



FINDING A PROVIDER IN OUR ONLINE DIRECTORY



A step-by-step guide for Mercury Team Members

STEP 1 - Go to Cigna.com/mercury

STEP 2 - Review the plans available to you and “View Details” pages

HMO Select / Southern California Select plan Southern California employees	View Details
HMO / Network HMO plan California employees	View Details
OAP Super \$aver / Open Access Plus plan 3000/6000 All employees	View Details
OAP \$aver / Open Access Plus plan 1500/3000 All employees (not available in HI)	View Details
OAP No Deductible / Open Access Plus IN plan Employees outside of California	View Details

STEP 3 - Review the detailed plan pages and if the plan seems to be a good fit, access the provider directory to search for in-network providers from that page by selecting:

[Go directly to the provider directory](#)

STEP 4 - Los Angeles, CA is prepopulated for your convenience. Change the search location if it does not meet your needs.

SEARCH LOCATION:

The plan selection is also prepopulated based on the plan you selected in the View Details tab.

STEP 5 - Conduct your search: Enter the type of provider you are looking for (e.g., PCP, chiropractor, pediatrician), or the provider name. You can also search by selecting “Browse the A-to-Z glossary”.

LOOKING FOR: (Name, keyword, etc.)

[A-Z](#) [SEARCH](#)



STEP 6 – Make note of the PCP ID: When you enroll, you will want to identify your PCP*. The PCP ID# is specific for not only the provider, but for the plan. When choosing a provider, please call the medical office to verify they are contracted in-network with Cigna for the network/plan you have chosen. (e.g. Southern California Select plan)

Quick view example for provider

Last-name, Doctor
 000-000-0000 | Emailfoundhere.com | address here | 1.4 miles - [Map](#) | [1 other location](#) | [Incorrect info? Let us know](#)

<p>General Practice Years in Practice: 44 In-Network for selected Plan</p>	<p>Quality Ratings & Recognitions Cigna Care Designation Not enough info to evaluate for Evidence Based Medicine Standards.</p>	<p>Hospital Affiliations HOSPITAL HERE</p>	<p>Medical Groups PHYSICIAN ASSOCIATES-SELECT, A DAVITA MEDICAL GROUP</p>
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PCP ID#: 12324567890
 Accepting new patients with selected plan

Bottom of provider pop up view example

LOCATIONS

Address here
 1.4 Miles | (213) 483-1251 | officemanager@drsgginc.com | [Incorrect info? Let us know](#)

OFFICE HOURS
 Mon, Tue, Wed, Thu, Fri 9:00 AM - 6:00 PM

SPECIALTIES
 General Practice

MEDICAL GROUPS
 PHYSICIAN ASSOCIATES-SELECT, A DAVITA MEDICAL GROUP
 PCPID:12324567890
 Accepting new patients

LANGUAGES
 (Spoken by Provider)
 Hindi, Tamil

LICENSE NUMBER
 00000

NATIONAL PROVIDER ID (NPI)
 1122334455

Find the PCP ID# in these locations.
 Be sure not to note the NPI number.

Questions? Call a One Guide representative at 888.806.5042.

Information contained in the Cigna.com online provider directory is updated six days per week, excluding holidays, Sundays, or interruptions due to system maintenance, upgrades or unplanned outages. This information is subject to change at any time. Providers may delay communicating that they no longer accept new patients, there is not a guarantee that providers are still accepting new patients. Please check with the provider to confirm that they are in the network/plan you have chosen before scheduling an appointment or receiving services. You can also call the number on the back of your Cigna medical ID card and speak to a One Guide representative who can help you with your verification.

Together, all the way.®



*A PCP may be selected from Internal or Family Medicine, General Practice, Pediatrics or OB-GYN. Call for more details.

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, view your plan materials.

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