



COMING TOGETHER TO OFFER YOU MORE

The Cigna Southern California Select Plan and HealthCare Partners

By choosing HealthCare Partners as your provider group for your Southern California Select plan, you'll have access to hundreds of providers at dozens of locations throughout Los Angeles County. And as a Cigna customer, you'll also enjoy 24/7/365 customer support, as well as programs and resources to help you stay well.

Experience the HealthCare Partners difference

With over 30 years of experience, HealthCare Partners takes great pride in caring for you and making a difference in your life. The providers and staff members work together with each other – and with you – to help improve your health care experience and help you take control of your health.

- ▶ For 12 consecutive years, HealthCare Partners has been honored with Elite status by America's Physician Groups (APG) in the Standards of Excellence™ (SOE) Survey. This is the highest possible honor awarded by the nation's leading association for physician organizations practicing coordinated care.¹
- ▶ In 2017, for the fourth year in a row, HealthCare Partners was selected as a Top Performing Medical Group, in recognition of the quality of care and service delivered by medical professionals and staff.²
- ▶ In 2017, HealthCare Partners Medical Group was once again accredited by the Institute for Medical Quality (IMQ).³
- ▶ Dedicated to providing personalized care for you and your family, HealthCare Partners also provides programs, services, events and information to help you take proactive steps to improve your health and stay well.

You have options

With your Southern California Select plan, each member of your family has the option to select one of the four provider groups in the Southern California Select Network, including:

- ▶ **HealthCare Partners** (Los Angeles County)
- ▶ **St. Joseph Hoag Health** (Orange County)
- ▶ **Scripps Health** (San Diego County)
- ▶ **PrimeCare** (Riverside and San Bernardino counties)



- HealthCare Partners
- St. Joseph Hoag Health
- Scripps Health
- PrimeCare



Southern California Select Network in Los Angeles County

Enjoy convenient access to:^{4,5}



30+ Hospitals



40 Outpatient Locations



53 Urgent Care Centers⁶



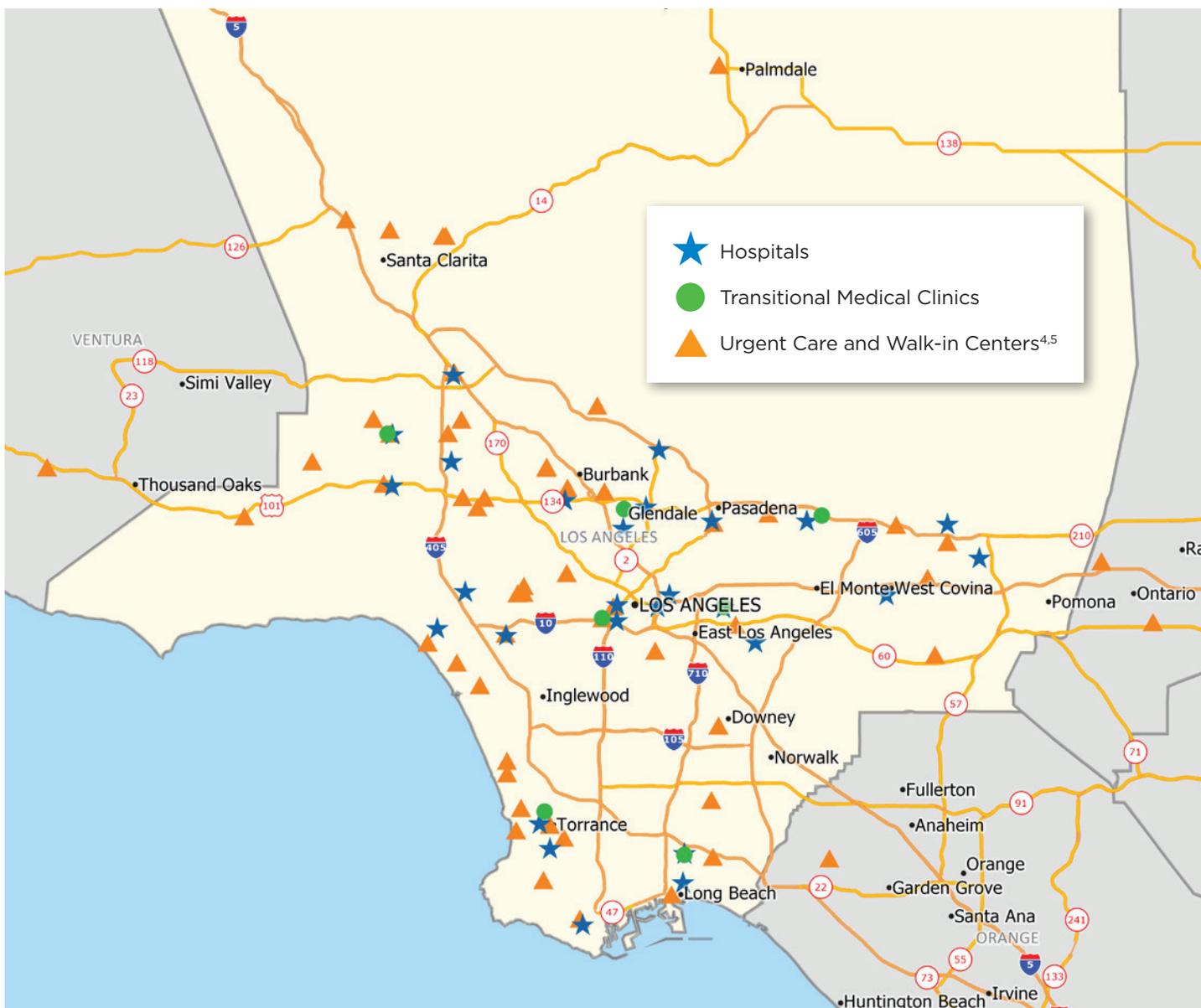
675+ Primary Care Physicians⁴



1,525+ Specialists



7 Transitional Medical Clinics



Plans may be limited geographically. Providers are located throughout the majority of the county. Not all HealthCare Partners providers may be in the Southern California Select Network. To find in-network providers, use the provider directory at [Cigna.com](https://www.cigna.com) or [myCigna.com](https://www.mycigna.com) after your plan start date. You can also call **800.244.6224** for assistance.

The Southern California Select plan offers service, support and savings designed to do one thing – help you and your family live your healthiest lives.

- › **24/7/365 customer service** with Spanish-speaking representatives and translation services in more than 200 languages.
- › **24/7/365 Health Information Line** provides access to a clinician for support with things such as choosing care, reviewing home treatment and finding the nearest convenience care or urgent care centers.
- › **myCigna.com and the myCigna® App**⁷ offer 24/7/365 access to a variety of tools, programs and resources designed to make it easy for you to manage your plan, your costs and your health.
- › **Cigna Telehealth Connection** lets you talk to a U.S.-based, board-certified provider via phone or video chat, whenever and wherever you need one – for the same out-of-pocket costs as a primary care provider (PCP) visit.⁷
- › **Transitional Medical Clinics** offer specialized support for multiple chronic health conditions. They focus on a limited number of patients and provide an extra layer of support to address your concerns.
- › **Cigna Healthy Pregnancies, Healthy Babies® Program** offers personalized telephone support from dedicated nurses, as well as online educational materials for everything from infertility and planning through post-delivery.
- › **Chronic condition management** for conditions such as asthma, lower back pain, depression, coronary artery disease and more. A Cigna health coach will work one-on-one with you to create a plan to maintain your health and manage your condition based on your personal goals.
- › **Lifestyle management programs** with access to coaches who can help you reach your health goals – from losing weight to quitting tobacco to reducing your stress levels.
- › **Cigna Healthy Rewards® Program** offers discounts on programs and services that help you live and stay well, such as weight management and nutrition, vision and hearing care, alternative medicine, healthy lifestyle products and more.⁸
- › **The Cigna Behavioral Health Network** lets you access behavioral health care and support – from behavioral health to substance abuse treatment – with no referral required.



For more information, call **800.244.6224** anytime or visit **Cigna.com** before enrollment. If your plan has already started, you can visit **myCigna.com** or use the **myCigna App**.

FREQUENTLY ASKED QUESTIONS

What if I move outside of the network service area?

Eligibility for the Southern California Select plan is based on zip code, and you must live or work in Orange, San Diego, Los Angeles, San Bernardino or Riverside county. If you move outside of the service area, your employer can provide information about your plan options.

What if a dependent moves out of the area?

Dependents living outside the service area may be eligible for “guesting” if they are away from the local area for at least 60 days, but not longer than two years. Call Cigna at **800.244.6224** to learn more.

Do I have to use in-network providers and facilities?

If you receive care outside the network, it is considered out-of-network and would not be covered by your plan, except for emergency or urgent care.⁹

What if I need to see a specialist?

Your PCP can provide a referral to an in-network specialist or facility if needed, or when required by your plan.¹⁰

What happens in the case of an emergency?

Emergency care is covered at the in-network level. If you have an emergency, dial 911 or go to the nearest emergency facility.

FREQUENTLY ASKED QUESTIONS (Continued)

How do I know if a provider is in-network?

Search Find a Doctor, Dentist or Facility at **Cigna.com** (before your plan starts) or on **myCigna.com** (after your plan starts) to find in-network providers.

What if I need to see a behavioral health professional?

Call Cigna customer service or go to **Cigna.com** (before your plan starts) or **myCigna.com** (after your plan starts) to locate an in-network behavioral health professional.

Do all of my family members need to choose the same provider group?

Each member of your family has the option to select a PCP at any one of the four provider groups in the Southern California Select Network. Each member will receive care from providers and facilities within the group selected to be considered in-network, except in the case of emergency or urgent care.⁹

Can I change my PCP?

You may change your PCP after your plan start date on **myCigna.com**, through the **myCigna App** or by calling Cigna customer service. The change will be effective on the first day of the following month.

What if I'm receiving care from a doctor outside of the network for an ongoing condition?

If you meet the requirements and your provider agrees to Cigna's terms and conditions, you may temporarily receive in-network level benefits for your treatment. Call Cigna customer service for help with a Transition of Care (TOC) or Continuity of Care (COC) request form.

How do I fill my prescriptions?

You can fill your prescriptions through Cigna Home Delivery PharmacySM or at any retail pharmacy that is in your plan's network. For more information, log in to **myCigna.com** or call Cigna customer service.

How do I know if my prescription is on Cigna's approved drug list?

Cigna Customer Service can help at **800.244.6224**. They may also be able to help you find a less expensive drug alternative or you can use the pricing tool on **myCigna.com**.

What if my medication needs a prior authorization?

Call Cigna customer service at **800.244.6224**.



1. America's Physician Groups Award Standards of Excellence Elite Status. Formerly CAPG, renamed America's Physician's Groups in January 2018. <https://www.apg.org/education/education-programs/standards-of-excellence/>.
2. SCAN Health Plan Names Top-Performing Medical Groups. Nov. 29, 2017. <https://www.scanhealthplan.com/about-scan/press-room/november-2017/scan-health-plan-names-top-performing-medical-groups>.
3. <http://www.imq.org/>.
4. Data as of January 2019 analyzing "unique" provider IDs, subject to change.
5. Access the provider directory on Cigna.com to see which providers are accepting new patients. Not all HealthCare Partners providers may be in the Southern California Select Network.
6. Not all urgent care centers may be listed in the provider directory. Consult with your PCP or call Cigna Customer Service 24/7/365 for more information.
7. Telehealth services are provided by independent companies/entities and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities and video chat is not available in all areas. Telehealth services are separate from your health plan's provider network. A PCP referral is not required.
8. Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Healthy Rewards is separate from your medical benefits. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. **A discount program is NOT insurance, and the customer must pay the entire discounted charge.**
9. Coverage is paid at the in-network benefit level as defined by the plan documents.
10. Specific providers such as OB/GYNs can be seen without a referral. See your plan documents for details or call 800.244.6224.

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.

Exclusions and limitations: All health plans and health insurance policies have exclusions and limitations. Copay, coinsurance and deductible requirements may apply. This brochure outlines the highlights of your plan. For a complete list of both covered and non-covered services, including benefits which may be required by your state, see your plan documents.

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