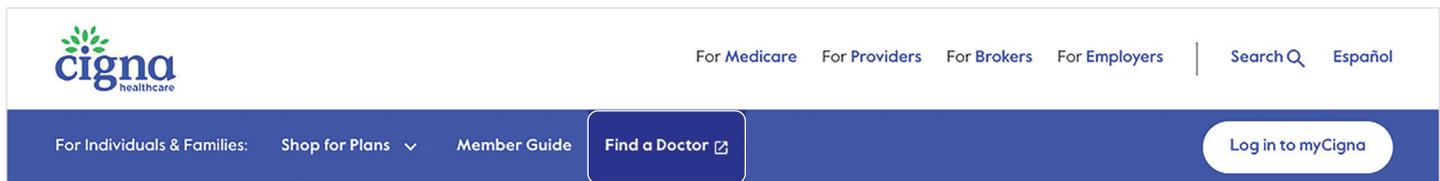


# Finding a provider in our online directory.

Southern California HMO Network

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

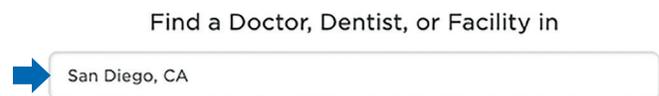
**STEP 1 – Go to Cigna.com and select Find a Doctor at the top of the page.**



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

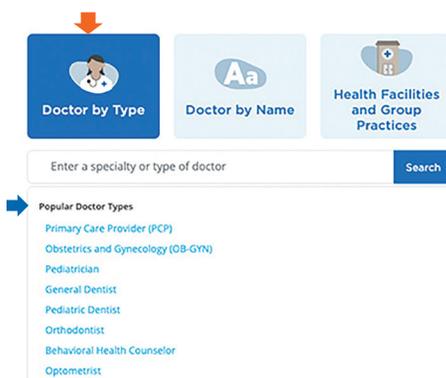


**STEP 3 – Enter the Address, City or Zip of the doctor, dentist or facility.**



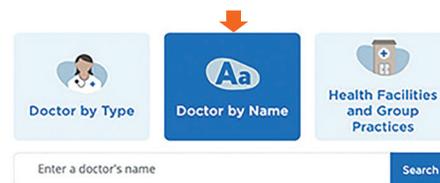
To search **Doctor by Type**

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



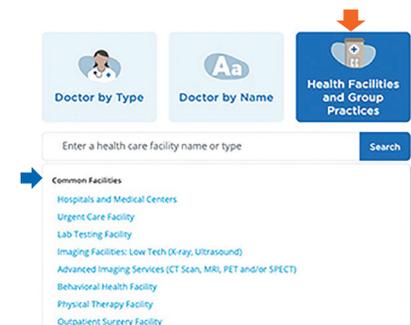
To search **Doctor by Name**

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



To search **Health Facilities and Group Practices**

**STEP 4 – Select Health Facilities and Group Practices** and enter the health care facility name or type you are looking for, i.e., Hospitals, Urgent Care, Behavioral Health, etc. (A drop-down of selections will appear for your convenience.)

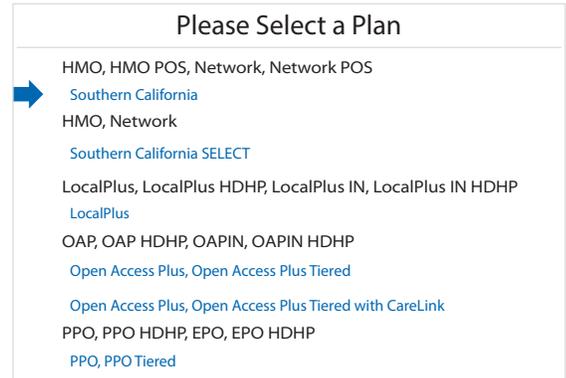


**STEP 5 – Continue as guest** Confirm the city, state or zip that you live in and select “Continue”. (Do not select “Continue without a plan” if prompted, since different plans might have different in-network providers). Your search results will appear.



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

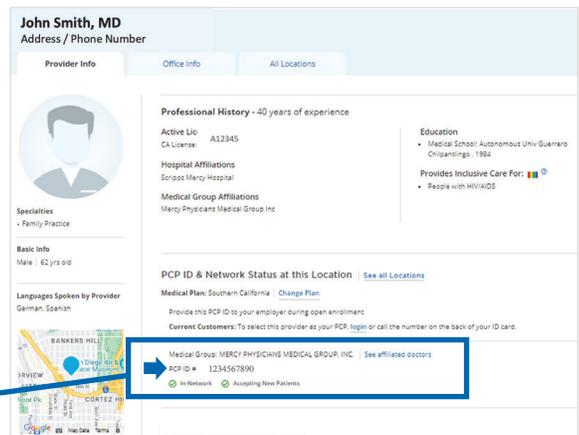
With the Southern California HMO plan, you and each member on the plan have the option to choose a primary care physician (PCP) from any one of the provider groups in the Southern California HMO Network.\* Your PCP selection determines the provider group with which you are aligned. Each covered plan 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.\*\*\*



**STEP 7 – Select a provider from the list displayed.** Here, you will also find the Medical Group associated with the provider and 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 Healthcare<sup>SM</sup> 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 1/1/2024.

If you call <b>before</b> your plan start date:	Any time before your plan start date Example: Call 10/15/23–12/31/23	Your PCP change will take effect by your plan start date The change takes effect 1/1/2024
If you call <b>after</b> your plan start date:	Before the 15th of the month Example: Call 1/1/24–1/14/24	Your PCP change will take effect the first day of the following month The change takes effect 2/1/2024
	On or after the 15th of the month Example: Call 1/15/24–1/31/24	Your PCP change will take effect the first day of the second month The change takes effect 3/1/2024

**Questions? Call 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 HMO Network. Please access the Cigna Healthcare 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 services (as defined in the plan documents) are covered at the in-network benefit level; and eligible out-of-network urgent care services (as defined in the plan documents) are covered at the prevailing rate for self-pay patients in the area where the services are provided. If you need help finding urgent care, contact the Cigna Healthcare 24-Hour Health Information Line or your PCP before receiving services. Please see plan documents for other out-of-network services that may be covered at the in-network benefit level when certain conditions are met.



The providers and facilities that participate in the Cigna Healthcare network are independent practitioners solely responsible for the treatment provided to their patients. They are not agents of Cigna Healthcare. 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 Healthcare representative.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company (Bloomfield, CT.) (CHLIC), Connecticut General Life Insurance Company, Evernorth Behavioral Health, Inc., or (its) their affiliates, and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna Healthcare of California, Inc. Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CERTV1 et al. (CHLIC); GSA-COVER, et al. (CHC-TN).